

# THE STRATFORD ENERGY SUPPORT FUND 2022

## FINANCIAL HELP WITH ENERGY BILLS

The scheme is administered and managed by Act on Energy on behalf of Stratford-on-Avon District Council who are offering financial support this winter for vulnerable households within the district who are struggling to pay their energy bills.

### WHO IS ELIGIBLE FOR THE SCHEME?

All homeowners, private rented tenants and housing association/Council tenants, can apply or be referred for fuel vouchers or fuel payments if they:

1. Live in the Stratford on Avon district; Alcester, Bidford-on-Avon, Quinton, Sambourne, Shipston-on-Stour, Southam, Stratford-upon-Avon, Studley, Upper Lighthorne and Wellesbourne & Walton,
2. Have a combined gross household income of no more than £30,000.00 per year
3. Have **no** household savings
4. Have someone living in the home with a vulnerability (see list below)

If you satisfy **ALL** the 4 criteria above, you can apply for support through the **Stratford Energy Support Fund**.

Applications will also be taken through referrals from recognised community and voluntary organisations, including Citizens Advice, Stratford District Council, Foodbanks, Housing Associations, professional health and family services, Age UK, schools etc.

### WHAT HELP IS AVAILABLE?

**Financial support with fuel vouchers and fuel energy payment. This is a one-off payment.**

When applying for Fuel Vouchers or Fuel Payment you will need to provide the following details:

- gas or electric supplier on the online application form including your energy supplier's name and account number (referee must have seen this energy bill)
- Council Tax reference number, telephone number, date of birth, tenure, vulnerability, benefits, method of energy payment, will also be needed to when making the application.

Please make sure the energy account details are accurate. If they are incorrect the payment will be void and may not be able to be redeemed.

## HOW WILL THE PAYMENT BE MADE?

**FUEL VOUCHERS** – If you use a key or a card to top-up your **pre-payment meter** you will be issued with Paypoint or Post Office Vouchers. A letter will be sent in the post to your address, containing the fuel voucher codes with instructions on how to redeem them.

**FUEL PAYMENTS** - A one-off payment onto your gas or electricity account, (**select 1 fuel type only, when completing the application form**), for:

- those paying by direct debit or
- on receipt of bill or
- direct to their supplier

## HOW MUCH WILL I RECEIVE?

**Families** with under children under 18 (or up to age 21 in full time education), will receive **£500** via direct payment to their energy supplier or **9 x £49** pre-payment vouchers for those paying by key or card.

**Single households or couples** will receive **£300** via direct payment to their energy supplier or **6 x £49** pre-payment vouchers for those paying by key or card.

## HOW TO APPLY

You can, or a partner referrer can, apply online by completing the application form link at the bottom of the page.

**Before applying please be aware that:**

1. There is **no guarantee of support**.
2. The funding is available until 31<sup>st</sup> March 2023 but it is limited and will be withdrawn once all funds have been allocated, which may be sooner than March 2023.
3. This is **not an emergency scheme** and it may take several days for the payments to be made onto your account.
4. **No money will be paid directly to applicants.**

5. You will have to confirm on the application form that you meet the above qualifying criteria.
6. Details of those who apply will be stored by Act on Energy in line with our privacy policy which can be found at: [GDPR & Privacy Policy - Act On Energy](#)

To register a client for the fund please complete and submit the ‘**Online Expression of Interest form**’ at <https://actonenergy.org.uk/project/energy-support-fund/>

For any other queries please contact 0800 988 2881

## FAQ’s for the applicant

### How long will it be before I receive help?

Please be aware that the Energy Support Fund is **not an emergency service.**

Fuel payments may take up to 20 working days for payments to reach energy accounts, we aim to issue fuel vouchers also within 20 working days.

**Successful applicants will be contacted when a payment has been made and we are unable to provide applicants with details on their application before this date.**

### I don’t know my energy details; can I still apply?

If you don’t know your energy details, such as name of supplier, method of payment for fuel, energy customer account number, you should find out the information first from your supplier before applying. If you apply without it, we won’t be able to process your application. We do not chase people for incomplete details.

### Can I have support for current energy costs, split across different utilities?

No. We will only make a payment to one utility either gas or electric. Your preference needs to be given in the form.

### Do I get this support each month?

No, it is a one off.

## **I have applied for fuel vouchers, will I get them today as I have no money on my meters and I don't know how I am going to manage?**

This is not an emergency scheme. Applications are processed on first come first served basis and there are many applications prior to this one. You will not get them today, it can take 6-8 weeks to receive support.

## **Am I guaranteed help if I apply?**

No, there is no guarantee of support.

## **Do I get the financial support into my bank account?**

No, financial support will go direct to your energy supplier to be allocated to your customer account, or you will receive fuel vouchers.

## **I have received my fuel payment/fuel vouchers but there is a problem with it; what shall I do?**

Ring us on 0800 988 2881 and we will try and help you.

## **I have been told my fuel payment has been sent via BACS; what does that mean?**

It has been paid by bank transfer. It means it gets paid to your supplier and then it will be allocated onto the customer account by their supplier. If this has not been allocated onto your customer account after 10 days of being notified of payment by AoE, you will need to contact your energy supplier directly.

## **I have moved house/changed supplier since applying, what should I do?**

Notify us as soon as possible.