



Department
of Energy &
Climate Change

Government Electricity Rebate

Guidance for Licensed Electricity Suppliers

2014/2015

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General Purpose

The purpose of this document is to provide guidance to suppliers on how to comply with DECC's requirements as set out in the Secretary of State's Government Electricity Rebate (GER) Direction.

In particular it provides:

- Guidelines and templates for reporting the information required by DECC from Licensed electricity suppliers for the purpose of scheme management.
- Detail on the process by which suppliers will be reimbursed for providing the GER to consumers
- Information on how DECC will perform its duties under the GER scheme and how it will interpret various provisions of the scheme, with particular regard to supplier reporting and reimbursement.

This document should be used in conjunction with Ofgem's Guidance for Licensed Electricity Suppliers.

This document supplements, and should be read alongside, the Government Electricity Rebate Direction made by the Secretary of State for Energy and Climate Change pursuant to sections 7(3)(a) and 107 of the Electricity Act 1989.

The guidance set out here relates to scheme year 1 of the GER commencing on 3 October 2014 and ending on 31 March 2015. Additional or amended guidance will be issued for year 2 of the scheme prior to September 2015.

Executive summary

The Government Electricity Rebate (GER) scheme requires suppliers who are holders of electricity supply licences to deliver two GERs of £12 each to each of their eligible domestic electricity customers. Suppliers will provide GERs to customers from October 2014 and 2015 in the two years of the scheme.

Following consultation, Ofgem have introduced a licence condition modification requiring licence holders to comply with a Secretary of State Direction (the Direction) to deliver the GER. Licence holders are required to comply with new standard licence condition 25D and with the Direction. Ofgem and DECC have produced guidance for suppliers.

Summary of Supplier Obligations to DECC

The licence condition and the Direction set out a number of requirements for suppliers. Guidance on compliance with the majority of these obligations is set out in the Ofgem Guidance available from Stephen Parks (stephen.parks@ofgem.go.uk). However, there are some requirements in the Direction where suppliers have obligations directly to DECC. These particularly involve any reporting specific to DECC and the process by which suppliers will be reimbursed for providing the GER to eligible customers. In summary, these are as follows:

Reporting Requirements:

- Before **24 October 2014** all suppliers are required to notify DECC of:
 - The total number of eligible customers the supplier had on the Qualifying Date broken down into:
 - Number of those who are prepayment customers;
 - Number of those who are direct debit customers;
 - Number of those who are credit customers;
 - The name, position and contacts details of a responsible person (as defined in the Direction)
- Before **8 December 2014** suppliers are required to notify DECC of:
 - The number of outstanding customers to whom a supplier has been unable to provide a GER during the Payment Period;

- The reasons for non-delivery of the Rebate to the outstanding customers;
- The steps proposed for delivering the Rebate to those customers before or on the cut-off date.

Requirements for reimbursement:

- Suppliers are required to submit to DECC :
 - Requests for reimbursement of a sum the total of which must not exceed the total amount of all the Rebates a supplier has provided to its eligible customers in the period of a scheme year beginning with a Qualifying Date and ending on the cut-off date.
 - One or more invoices in accordance with process set out in this document the sum of which must not total more than the amount set out in the request for reimbursement.
 - Suppliers must only submit invoices once they have provided the GER to their eligible customers and in accordance with the process set out in this guidance.
- Suppliers must agree to the terms of reimbursement and a supplier's agreement to these terms must be executed by deed.

Scheme Timeline

(Reporting points highlighted in blue)

Target Completion Date	Key Delivery Point
12 October 2014	Qualifying Date – suppliers identify number of eligible customers by payment type
12 October – 24 November 2014	Payment Period – suppliers attempt to provide GERs to all eligible customers
Before 24 October 2014	DECC Notification Template – suppliers to complete and return to DECC
Weekly between 12 October-24 November 2014	Supplier Updates to DECC – this will be used to monitor the Rebate provision and identify issues
25 November 2014 -28 February 2015	Exception handling – suppliers provide GERs to Outstanding Customers where possible
25 November 2014 - 28 February 2015	Fortnightly Updates – suppliers provide information to DECC on progress on providing GERs to Outstanding Customers
8 December 2014	DECC Outstanding Customers Notification Template – suppliers to complete and return to DECC
28 February 2015	Cut-off date
13 March 2015	Final date to submit requests for reimbursement
By 28 April 2015	Suppliers' internal audit and End of Year Reports notified to Ofgem

Reporting Requirements

Although Ofgem will have primary responsibility, in terms of compliance, for monitoring whether suppliers have delivered the GER in accordance with the requirements set out in Licence condition 25D and the Direction, there are a number of areas where DECC will separately be seeking information from suppliers for the purposes of scheme management.

DECC will be looking for two forms of information:

Required reporting – these reports will be mandatory and are stipulated in the Direction. They will serve primarily to deliver assurances to DECC that suppliers have fulfilled their obligations under the Direction in delivering GER to eligible customers. Where possible, we will match the reporting, in both content and format, to that required by Ofgem in order to minimise the burden on suppliers.

Requested reporting – alongside the mandatory reporting above, DECC will be seeking regular management information from suppliers on an informal basis to assist in scheme delivery. This will allow us to respond quickly to any problems within the scheme if they arise.

Required Reporting:

The required information will enable DECC to co-ordinate the reimbursement process, authorise payments to suppliers to reimburse GERs and to undertake the reimbursement reconciliation exercise to ensure the overall payment made to a supplier in a scheme year is equal to the number of GERs delivered.

Suppliers must submit Notifications by the deadlines outlined above using DECC's templates and these must be signed by the responsible person within the suppliers' organisation.

On or before the 24 October - DECC GER Notification Template

The contents of this report, focusing on eligible customer numbers, will be used by DECC as part of the reimbursement process to set the maximum number of GERs for which a supplier may request reimbursement. The Notification to DECC will ask for the number of eligible customers on the Qualifying Date broken down into those who are prepayment customers, direct debit customers and credit customers. The contents of the Notification will need to be approved and signed off by the responsible person. The name, position and contact details of the responsible person should be included within the Notification. The template is attached at Annex 2

Contents of DECC GER Notification Template:

- **Supplier details** – details should be provided of the individual that the supplier has designated as the “responsible person” defined within the Direction
- **Actual number of eligible customers on Qualifying Date by payment type** – suppliers should provide the number of eligible customers, broken down by payment type, who had a live electricity supply with the supplier at 00:01 hour on 12 October 2014. Definitions for payment types and eligible customers are set out in the Direction

and interpreted within Ofgem's guidance and DECC's formal response to the consultation. The numbers reported here should be in accordance with those definitions. These numbers will be used and checked against those audited by Ofgem at the end of the scheme year and therefore suppliers should ensure that the same systems, processes and calculations are used to provide these numbers as will be used for Ofgem reporting.

- **Declaration and signature by the responsible person** - the numbers included within this Notification will be used for reimbursement purposes and therefore the responsible person should have assured themselves of the accuracy of the Notification prior to signature. The numbers included here will be subject to audit by Ofgem.

On or before 8 December - DECC GER Outstanding Customer Notification Template

The contents of this report will allow DECC to provide further clarification on acceptable exceptions and will be used to make decisions around whether additional actions are required. The report will notify DECC of the number of outstanding customers to which a supplier did not provide the Rebate and the steps proposed for delivering the Rebate to these customers before or on the cut-off date of 28 February 2015. The template is attached at Annex 2

Contents of DECC GER Outstanding Customer Notification Template:

- **Supplier details** – information as for the GER Notification Template
- **Number of outstanding customers divided by payment type** – suppliers should provide figures for the number of eligible customers to which they have been unable to provide a GER during the payment period. These should be broken down by payment type as defined within the Direction.
- **Reasons for non-delivery of Rebate** – this should set out the reasons why the GER has not been provided to a consumer. This Notification should set out in summary form the reason why groups of customers remain outstanding. DECC does not require individual level data for each case. However, as set out in the Ofgem guidance, suppliers should retain customer level information on why each case was an exception and the steps taken to provide the GER to that customer.
- **Steps proposed to deliver the Rebate** – for each group of customers who have not been provided with rebates, suppliers should provide information on how they intend to provide rebates to those customers.
- **Declaration** – As for the GER Notification template
- **Signature**

Requested Reporting

The information requested in this section is not mandatory for suppliers to provide, but DECC strongly encourages suppliers to report this where possible to improve the delivery of the scheme. In particular, the information provided will be used during the scheme's Payment Period to determine whether additional action is required from DECC to ensure successful delivery of the scheme e.g. provision of additional reactive communications in relation to voucher uptake by prepayment customers if this is lower than expected. Information provided will be treated as confidential by DECC.

Informal weekly progress updates during Payment Period.

During the scheme year, it will be important that DECC is kept aware of the progress towards delivery. This will allow DECC to provide further clarifications or information where required and take additional actions (e.g. further public communications) where necessary. A template for this information is provided at Annex 2 and we would encourage suppliers to use this. However, the format of these progress updates is not fixed and DECC encourages suppliers to provide information in a way that does not increase administrative burden. Weekly updates are likely to include the information set out below but additional relevant information may be provided if suppliers deem it necessary or in response to ad hoc requests from DECC. A template is attached at Annex 2

Potential contents of DECC GER Weekly Updates:

- Scheme progress including numbers of GERs provided, emerging exceptions and delivery challenges
- Figures for redemption of vouchers by prepayment customers redemption
- Any other scheme management issues.

Informal fortnightly updates 25 November 2014-28 February 2015.

As for the above period, these update are for scheme management purposes and the exact format is not fixed but the information requested is likely to include the following. A template is attached at Annex 2

Potential contents of DECC GER Fortnightly Updates:

- Scheme progress including progress on exception handling
- PPM voucher uptake
- Information, where available, on direct debit accounts reconciled to take account of the GER and bills sent to credit customers with the GER included.
- Any other scheme management issues.

Reimbursement Process

Purpose

The Direction sets out DECC's commitment to reimbursing suppliers for the number of GERs delivered to their customers. However, as the scheme is Government funded, DECC has to comply with conditions set by the rules and principles of managing public money in order to make any payments. This document sets out how requests for reimbursement will be processed and the evidence required from suppliers for payments to be made. The process will be administered by DECC and we will carry out the initial assurance on any claims. However, any final numbers will be measured and reconciled against those included in the End of Year report provided to Ofgem for audit.

General principles

The following will be the same in the processes for all payment types and all suppliers:

- All suppliers will need to have completed a form providing the supplier's chosen bank details for the scheme. For the majority of suppliers this will be the first time they have been set up as a payee with DECC. However, for those with accounts already set up they will need to confirm that the details already held are correct or whether an additional account is required.
- Suppliers will need to have submitted the **GER Notification template (Annex 2)** outlining total eligible customers before DECC will process a request for reimbursement. This can be done for each payment type separately i.e. supplier may submit the Notification for their PPM customers (and submit request for reimbursements for GERs to PPM customers in accordance with the Direction) even if they have not at that point provided GERs to direct debit or credit customers.
- The **request for reimbursement template (Annex 2)** may only be sent once the supplier has finished attempting to provide the GERs to that payment type i.e. when they have met the requirement set out in the Direction for the payment period. DECC will accept a request for a proportion of the funds for a payment type during the payment period (i.e. where the supplier has only provided a proportion of the GERs) only in exceptional circumstances e.g. for PPM, if suppliers plan to send vouchers out in batches or from multiple providers and would face a cash loss if not able to invoice immediately. Suppliers should contact the GER team at DECC to discuss if this is likely.
- Before making a request for reimbursement, suppliers will need to agree to **DECC terms of reimbursement**, a copy of which must be submitted before reimbursement requests are made. The agreement to the terms of reimbursement

has to be executed by deed and includes agreement by the supplier to refund any overpayments. A request for reimbursement must also include a declaration that the numbers are accurate and. Overpayments are most likely where vouchers for PPM customers remain unredeemed after the cut-off date and therefore suppliers will need to refund to DECC funds associated with these vouchers.

- Once DECC has received the request for reimbursement, and confirmed that it accepts the evidence submitted to substantiate the request, suppliers may send **invoices requesting payment**. In accordance with Managing Public Money, DECC will be paying invoices in line with the “point of need” i.e. the occurrence of when the supplier is likely to face a cash loss from providing the GER. What this entails for each payment type is set out below.

Reimbursement approach by payment type

Fixed Direct Debit - as set out in paragraph 6 of Direction

The total amount that suppliers will be reimbursed will be based on the number of eligible direct debit customers who have been provided with the GER. For direct debit, provided is defined as when the credit has been added to the eligible customer’s account. Suppliers will only be able to invoice DECC for reimbursement once this crediting has taken place. Suppliers will need to report this number along with a declaration that it is accurate. This number will be set out in the request for reimbursement.

Direct debit customers are likely to see a change in their bill following their next reconciliation, and these are likely to take place over the following months (and up to a year later). We therefore intend to reimburse suppliers over a period of time. The total sum requested will be split into six equal instalments paid monthly for the six months from the date the first invoice is received. Suppliers may send these invoices in separately each month or may provide the remaining five, alongside the first invoice if this is easier.

For any additional GERs that are delivered following the original request for reimbursement, or if there is a reduction in the total (e.g. where it is later found GERs were erroneously declared as provided) suppliers will need to submit an additional request (referred to as an instalment in the Direction) or notify DECC of the overpayment as set out in the Direction.

DECC will pay each invoice within 10 working days of that invoice being received.

There will be reconciliation at the end of the scheme year with the numbers audited by Ofgem after which suppliers will either be required to refund any remaining overpayments (this could also be done by offsetting overpayments against future invoices) or will have until 30 September 2015 to submit additional invoices.

Credit– As in paragraph 6 of Direction

As with direct debit, the total amount due will be based on the number of eligible customers the supplier has credited with the GER up to the total number of customers of this payment type set out in the GER Notification. This number will be set out in the request for reimbursement.

We will reimburse suppliers against this request in either one or three instalments based on the billing cycle the supplier uses for these customers (i.e. one invoice if using monthly billing or three monthly invoices if billing quarterly). Suppliers may send these invoices in separately each

month or may provide the remaining two for quarterly customers, post-dated, alongside the first invoice if this is easier.

If a supplier utilises more than one billing cycle, and there are a significant proportion of customers on each cycle, then these should be invoiced separately. This should be set out as part of the request. If the vast majority of customers are on one billing cycle then in order to simplify the process, DECC will pay in accordance with the predominant billing cycle.

Additional rebates provided following the initial six week period will be handled in the same way as for direct debit.

DECC will pay each invoice within 10 working days of that invoice being received.

There will be a reconciliation process at the end of the scheme year with the numbers audited by Ofgem and any additional payments invoiced or reductions refunded to DECC.

Pre-Payment Meter

For pre-payment customers, the total amount eventually reimbursed to suppliers for the whole scheme will be based on GERs actually delivered (e.g. SAMs and vouchers redeemed).

However, we are aware that for some methods of delivery, particularly vouchers, suppliers will need to pay for the provision of all GERs upfront, irrespective of the number finally claimed. So as to limit the cash flow impact on suppliers, we will therefore initially reimburse suppliers for the number of GERs provided as evidenced under paragraph 11(6) of the Direction, and then reconcile this figure with those actually delivered at scheme year end.

Suppliers will therefore be able to send a request for reimbursement once a supplier has notified to the Secretary of State proof of its purchase of vouchers or of its transmission of special action messages or of any other means by which it has provided a customer with a GER and this will depend on the method of delivery. We are aware that methods are numerous but for the most common ones this will be:

- Vouchers – when funds have been lodged with the voucher provider
- SAMs – when the message has been sent
- Smart Meter – when message sent/code delivered

The total amount requested should not exceed the maximum number of eligible pre-payment customers a supplier has on the qualifying date.

Invoices sent to DECC will be paid within 10 working days. However, DECC will endeavour to deliver sooner and, given notice, this will be as close to the day of invoicing as possible.

In the event that the number of GERs delivered to PPM customers is lower than the number for which suppliers have been reimbursed, suppliers will have to repay to DECC any overpayment in accordance with paragraph 13 of the Direction and the terms of reimbursement.

Cheques/BACS

Under the Direction, cheques and BACS (or other forms of tender) should only be used if another option is not available. Where these forms of payment are used, DECC will process invoices based on actual GERs delivered i.e. where the BACS transfer has been successfully made or the cheque cashed by the customer. We will not reimburse suppliers for cheques cashed after the cut-off date. Suppliers should therefore ensure that they are able to track whether these cheques have been cashed by this date and if necessary have the capability to cancel any cheques remaining not cashed after this date.

Detail on the Request for reimbursement and invoicing:

As set out in paragraph 11(1) of the Direction, a supplier seeking reimbursement will need to submit to DECC the following:

- **A request for reimbursement** – this document (Annex 2) will set out the total number or GERs that the supplier has provided along with the written declaration confirming that the number is accurate and that the supplier agrees to refund to DECC any overpayment (e.g. stemming from unredeemed PPM vouchers). DECC will then review this information, compare to the GER Notification, and confirm that it is content with the request or seek further information from the supplier.
- **Invoices against the request for reimbursement** – once the request for reimbursement has been approved, DECC will process invoices against the total set out in the request for reimbursement. Payments will be made within 10 working days.

Payment will only be made when all required assurance and other evidence is provided by a supplier as follows:

- Pre-payment Meter Customers
 - Vouchers
 - Evidence showing amount paid to the voucher company and
 - Evidence that this does not exceed the total number of prepayment customers.
 - SAMs
 - Evidence showing how many SAMs have been sent signed off by a responsible person
- Credit Customers
 - Evidence showing how many accounts have been credited and signed off by a responsible person
- Direct Debit Customers
 - Evidence showing how many accounts have been credited and signed off by the responsible person

Refunding/Reconciliation

Following the end of the scheme, DECC will reconcile the final number of GERs delivered by suppliers as audited by Ofgem with the number of GERs suppliers have been reimbursed for. We expect that in most cases, this will mean that suppliers will be required to refund DECC a proportion of the funds, particularly in the case of unredeemed PPM vouchers. Suppliers must refund any over payment as soon as they become aware of its existence. This reconciliation will be done in one of two ways:

- A direct request for refunds by DECC; or
- DECC netting off the amount owed from any future invoices due for scheme year 1.

Payments Terms

Once approved, invoices will be paid within 10 working days. Payments will be made by BACS into suppliers' nominated bank accounts. Any changes to these standard terms must be discussed and agreed with DECC prior to the start of the scheme.

Conditions agreed by deed

Before submitting a request for reimbursement (or any instalment thereof) a domestic supplier must agree to the following terms of reimbursement—

- the supplier is responsible for ensuring that all payments received in connection with GERs are used for the sole purpose of reimbursing the domestic supplier for GERs it has provided and delivered to eligible customers; the domestic supplier will refund to the Secretary of State any overpayments;
- the Authority and the Secretary of State are entitled to audit compliance by the domestic supplier with standard licence condition 25D and the Direction;
- the use of subcontractors for the purpose of providing and delivering GERs does not relieve the domestic supplier of any of its obligations under this direction, including the obligation to refund overpayments;
- the Secretary of State may offset any overpayment paid to a domestic supplier in either scheme year (that has not been refunded by the supplier) against future invoices submitted by that supplier;
- account to the Secretary of State or a person in the service of the Secretary of State for any monies received within 10 working days of any written request;
- notify to the Secretary of State any overpayment within 10 working days of the domestic supplier becoming aware of the existence of the overpayment;
- refund to the Secretary of State any overpayment within 10 working days of—
 - (i) the domestic supplier becoming aware of the existence of the overpayment; or
 - (ii) the receipt of a request in writing by the Secretary of State.

Refunds

Under the Direction suppliers must:

- report to DECC how they have used monies received within 10 working days of any written request;
- notify DECC of any monies paid which exceed the total sum of all the GERs delivered to their eligible customers; and
- refund to DECC any overpayment within 10 working days of becoming aware of it.

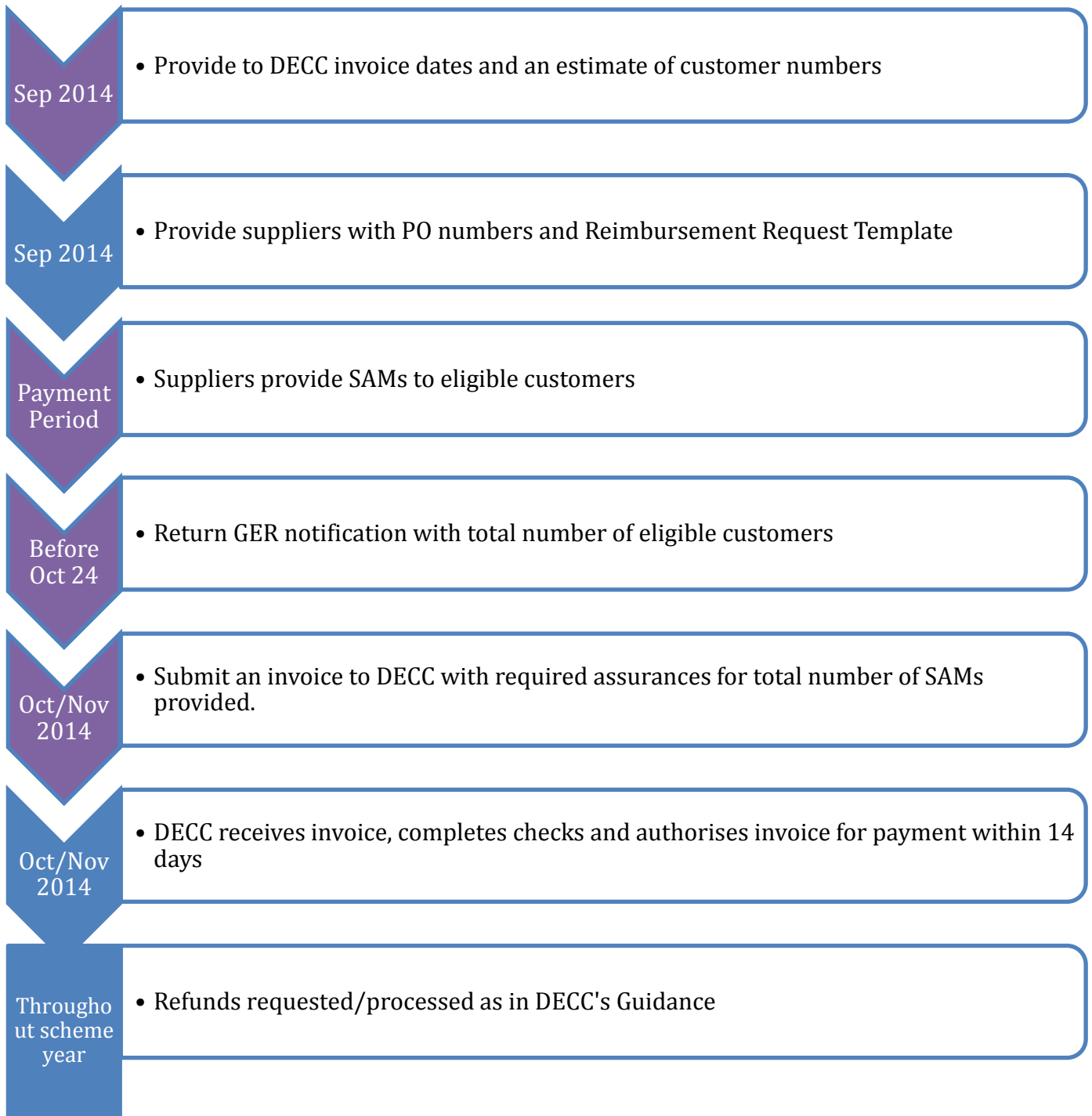
Annex 1: Payment Timelines

Pre-Payment Meters Vouchers



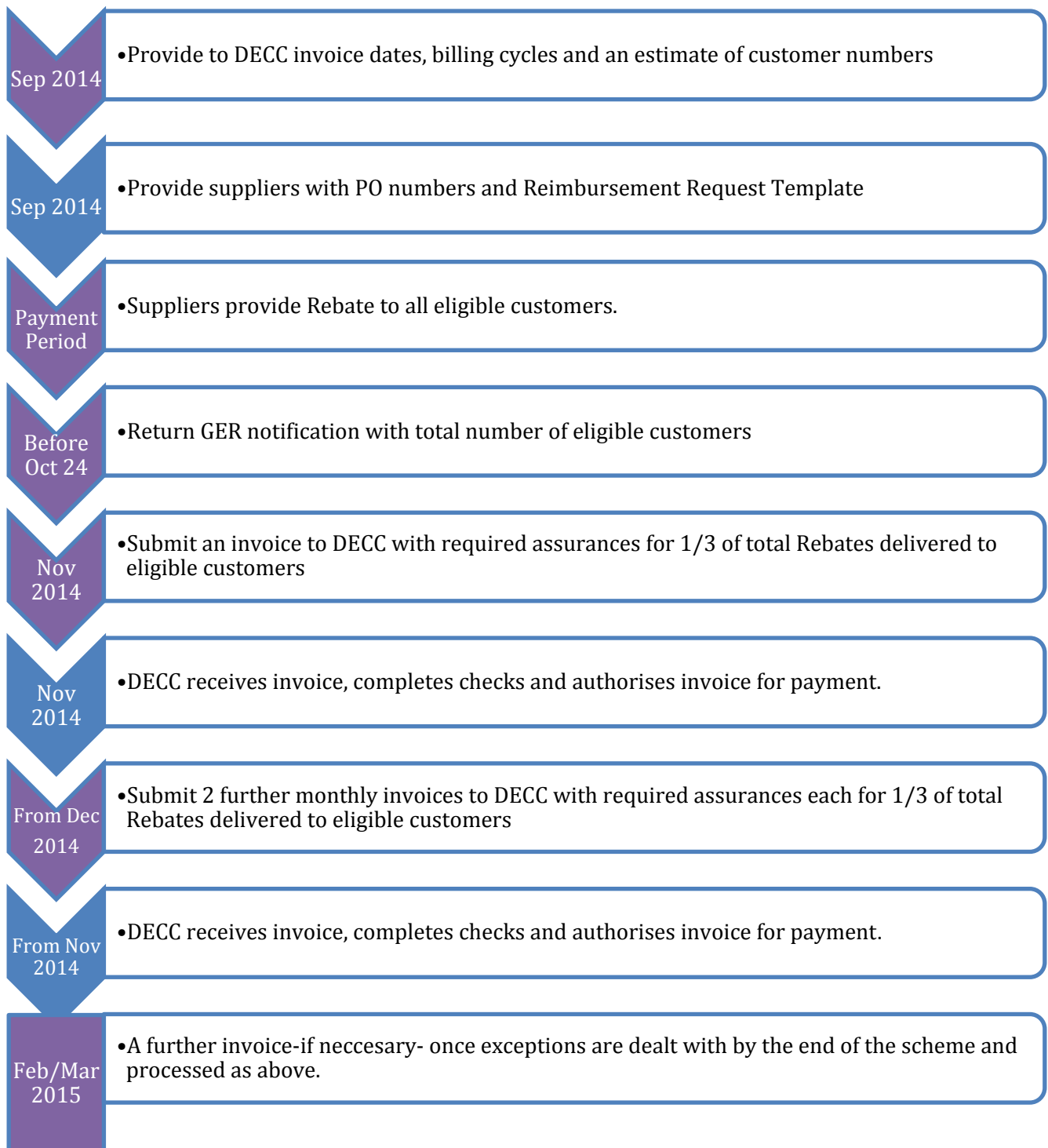
Supplier Action	
DECC Action	

Pre-Payment Meters SAMs



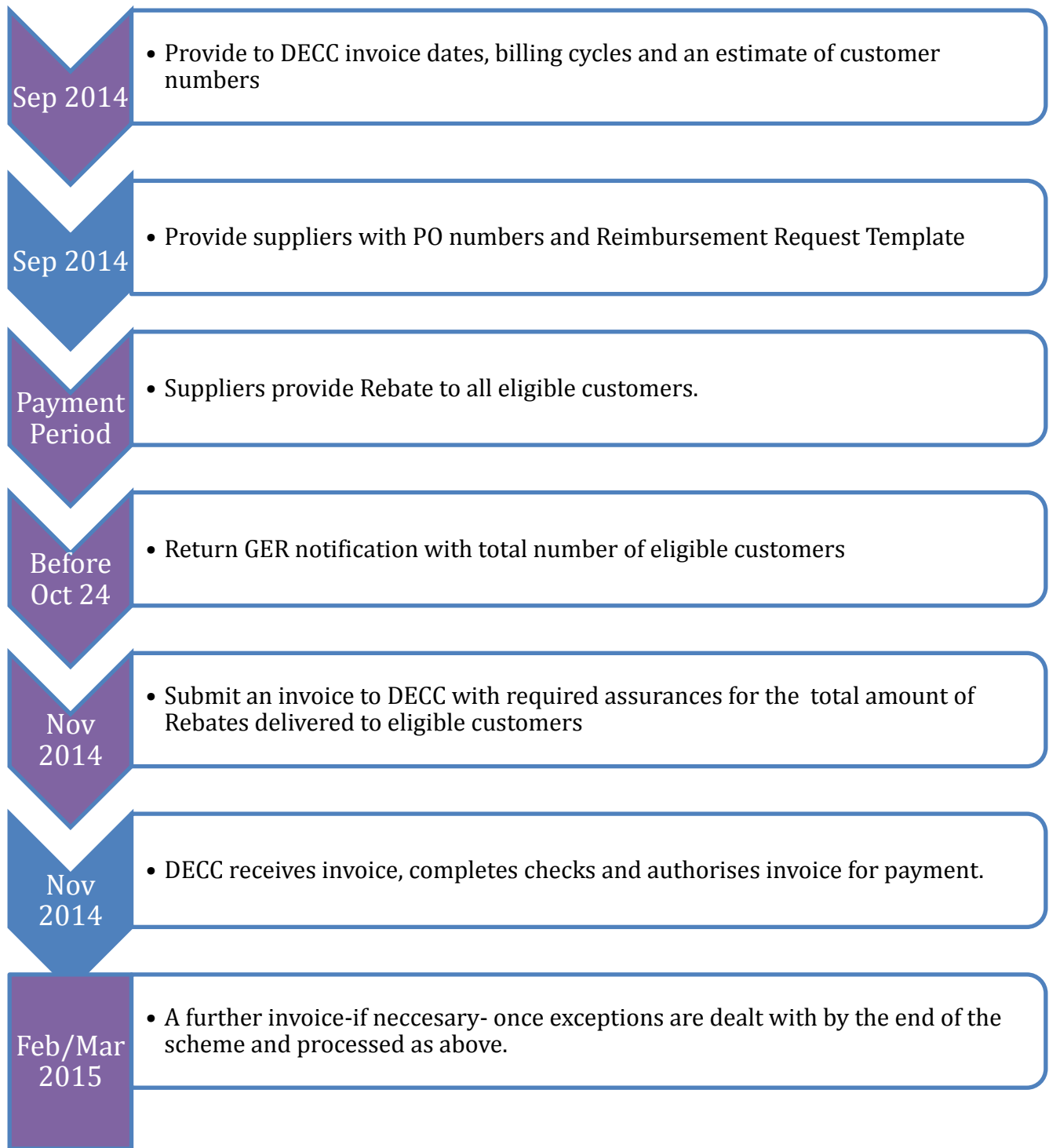
Supplier Action	
DECC Action	

Credit - Non-Monthly Billed Customers



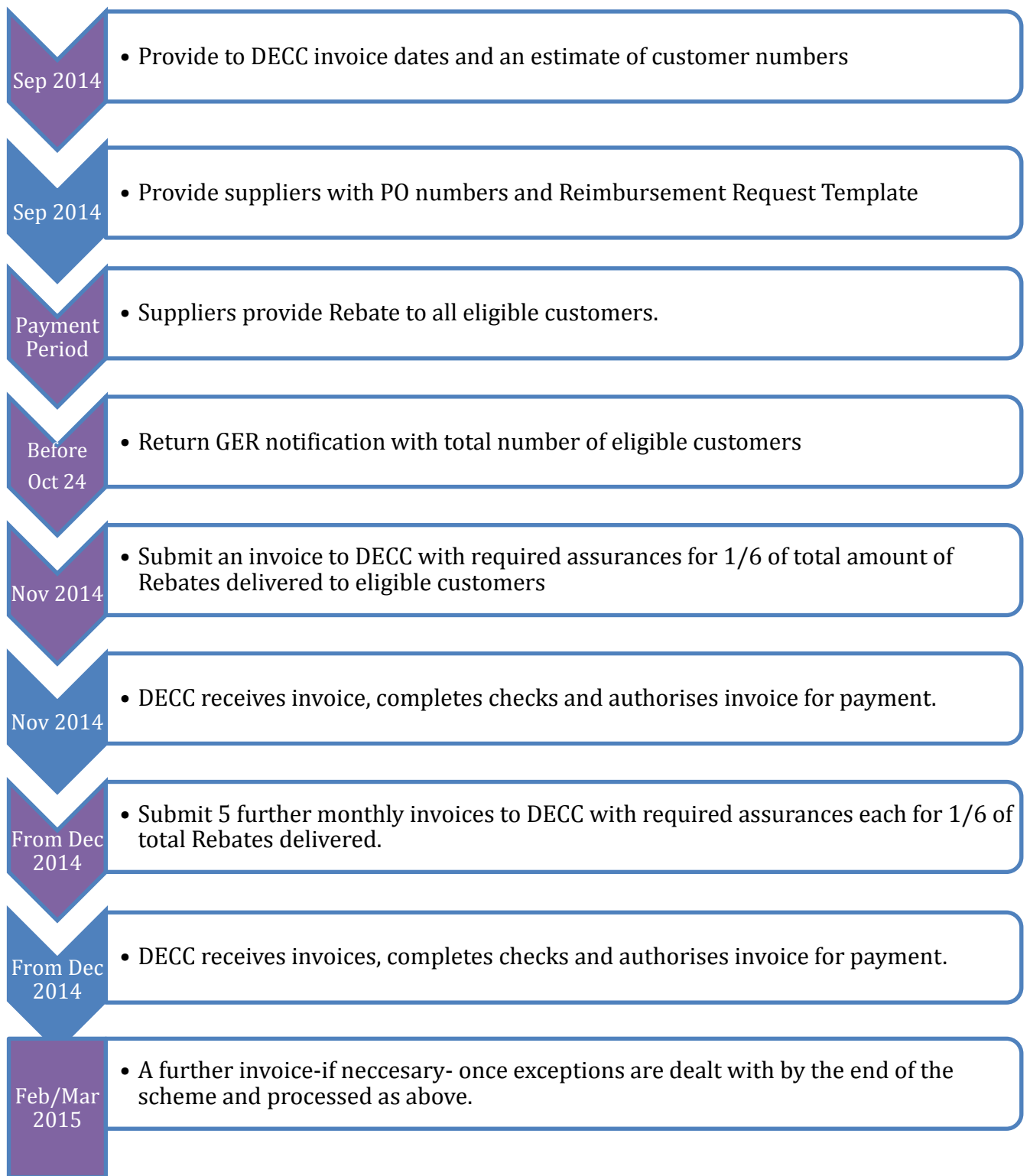
Supplier Action	
DECC Action	

Credit - Monthly Billed Customers



Supplier Action	
DECC Action	

Fixed Direct Debit



Supplier Action	
DECC Action	

Annex 2: Supplier Notifications



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Government Electricity Rebate Pre Notification Template

Supplier Details

Supplier Details	
Supplier	
Title	
Forenames	
Surname	
Job Title	
Telephone	
email	

Payment Type	Estimate of total number of eligible customers on Qualifying Date
Pre-Payment Meter	
Direct Debit	
Standard Credit	
Other (specify)	

Details of suppliers invoicing process

Payment Type	Date of first invoice*	Date of second invoice if applicable*	Frequency of customer billing
Pre-Payment Meter Voucher			
Pre-Payment Meter SAMs/Smart Meter			
Fixed Direct Debit			
Standard Credit/Variable Direct Debit(monthly invoiced customers)			
Standard Credit/Variable Direct Debit(other customers)			
Other (specify)			

* Estimate



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Government Electricity Rebate Notification Template

Payment Type	Actual number of eligible customers on Qualifying Date
Total Eligible Customers	
Pre-Payment Meter	
Direct Debit	
Credit	
Other (specify)	

Declaration:

I confirm that I am authorised by my organisation to submit this notification to DECC and that the information provided in this notification is true and accurate to the best of my knowledge and belief.

Signature:

Date:

Supplier	
Title	
Forenames	
Surname	
Position/Job Title	
Telephone	
email	

Please complete & email between 13 October and 24 October to
<mailto:ger@decc.gsi.gov.uk?subject=GER Notification Template>



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Government Electricity Rebate Weekly Progress Update Template

Supplier	
Title	
Forenames	
Surname	
Position/Job Title	
Telephone	
email	

Number of customers provided with Rebate	Direct Debit	Credit	PPM - Vouchers	PPM – Other inc. SAMs
Number of PPM vouchers redeemed				
Number of other PPM methods of provision used e.g. SAMs used				

Emerging Exceptions	
Delivery Challenges	
Any other business i.e. Communications activities	

Please complete & email weekly between 12 October and 24 November 2014

<mailto:ger@decc.gsi.gov.uk?subject=GER Weekly Progress Update>



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Government Electricity Rebate Outstanding Customers Notification Template

Payment Type	Pre-Payment Customers
Number of outstanding customers	
Reasons for not providing GER	
Steps to be taken to deliver GER	

Payment Type	Direct Debit Customers
Number of outstanding customers	
Reasons for not providing GER	
Steps to be taken to deliver GER	

Payment Type	Credit Customers
Number of outstanding customers	
Reasons for not providing GER	
Steps to be taken to deliver GER	

Declaration:

I confirm that I am authorised by my organisation to submit this notification to DECC and that the information provided in this notification is true and accurate to the best of my knowledge and belief.

Signature:

Date:

Supplier	
Title	
Forenames	
Surname	
Position/Job Title	
Telephone	
email	

Please complete & email before 8 December to

[mailto:ger@decc.gsi.gov.uk?subject=GER Outstanding Customers Template](mailto:ger@decc.gsi.gov.uk?subject=GER%20Outstanding%20Customers%20Template)



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Climate Change

Government Electricity Rebate Fortnightly Progress Update Template

Supplier	
Title	
Forenames	
Surname	
Position/Job Title	
Telephone	
email	

Number of Rebates delivered to Outstanding Customers since 25 November	
Total number of PPM vouchers redeemed	
Total number of SAMs used	
Total number of Direct Debit accounts reconciled to take account of the GER (where info available)	
Total number of bills send to credit customers with GER included	
Any other business	

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Please complete & email fortnightly between 25 November 2014 and 28 February 2015 to [mailto:ger@decc.gsi.gov.uk?subject=GER Fortnightly Progress Update](mailto:ger@decc.gsi.gov.uk?subject=GER%20Fortnightly%20Progress%20Update)



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Government Electricity Rebate Reimbursement Request Template

Supplier	
Supplier Invoice No	
DECC P.O. Number	
Month	
Contact Name	
Telephone	
email	

Payment Type	Eligible Customers provided with the GER	Amount Requested (£)
Direct Debit		
Monthly Credit		
Other Credit		
PPM Vouchers		
PPM SAMs		
Other (Specify)		
<u>Total Requested</u>		

<u>Total Refunded</u> (e.g. in case of previous overpayment. Please provide details)		
<u>Invoice Total</u>		

Declaration:

I confirm that I am authorised by my organisation to submit this reimbursement request to DECC and that the information provided in and with this request is true and accurate to the best of my knowledge and belief.

I declare that the amount of funds requested is in accordance with the requirements of the Government Electricity Rebate Direction made by the Secretary of State for Energy and Climate Change; and that any overpayment will be processed as stated in the aforementioned Direction.

Signature:

Date:

Supplier	
Title	
Forenames	
Surname	
Position/Job Title	
Telephone	
email	

Please complete and email along with associated invoice(s) to:

<mailto:ger@decc.gsi.gov.uk; chbsm@decc.gsi.gov.uk?subject=GER Invoice>

Glossary

DECC:	Department of Energy and Climate Change
GER:	Government Electricity Rebate
Ofgem:	Office of Gas and Electricity Markets
PPM:	Pre-Payment Meters
Rebate:	Government Electricity Rebate
SAM:	Special Action Message

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3 Whitehall Place
London SW1A 2AW
www.gov.uk/decc
URN 14D/336