

ENERGY BILLS SUPPORT SCHEME

Important information for People with Prepayment Meters

Households will see a discount of £66 applied to their energy bills in October and November. This will rise to £67 each month from December through to March 2023.

How to get your discount:

- **Smart prepayment meter customers:** There's no need to apply for the discount. You'll see the discount credited directly to your smart prepayment meters in the first week of each month of delivery.
- **Customers with traditional prepayment meters:** There's no need to apply for the discount. You'll get redeemable vouchers or Special Action Messages (SAMs) from the first week of each month.

Your supplier should let you know:

- How you'll get your discount – by Special Action Message or as a text, email or paper voucher.
- Where to redeem your vouchers – for example, at a Post Office Branch or a PayPoint shop (not Payzone outlets).

If you get your discount by text, email or as paper vouchers:

- Check now that your supplier has the right (up-to-date) contact details for you, so that you get the vouchers.
- Make sure you open envelopes from your supplier in case paper vouchers are sent in the post.
- Redeem the vouchers at your local top-up point.

Be aware: For this discount, you'll never be asked for your bank details so please don't share them and be scam aware.

And finally: If you haven't received the first instalment by the end of October you (the bill payer) should contact your supplier.

More information at:

www.gov.uk/government/news/energy-bills-support-scheme-explainer