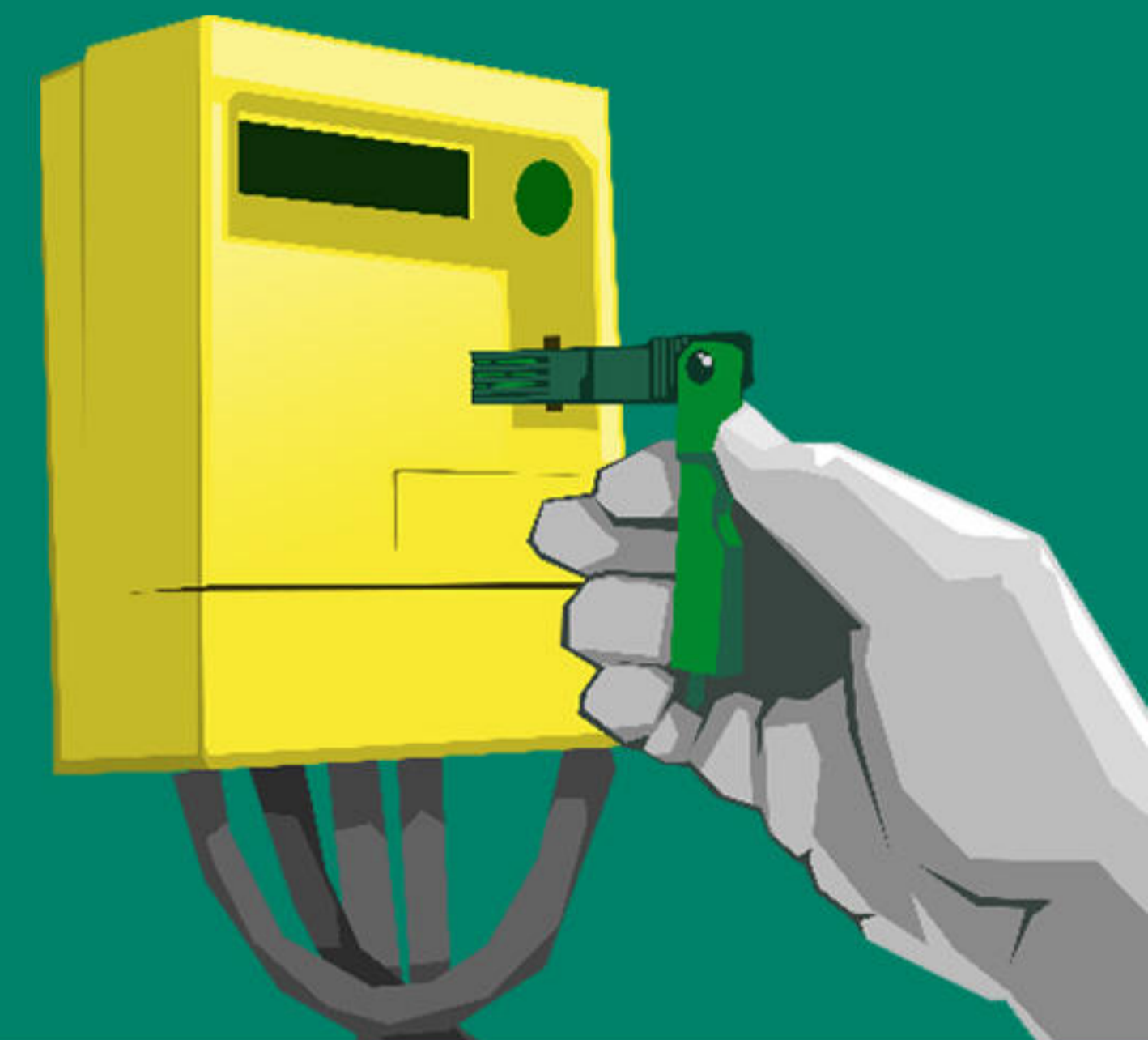




# Energy Bills Support Scheme

## Attention prepayment meter customers!

Make sure you receive your government discount vouchers to help you pay your energy bills.



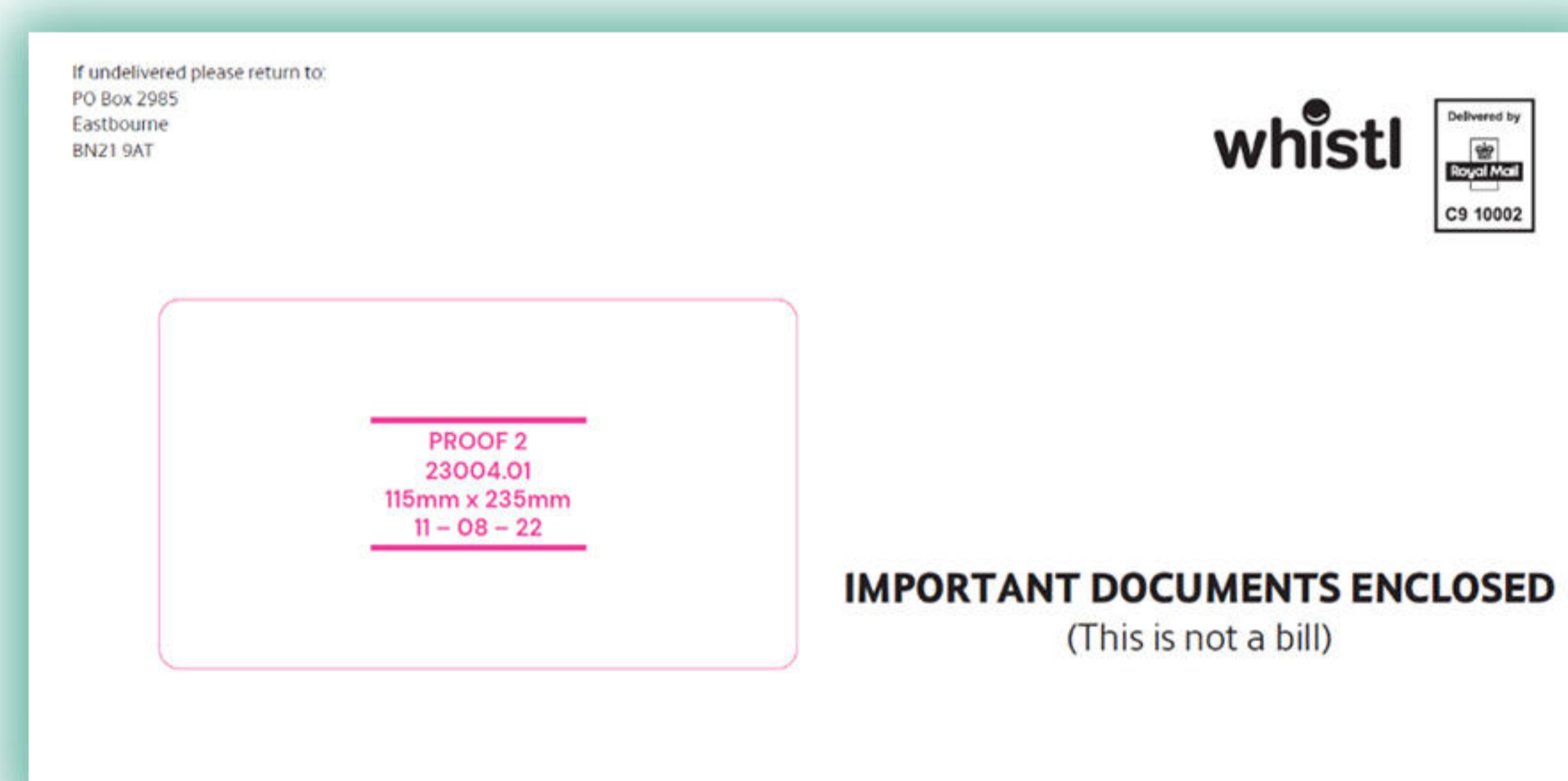
Do you top up your **energy prepayment meter** at a shop or Post Office?

**Yes?** You should be receiving discount vouchers from your electricity supplier.

There are **6 vouchers**. You will get one a month from October 2022 to March 2023.

Check your **post, emails** (including spam or junk) and your **text messages**.

A voucher will be in an envelope (like the one below), an email from your energy supplier (with instructions and a barcode) or a text from your energy supplier with a code.



Locate your vouchers and follow the guidance to get your discount. You will need to take your vouchers to either a **Post Office** or **PayPoint shop**.

**Vouchers expire after 90 days.** If a voucher is missing or expired, call your electricity supplier for a replacement. All vouchers expire by 30 June 2023 at the latest.

**Act now.** This is money you are owed from the government. You don't need to pay it back. **The total you are due this winter is £400.**

**Beware of scams.** Do not click on a link asking you to enter bank details or your personal information.

Alternatively, you may receive the discount via a **Special Action Message** when you top up. If you are not sure, ring your supplier or call Citizens Advice or a debt advice centre.

If you know people who pay for their energy in this way, check they have received and used their vouchers.