**Department for Energy Security and Net Zero**

Template letter from heat network consumer to heat supplier

Your Name / Organisation

Address line 1

Address Line 2

Address Line 3

City / County / Postcode

Your E-mail address

Recipient Name / Organisation

Address line 1

Address line 2

Address line 3

City / County / Postcode

Recipient E-mail address

Date

Dear…

I would like to raise a complaint with regards to the [Energy Bills Discount Scheme/Energy Bill Relief Scheme]. [Customer provides more detail about their specific concern].

Under the Energy Prices Act 2022, the government has introduced a range of schemes to provide support for energy bills and established a requirement that energy price support is appropriately passed on to end users (customers). This includes the [Energy Bills Discount Scheme (EBDS)/ Energy Bill Relief Scheme (EBRS)], which provides a discount on wholesale gas and electricity unit prices for non-domestic consumers.

Under the Energy Bills Discount Scheme Pass-through Requirement (Heat Suppliers) Regulations 2023/Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) [(England and Wales and Scotland)/ (Northern Ireland] Regulations 2022, heat supplier intermediaries, such as [yourself/company name] in receipt of support from the [Energy Bills Discount Scheme/Energy Bill Relief Scheme], are required to pass the benefit obtained to your end users, the intended beneficiaries of the [EBDS/EBRS]. As a person who purchases heating or hot water for their own end consumption from you, I am one of your end users.

I believe you will be provided with, or have been provided with, a benefit under the [EBDS/EBRS].

[Select the section needed, if complaining about lack of initial notice, lack of enacted pass-through, provision of information, or all of these]

Once that benefit is provided to you, it is your responsibility to, as soon as reasonably practicable inform your customers in writing of the following:

* the amount of [EBDS/EBRS] benefit provided to you as the heat supplier;
* the period of time to which the benefit relates;
* a summary of the requirements to pass on the benefit of the [EBDS/EBRS] to consumers;
* when and how the amount will be provided to the heat network consumer;
* details of how the consumer may resolve any dispute it has with you, as the heat supplier, about how it has complied with the requirement to pass on the [EBDS/EBRS] benefit, which may involve the heat supplier sharing its complaints handling procedure;
* that a consumer can make a complaint to the Energy Ombudsman (in GB) or the General Consumer Council for Northern Ireland (in NI)
* that a consumer can recover the pass-through amount as a civil debt if you, as the heat supplier, do not provide the consumer with that amount.

This information must be given to consumers by the later of these two deadlines:

* Within 30 days of the [EBDS/EBRS] benefit being provided to the heat supplier
* [For EBDS:] By 26 May 2023, which is within 30 days of the regulations coming into force
* [For EBRS:] 1 December 2022

In addition to this, a heat supplier must provide further information and effect the pass-through of the [EBDS/EBRS] benefit to customers. This must be done as soon as reasonably practicable and no later than the date the next bill is issued [for EBRS: unless this fell on or before 30 November 2022 or] unless this fell within 30 days of the heat supplier benefitting from the [EBDS/EBRS].

There are several ways to effect the pass-through, dependent on circumstances. The supplier may reduce its charges, reduce customer debt, provide them with credit or some other form of pass-through. Full details can be found in the guidance linked below. The supplier must also demonstrate, with evidence where needed, that the amount passed through is a ‘just and reasonable’ amount of benefit.

Further guidance on the legislation, heat suppliers’ entitlement to a scheme benefit, end users’ entitlement to a just and reasonable amount of that scheme benefit, and the responsibilities of intermediaries to pass on that scheme benefit is available at <https://www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediaries/>.

[Please provide me with the required details about the amount of scheme benefit you have received and how this will be passed on to me as the end user OR Please pass on a benefit which is just and reasonable within the timeframes required by the regulations.]

Please note that if you do not submit a response within eight weeks of receiving this letter, I intend to raise a complaint with the Energy Ombudsman.

Sign off

**Your name**