



Winter Fuel Payment (WFP)

Payment is usually made automatically to those in receipt of State Pension and some other benefits, but some **(those receiving only housing benefit, council tax reduction or child benefit for example)** may have to make a claim.

The payment is £100 - £300 per household depending on circumstances. Most payments are made automatically between November and December. You should get your money by Christmas.

You need to claim Winter Fuel Payment if you've not had it before and either of the following apply:

- you don't get benefits or a State Pension
- you only get Housing Benefit, Council Tax Reduction or Child Benefit

If you've claimed before: You should get your Winter Fuel Payment automatically from the organisation that pays your benefits. Contact them if you have any questions or there's a change in your circumstances. You can find their details on any letters they've sent you.

Claim first time by phone:

Telephone: 03459 15 15 15 Textphone: 0345 606 0285

Winter Fuel Payment Centre Monday to Friday, 8am to 6pm

You'll need to know:

- your National Insurance number
- your bank or building society details
- the date you were married or entered into a civil partnership (if appropriate)



Warm Home Discount

Time to Check if you are eligible and register for the Warm Home Discount Scheme the Warm Home Discount is a programme of support aimed at households who may struggle with their energy bills. Electricity suppliers will deliver the scheme and will primarily help qualifying customers by providing rebates on electricity accounts to help when bills may be higher over the winter period.

Some customers will qualify automatically for a rebate and if you do, you'll receive a letter from the Department of Work and Pensions telling you this. Otherwise you can apply to your electricity supplier for the rebate if you meet certain eligibility criteria.

- The £140 rebate is inclusive of VAT so, if you qualify for the scheme, the rebate will show on your bill as a credit amount of £133.33, before VAT is applied.
- If you have a Prepayment electricity meter you'll receive a bar coded voucher to the value of £140.
- If you've applied for the rebate payment and are eligible to receive it, your rebate will be paid by 31st March 2018.

Warm Home Discount Scheme

Telephone: 0345 603 9439 Monday to Friday, 8:30am to 4:30pm

If you don't qualify for the discount

You may be able to apply directly to your electricity supplier for help if you don't qualify because you don't get the Guarantee Credit element of Pension Credit.

Cold Weather Payment

Payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days. The 2015 to 2016 Cold Weather Payment scheme starts on 1 November 2017. You'll be able to check if your area is due a payment in November 2017.

What you'll get

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March. After each period of very cold weather in your area, you should get a payment within 14 working days. It's paid into the same bank or building society account as your benefit payments. Cold Weather Payments don't affect your other benefits.

Eligibility: You may get Cold Weather Payments if you're getting:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit