

## SSE is urging customers eligible for the Warm Home Discount to apply before the closing date of Friday 16 January.

Thursday 8 January, 2015

Around £50m will be distributed to vulnerable customers and those on low incomes to help with energy bills through the Warm Home Discount scheme.

SSE has supported around 270,000 qualifying customers already this year with a discount of £140 on their electricity account, and expects to help 60,000 more before the end of March.

Jenny Saunders OBE, Chair of SSE's Customer Forum and Chief Executive of National Energy Action, said: "Vulnerable elderly people, those with chronic illnesses or mobility problems, or households with very young children are most at risk in cold conditions. They often require more heating than the average household whose occupants are out at work during the day. It's important for customers to come forward to ask their supplier about the help available, including the Warm Home Discount.

"Fuel poverty affects millions of people and is caused by a combination of low incomes and poorly insulated homes with inefficient, old and expensive to run heating systems. This leads to higher than average fuel bills and energy being wasted because a home is not retaining enough heat. The consequences can mean rationing energy or sometimes running up a debt which is hard to repay.

"SSE wants to help its more vulnerable customers who find themselves in or at risk of fuel poverty and I would encourage anyone who is struggling with their bills to talk to an SSE customer advisor about the help on offer".

Affordability, particularly for the most vulnerable is a number one concern for SSE and the Warm Home Discount is just one way the company offers its customers extra support. Help can also be provided through energy efficiency advice and measures, a Priority Assistance Fund which gives debt assistance, and Careline services for customers who need extra help managing their accounts.

To ensure qualifying customers get their discount by the end of March deadline, the scheme will close to new applications from Friday 16 January.

Customers can find out more about the Warm Home Discount and download an application form online at [www.sse.co.uk/HelpAndAdvice/ExtraHelp/PriorityPlan/](http://www.sse.co.uk/HelpAndAdvice/ExtraHelp/PriorityPlan/).

Customers can apply for the Warm Home Discount if any of the following statements apply to them:

### 1. Pensioners

I receive the Savings element of Pension Credit only.

### 2. Chronically sick and/or disabled people

I receive Incapacity Benefit or Severe Disablement Allowance or Employment and Support Allowance AND either Housing or Council Tax benefit OR one of the following:

- I have a child living with me who was born on or after 01 April 2009;
- I receive Incapacity Benefit or Severe Disablement Allowance;
- I receive Disability Living Allowance / or I receive Disability Living Allowance on behalf of a child living with me who was born on or after 01 April 1995;
- I receive War Disablement Pension;
- I receive Industrial Injuries Disablement Benefit;
- I receive an additional payment (such as the work-related activity group or support component of Employment and Support Allowance) because I am sick or disabled.

### 3. Families

I receive Income Support, income-based Jobseeker's Allowance, or income-related Employment and Support Allowance AND one of the following statements applies to me:

### Related Sectors:

Manufacturing, Engineering & Energy ::

### Scan Me:



- I have a child living with me who was born on or after 01 April 2009;
- I receive Disability Living Allowance on behalf of a child living with me;

OR

- I have a child living with me who receives free school meals who was born on or before 01 April 2006;

OR

• I receive Child Tax Credit (but not Working Tax Credit) AND I have an income of £16,192 or less AND the child was born on or after 01 April 2006.

-ends-

## NOTES TO EDITORS

### About SSE

SSE plc is one of the UK's leading energy companies, involved in the generation, distribution and supply of electricity and in the extraction, storage, distribution and supply of gas. Its core purpose is to provide the energy people need in a reliable and sustainable way. It supplies energy to around 8.99 million energy and home services customers throughout Great Britain and Ireland, is frequently ranked number one for customer service and is the UK's leading generator of electricity from renewable sources.

SSE is also taking bold steps to address the issues facing the energy industry. It is the only UK supplier to freeze standard energy prices until 2016, and every year contributes around £9 billion to the UK economy. It became an accredited Fair Tax company in October 2014.

**Media team:** 0845 0760 530

## Company Contact:

—

### Pressat Wire

E. [support\[ \]@pressat.co.uk](mailto:support[ ]@pressat.co.uk)

### View Online

**Newsroom:** Visit our Newsroom for all the latest stories:

<https://www.wire.pressat.co.uk>