

Energy Bill Support Scheme for Local Authority and Self-Funded Residents - Instructions to Residents

Apply for £400 of energy bill support if you do not get it automatically.

Most households (including Care Home and Supported Living residents) in England get a £400 discount on their energy bills automatically. In some cases, like Care Homes and Supported Living services, the resident does not get the discount automatically.

You can check your entitlement and apply by typing **<https://www.gov.uk/apply-energy-bill-support-if-not-automatic>** into your browser or search “**Apply for energy bill support if you do not get it automatically**” to access the GOV.UK application portal online.

You are eligible if you are in a care home or assisted living facility and you pay for some or all your care. This applies to Local Authority funded residents who have contributed to their care by way of pensions or benefits.

This also applies to those living in social or private rented accommodation which has a business energy connection or a communal electricity supply or is part of a heat network without an electricity meter.

You cannot apply if you already received £400 automatically from your energy provider or if you have a domestic energy meter or pay your energy bills directly to an energy supplier like British Gas, Shell or EDF for example. If this reflects your circumstances and you have not yet received your £400, then you should speak to your energy supplier directly.

You will need to provide your email address and phone number and either an invoice from your care provider in the last 3 months or an official document from the care home including your name and address, a funding statement and the name and address of the care home.

If you're applying on behalf of someone else, answer questions with their details rather than your own.

There is further information below to help with your application.

After you apply, your local council will check you live at the address you apply for. You'll be told about the progress of your application by email or letter. You should get a response within 6 weeks.

If you're eligible, your council will arrange a one-off payment. You do not need to repay this money.

If you need help to apply or cannot apply online or need help with your application, you should contact the helpline team.

Email: alternativefunding@ebss.beis.gov.uk


Telephone: 0808 175 3287

Monday to Friday, 8am to 6pm

Online Application Instructions

Stage 1 – Check eligibility:

Step 1: Select where you live, and press continue.

 **Apply for energy bill support**

BETA This is a new service – your feedback will help us to improve it.

! This scheme is available to all eligible properties in Great Britain (England, Scotland and Wales) and County Fermanagh.

Where do you live?

England, Scotland or Wales

Northern Ireland

Continue

Step 2: Confirm if you are not already receiving the £400 discount via monthly payments split over 6 instalments.

Are you getting discounts to your energy bills from the Energy Bills Support Scheme?

The Energy Bills Support Scheme is a £400 discount to your energy bills for winter 2022 to 2023. It is split over 6 monthly installments.

! Most people get the discount automatically and do not need to apply.

If you are getting the discount, you will have received:

- £66 or £67 monthly discounts to your household electricity bill
- £66 or £67 monthly vouchers to top up your prepayment meter

If you are not sure if you are getting the discount, [check how your energy provider is providing it \(opens in a new window\)](#).

Are you getting discounts?

I am getting the discount

I am not getting the discount

Step 3: Confirm if you have a bank account or not. If you do not, you cannot apply and must call the helpline on 0808 175 3287.

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Do you have a UK bank current account?

You need a bank account in your name to apply.

We share bank account details with your council so we can check your identity and make payments.

Do you have a UK bank current account?

Yes No

Step 4: Check the residence which reflects where you live. This will be the 3rd, 5th or 9th option.

Describe where you live


Select the option that describes your home best if you fit into more than one category.

I live

- in a rented property
- in a property owned by me or someone else in my household
- in a home that has a heat network communal or district heating
- in a residential park home
- in a care home
- on a boat
- on a farm
- in a caravan or mobile home
- somewhere that does not fit into any of these categories

For Option 5 (Care Home go to step 6, for Option 3 or 9, go to Step 7)

Step 6: Care Homes – If you surrender part or all of your state or private pension or any benefits to pay toward your care home fees, please check the first option. This will generally apply to all Local Authority and Self-Funded residents. If you select the 2nd option, you will not be able to apply.

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Do you pay for your care home fees?

I pay for some or all my care home fees myself

All my care home fees are paid for by my local council or NHS

Step 7: Enter the address where you live, this will be the care home or supported living address. The Operator of your service can assist you if you do not know your postcode.

Find your address

! Enter your address (using the lookup tool) as it appears on your bank statement or utility bills so we can process your application quickly

House number (if you have one)

Postcode

Enter a UK postcode

Step 8: Select and/or confirm the address is correct or if not, click no and enter the details manually:

Step 9: Confirm this is your main home.

The process will then confirm if you can apply for the £400 Energy Bill Support Payment and provide a link to make the application:

Step 10: Click Apply

Stage 2: Application Process:

Step 11: if you live in a care home, there are 2 options:

- 1. Self-funded residents need to upload an invoice showing their care home fees within the last 3 months showing their name and the name and address of the care home.**
- 2. For Local Authority-funded residents, they will require a dated letter stating the resident's name, name and address of the care home and confirming that they pay some or all their care home fees – which could be from their pension or certain benefits which might be taken directly by the local authority or paid to the care home.**

Upload the evidence or drag and drop the document to the upload location and press continue.

Step 12: Confirm if you are receiving any Pensions, Benefits or Credits. This is to help use those records to identify you.

Step 13: Enter your Name, Date of Birth, Email Address and Phone Number (if you have one).

Step 14: Enter your personal bank details as requested. You must ensure the name is an exact match for the account itself.

Step 15: Check the details provided and confirm they are correct or change them accordingly and then click “accept and send”.

Step 16: You will receive confirmation via email and a reference number on the screen. Please make a note of this number for future reference. (Example Below)

Application received

Reference number
1-CS-00075744

We have sent you a confirmation to the email address you provided. Make a note of the reference number if you did not provide an email address.

Next steps

We will assess your application and pass it to your council for further checks.

Your council will make the payment if your application is successful.

The Department for Business, Energy and Industrial Strategy (BEIS) or your council should let you know the outcome in 4 weeks.

Example Email:

Application received: Apply for energy bills support if you do not get it automatically



Energy support schemes - alternative funds <energy.support.schemes.alternative.funds@notifications.s...

To:

Dear [redacted]

Your application for the Energy Bills Support Scheme has been received.

Your reference number is 1-CS-00075744.

Next steps

The Department for Business, Energy and Industrial Strategy (BEIS) will assess your application and pass it to your council for final checks.

The council will make the £400 payment if your application is successful.

We will let you know the outcome within 6 weeks.

Energy Bills Support Scheme team – BEIS