Welfare Rights Service	Factsheet – November 2026

Warm Home Discounts – Winter 2026/7

This factsheet focuses on the government's Warm Home Discount scheme. However, you may also qualify for other forms of assistance with energy bills– see section 6 to find out how to get further advice and support.

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1. What is the Warm Home Discount?

The Warm Home Discount Scheme is a government programme which is administered by energy suppliers to support people on low incomes and who are vulnerable with their heating costs over the winter.

The scheme has changed in recent years so that more households can receive help with their energy bills. The eligibility rules have been simplified, and since winter 2025/26 households no longer need to mee the previous 'high energy costs' requirement. This means that more people receiving qualifying means-tested benefits can now receive the discount. The scheme has also been extended and is currently due to run up to 31 March 2031.

If you qualify the discount is a one-off rebate worth £150 which is credited to your electricity bill (or to your gas bill if requested).

Prepayment and pay-as-you-go customers receive the rebate on their electricity key or meter; this may be in the form of a voucher you can use to top up your meter – check with your electricity provider for details.

2. Who qualifies?

You qualify for the discount if on **23 August 2026** all the following apply:

- your energy supplier is part of the scheme (see below);
- your name (or your partner's or appointee's name) is on the energy bill;
- you receive any of the following means-tested benefits: Universal Credit, Housing Benefit, Income-related Employment and Support Allowance or Pension Credit.

3. Participating Energy Companies

Participating suppliers change from year to year. All domestic energy suppliers with more than 1,000 customers are required to participate, with some smaller suppliers participating voluntarily. Check the current list on GOV.UK for details or ask your energy supplier. www.gov.uk/the-warm-home-discount-scheme/energy-suppliers

3. How you get the discount

You should receive a letter between late October 2026 and January 2027 telling you about the discount if you're eligible. Most people will receive it automatically by 31st March and don't need to apply. The letter will

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explain if further action is needed and if you need to call a helpline by 26 February 2027 to confirm your details.

Important -please note:

1. If you think you're eligible but haven't received a letter by early January, call the Warm Home Discount Helpline **before 26th February 2027** on 0800 030 9322 (Monday to Friday 8am to 6pm).
2. If your provider asks you to contact them by a certain date, try to do this straight away if you can. You may not get the discount if you miss the date.
3. If you were not entitled to a qualifying benefit on 23 August 2026 but are later awarded benefit that is backdated to before that date, you will still be entitled to a rebate – this should be identified automatically.

Effect on other payments

The Warm Home Discount will not affect any Cold Weather Payment, Winter Fuel Payment or other benefits or payments you receive.

4. Other sources of support if you don't qualify

Industry Initiatives and other support

As well as providing direct support towards energy bills in the form of a £150 rebate for eligible customers, indirect support may also be available. Third parties acting on behalf of energy suppliers offer services to reduce fuel poverty and its impacts - these are known as Industry Initiatives.

You may be able to benefit under this element of the scheme even if you don't buy your energy from a participating supplier. Speak to any participating energy supplier about the Industry Initiatives they offer.

Note that you may also qualify for other sources of help with your fuel bills – contact Live Well Greenwich to find out what help and support may be available .

5. Switching suppliers – will you still qualify?

You will still get the discount if:

- you satisfied the eligibility conditions on 23 August 2026 (for winter 2026-27)
- your old energy supplier was part of the Warm Home Discount scheme.

If so, your previous supplier has an obligation to ensure that you receive the discount even though you're no longer a customer. Contact them to check they still have your contact details and when you will receive the rebate.

If you were not with a participating energy supplier on 23 August 2026 and subsequently switch to a participating supplier, you won't qualify for a discount in winter 2026-273, but may in future years.

Note: get advice before switching suppliers to check that you would be better off, particularly if you are already on a fixed tariff. Contact Live Well Greenwich (0800 470 4831).

6. If your energy provider closes

If your energy supplier stops trading, Ofgem will normally appoint a new supplier to take over your account automatically. Your gas and electricity supply should continue without interruption. Ofgem and Citizens Advice websites include useful information about your rights should this happen to you.

If you were due to receive a Warm Home Discount, contact your new supplier if you are unsure how your entitlement will be affected. In most cases, eligible households continue to be considered under the scheme, but arrangements may vary depending on the timing of the supplier transfer and your circumstances.

6. Further advice and support

Live Well Greenwich Line
0800 470 4831
Monday to Saturday, 8.30am to 6pm
https://livewellgreenwich.org.uk/
Contact this council service for support and signposting on staying warm and well this winter, feeding you and your family and, looking after your health and wellbeing.

Warm Home Discount Helpline
0800 030 9322
Monday to Friday 8am to 6pm
Visit GOV.UK to find out more:
www.gov.uk/the-warm-home-discount-scheme

Citizens Advice Consumer Helpline
0808 223 1133.
Monday to Friday, 9am to 5pm
www.citizensadvice.org.uk

Energy Saving Trust
https://energysavingtrust.org.uk/

7. If you need benefits advice

If you need benefits advice or would like to check if you are missing out on any entitlements, ring Royal Greenwich's:

Welfare Rights Service
Public Advice Line
(for borough residents only)
020 8921 6375
Textphone 18001 020 8921 6375
Mon, Thurs: 10am to 1pm

Alternatively, visit the Royal Greenwich website (www.royalgreenwich.gov.uk/welfarerights) to view benefit pages, download factsheets or use a free online benefit calculator.

This factsheet is correct as of November 2026

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