**Department for Energy Security and Net Zero**

Pass-through requirements regulations:

Template letter from end user to intermediary

Template letters provided are only illustrative. Intermediaries should refer to their obligations as set out in the Regulations.

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 am writing to you as your **[tenant/resident/other]**.

I would like to raise a dispute with regards to the **[Energy Bill Support Scheme/ Energy Price Guarantee/ Energy Bill Relief Scheme/ Energy Bills Discount Scheme]** and due process for intermediaries to follow **[Customer provides more detail about their specific concern]**.

This is a reminder that under the Energy Prices Act, brought in on 25 October 2022, the government has introduced a range of schemes to provide support for energy bills and established a requirement that energy price support is passed on in a just and reasonable way to end users, such as **[your arrangement – for example, tenants paying ‘all-inclusive’ rent]**. This means that intermediaries (meaning those who provide energy but are not a licensed energy supplier), such as **[yourself/company name]**, in receipt of support from the Energy Price Guarantee, Energy Bills Support Scheme, Energy Bills Relief Scheme and/or the Energy Bills Discount Schememust pass a just and reasonable amount of the benefit obtained to the end users of the energy, the intended beneficiaries of the relevant schemes.

I believe you will be provided or have been provided financial support in relation to one or more of the above schemes. Once received, it will be your responsibility to:

* **notify your [tenants/residents/consumer] that you have been provided one or more of these benefits**
* **pass on the benefit to your customers in a just and reasonable way**
* **provide justification as to how the final payment amount has been calculated**

Further guidance on the legislation, eligibility and the responsibilities of intermediaries is available at [https://www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediaries](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fpass-through-requirements-for-energy-price-support-provided-to-intermediaries&data=05%7C01%7CSewek.Gasiorek%40beis.gov.uk%7Cea684ffc5cfd4d257f7708dabb48781b%7Ccbac700502c143ebb497e6492d1b2dd8%7C0%7C0%7C638028217163735403%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=mTXswiSVSn84CCX5KrLd%2FkQHw1luRhJxtahfMt4o8ZM%3D&reserved=0).

Please provide me with the required details about the level of support you have been provided and how this will be passed onto me as the end user. If you have deemed it not to be just and reasonable to pass on this benefit, there is an obligation to explain this calculation to your end users.

Sign off

**Your name**