



Department
of Energy &
Climate Change

Government Electricity Rebate

Guidance for Licensed Electricity Suppliers

2015/2016

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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 available from ger@ofgem.gov.uk

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 2 of the GER commencing on 1 April 2015 and ending on 31 March 2016.

CHANGE HISTORY

Version No.	Date	Details of Changes included in Update	Author(s)
2.1	11.06.2015	Draft to Ofgem for comments	Sherif Kahky
2.2	20.07.2015	Draft to suppliers for comments including potential PPM voucher reimbursement changes	Sherif Kahky
2.3	18.08.2015	Final Draft for comments reflecting agreed PPM voucher reimbursement process	Sherif Kahky
2.4	21.08.2015	Final version. Revokes versions 2.1, 2.2 & 2.3	Sherif Kahky

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 The GER team (ger@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:

- Between **3 August 2015** and **4 September 2015** all suppliers are required to notify DECC of:
 - An Estimate of the total number of eligible customers the supplier expects to have 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)

- On or before **23 October 2015** 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;
 - A declaration of accuracy signed by the responsible person (as defined in the Direction)
- On or before **11 December 2015** 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-provision of the Rebate to the outstanding customers;
 - The steps proposed to provide Rebate to those customers before or on the cut-off date.
 - A declaration of accuracy signed by the responsible person (as defined in the Direction)

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
3 August - 4 September 2015	DECC Pre Notification Template – suppliers to complete and return to DECC
11 October 2015	Qualifying Date – suppliers identify number of eligible customers by payment type
11 October - 27 November 2015	Payment Period – suppliers attempt to provide GERs to all eligible customers
Before or on 23 October 2015	DECC Notification Template – suppliers to complete and return to DECC
Weekly between 16 October - 27 November 2015	Supplier Updates to DECC – this will be used to monitor the Rebate provision and identify issues
28 November 2015 - 28 February 2016	Exception handling – suppliers provide GERs to Outstanding Customers where possible
11 December 2015 - 28 February 2016	Monthly Updates – suppliers provide information to DECC on progress on providing GERs to Outstanding Customers
11 December 2015	DECC Outstanding Customers Notification Template – suppliers to complete and return to DECC
28 February 2016	Cut-off date
11 March 2016	Final date to submit requests for reimbursement

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.

Reporting for this scheme year is stipulated in the Direction. We have kept the requirement to a minimum and tried to avoid duplication with Ofgem's reports where possible. Although duplication exists in some cases, the reporting is essential and will serve primarily to deliver assurances to DECC that suppliers have fulfilled their obligations under the Direction in delivering GER to eligible customers.

Reporting Requirements:

The required information will enable DECC to co-ordinate the reimbursement process, authorise payments to suppliers to reimburse GERs.

Suppliers must submit Notifications by the deadlines outlined above using DECC's templates and these must be signed by the designated "responsible person" where required.

Between 3 August and 4 September 2015 - DECC GER Pre Notification Template

The information obtained from this report will be used to support the efficiency of DECC's reimbursement process to suppliers, it will allow for accurate cash forecasting ahead of planned payments and will become the basis for **DECC GER Reimbursement Schedule to Suppliers**. A template is attached at Annex 1

Contents of DECC GER Pre Notification Template:

- **Supplier details** – details of the suppliers' contact within organisation.
- **Estimate of total number of eligible customers on Qualifying Date by payment type** – suppliers are required to provide estimates of the number of eligible customers, broken down by payment type. These estimates will be used to increase DECC's accuracy in forecasting reimbursements to suppliers, therefore leading to increased efficiencies.
- **Estimated dates of providing GER to all customers** – This information will be used to set up individual Reimbursement Schedules for all suppliers based on customer payment types and dates of GER provision completion– more details are found on page 15 of this document.
- Details of the individual that the supplier has designated as the "responsible person" defined within the Direction: the name, position and contacts details.

On or before the 23 October 2015 - 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 1

Contents of DECC GER Notification Template:

- **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 11 October 2015. Definitions for payment types and eligible customers are set out in the Direction and interpreted within Ofgem’s guidance. The numbers reported here should be in accordance with those definitions. These numbers will be used and checked against those audited by DECC at the end of the scheme year. To ensure consistency with Ofgem reporting, suppliers should ensure that the same systems, processes and calculations are used to provide these numbers.
- **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.
- **Supplier details** – details should be provided of the individual that the supplier has designated as the “responsible person” defined within the Direction.

DECC will accept unsigned templates where they originate from the “responsible person’s” email inbox.

On or before 11 December 2015 - DECC GER Outstanding Customer Notification Template

The contents of this report will allow DECC and Ofgem to provide further clarification on how to treat outstanding customers and will be used to make decisions around whether additional actions are required or if proposed actions are sufficient. 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 2016. The template is attached at Annex 1.

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. Further information on proposed actions to provide rebates to outstanding customers is detailed in Ofgem’s guidance.
- **Signature**
- **Declaration** – As for the GER Notification template

DECC will accept unsigned templates where they originate from the “responsible person’s” email inbox.

Progress Reports

[Weekly progress updates 16 October to 27 November 2015.](#)

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, the information will also be used to provide a periodical feedback report to suppliers. A template for this information is provided at Annex 1.

Weekly updates 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.

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.
- Any other scheme management issues.

DECC will provide a fortnightly feedback report to suppliers stating the overall delivery against expectations, highlighting progress and any other related business.

[Monthly progress updates 11 December 2015 to 28 February 2016.](#)

As for the above period, these updates are for scheme management purposes and the production of a feedback report to suppliers. A template is attached at Annex 1

Contents of DECC GER Monthly Updates:

- Scheme progress including progress on exception handling by customer payment type including the method used to provide GERs.

- PPM voucher uptake
- Any other scheme management issues.

DECC will provide a monthly feedback report to suppliers stating the overall delivery against expectations and highlighting progress and any other related business.

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 subject to external assurance provided by our external auditor.

General principles

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

All documents highlighted in bold below must be completed to request reimbursement from DECC

- All suppliers will need to have completed a form providing the supplier's chosen bank details for the scheme. For a number 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 1)** 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 **GER request for reimbursement template (Annex 1)** 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.
The final date a supplier is able to submit a request for reimbursement will be 11 March 2016.
- 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. 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 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 (regardless of whether a bill has been sent to customer) . 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 accepted. Suppliers may send these invoices in separately each month or may provide the remaining invoices, post-dated alongside the first invoice if this is easier.

Suppliers are advised to submit 5 invoices to DECC keeping invoice 6 for any adjustments.

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 correct invoice within 10 working days of that invoice being received.

Where a supplier reduces its customers Direct Debit payments by the amount of Rebate immediately following the provision of GER, DECC will consider reimbursing supplier as in monthly billed credit-see below.

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 correct invoice within 10 working days of that invoice being received.

Pre-Payment Meter- As in paragraph 6 of Direction

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 by 28 February 2016.

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.

Correct 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.

For PPM voucher reimbursement DECC requires the following in order to process reimbursements:

- An invoice from voucher provider to supplier.
- Evidence that supplier has made the requested payment to voucher provider.
- DECC will only consider reimbursement based on supplier's actual payment to voucher provider and up to the maximum of Pre Payment customer numbers notified on **DECC GER Notification Template**.
- All other steps as detailed in **General Principles** on pages 12 and 13 of this document must also be completed.

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. DECC 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.

Supplier Reimbursement Schedule:

The information obtained from **DECC GER Pre Notification Template** and **DECC GER Notification Template** will be used to produce individual supplier reimbursement schedule for each supplier based on their customer payment type breakdowns and in line with DECC's **Reimbursement approach by payment type** as detailed in pages 13-15 of this document.

This reimbursement schedule will form the basis of DECC's invoicing expectations, but can be varied where supplier's provision of GER varies from previous estimates. A copy of schedule is attached at Annex 1.

Contents of DECC GER Supplier Reimbursement Schedule:

- Supplier Contact Details
- Proposed dates for invoicing based on supplier GER provision estimates and DECC's reimbursement principals for each payment type.
- This template will be prepopulated and provided to each supplier in October.

Invoicing

As set out in paragraph 11(1) of the Direction, a supplier seeking reimbursement will need to submit to DECC a request for reimbursement and one or more invoices against that request for reimbursement.

Detail on the Request for reimbursement and invoicing:

- **Request for Reimbursement Template** – this document (Annex 1) will set out the total number of 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. 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. Once invoices accepted payments will be made within 10 working days.

Invoices will only be accepted 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
- Cheques/BACS
 - Evidence showing how many accounts have been credited (BACS) or how many cheques cashed signed off by the responsible person

Refunding overpayments

Suppliers are required to submit final **GER request for reimbursement templates** by 11 March 2016, we expect that in some 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.

Following the outcome of DECC's external audits we will reconcile the final number of GERs delivered by suppliers, with the number of GERs suppliers have been reimbursed for. This reconciliation will be done in one of three ways:

- A direct request for refunds by DECC; or
- DECC netting off the amount owed from any future invoices due for scheme year; or
- Accepting additional invoice(s) from suppliers for amounts not invoiced (provided that these amounts do not exceed the **GER request for reimbursement templates** submitted by 11 March 2016.)

Payments Terms

Once received, correct 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 its occurrence.

Annex 1: Templates



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Government Electricity Rebate Pre Notification Template

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	
Monthly Credit	
Quarterly Credit	

Payment Type	Estimated date of providing GER to all customers
Pre-Payment Meter Vouchers	
Pre-Payment Meter SAMs/Smart Meter	
Pre-Payment Meter Other	
Direct Debit	
Monthly Credit	
Quarterly Credit	
Responsible Person (as defined in Direction)	
Title	
Forenames	
Surname	
Job Title	
Telephone	
email	

Please complete & email between 3 August and 4 September to

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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	

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 11 October and 23 October to

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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 between 16 October and 27 November to

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Government Electricity Rebate Monthly Progress Update Template

Supplier	
Title	
Forenames	
Surname	
Position/Job Title	
Telephone	
email	

Number of Rebates provided to Outstanding Customers since 25 November	Payment Type	Method of Provision
Pre-Payment Meter		
Direct Debit		
Credit		

Total number of PPM vouchers redeemed	
Total number of SAMs used	
Any other business	

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Please complete & email between 11 December and 28 February to
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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 by 11 December

ger@decc.qsi.gov.uk



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Government Electricity Rebate Supplier Reimbursement Schedule

Supplier	
Contact	
Telephone	
email	

Payment Type	First Invoice Date	Second Invoice Date	Third Invoice Date	Fourth Invoice Date	Fifth Invoice Date	Sixth Invoice Date
Pre-Payment meter (voucher)						
Pre-Payment meter (SAM/Smart Meter)						
Direct Debit						
Credit (Quarterly)						

Credit (Monthly)						
Other (Please specify)						



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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:

ger@decc.gsi.gov.uk

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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