



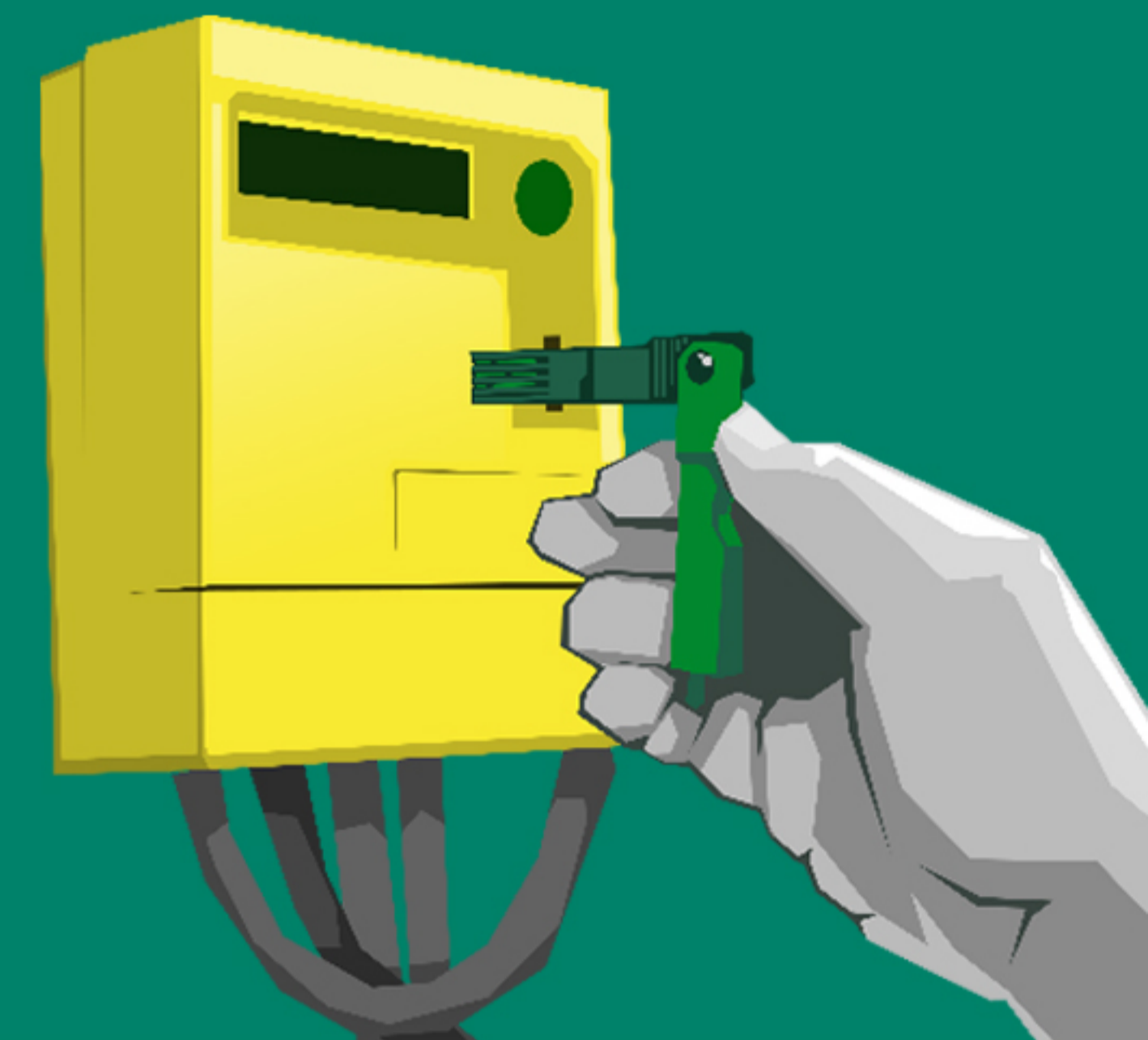
UK Government

Help for Households

Energy Bills Support Scheme

Attention prepayment meter customers!

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



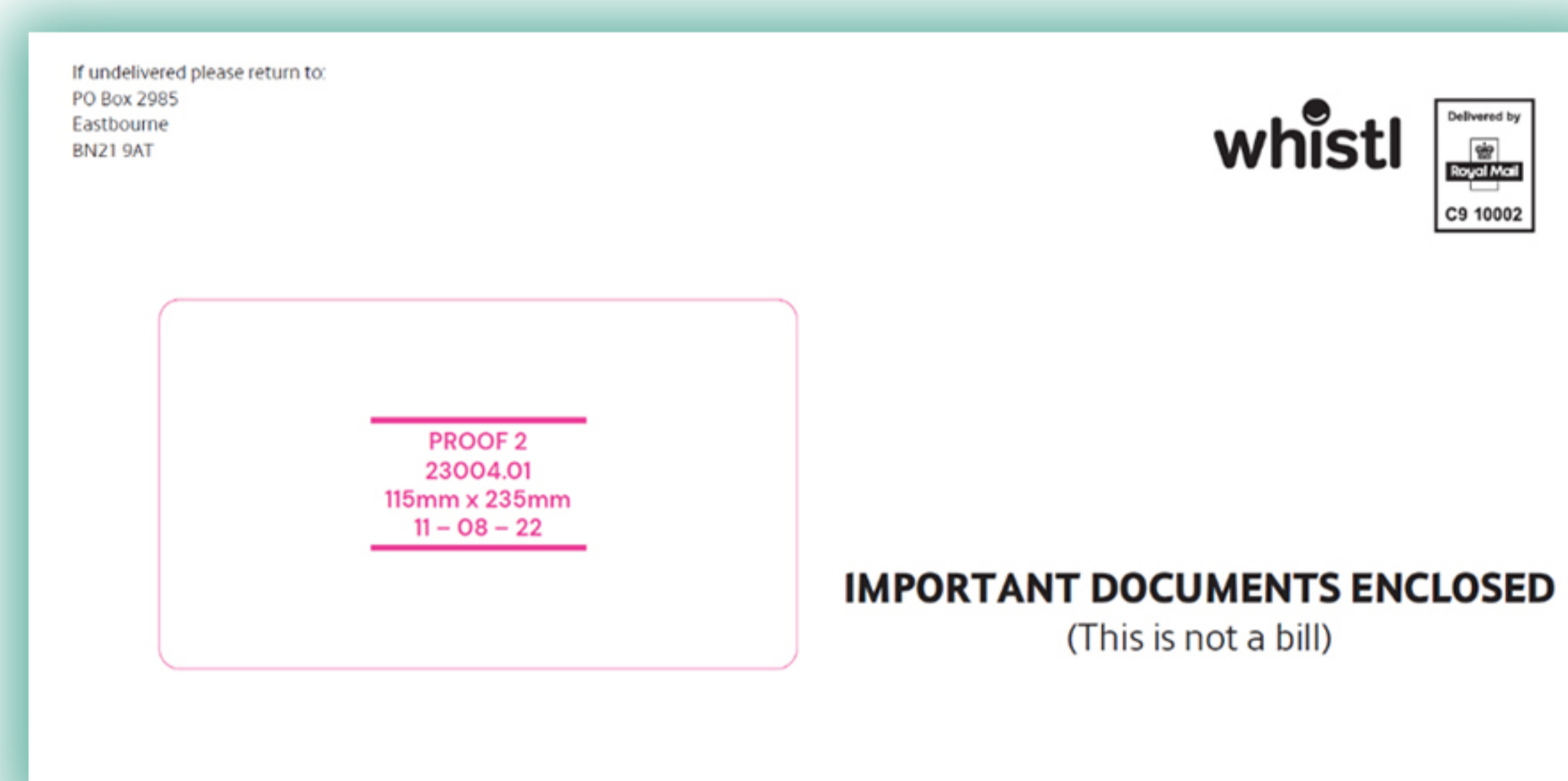
Do you top up your **energy prepayment meter** at a shop or Post Office?

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.