**Department for Energy Security and Net Zero**

Template letter from heat supplier to heat network consumer – initial notice

*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…

**[Energy Bill Relief Scheme/Energy Bills Discount Scheme]: Financial support for your heating bills**

[I am/we are] writing to you as the [person/organisation] responsible for the supply of heating and hot water to your [home/premises]. You might be aware that your heating and hot water is supplied through a [district heat network/communal heat network], and [I/Name of organisation] [am/is] your heat supplier.

You may be aware that, under the Energy Prices Act 2022, which came into force on 25 October 2022, the government has introduced a range of schemes to provide support for energy bills. This support includes the [Energy Bill Relief Scheme or Energy Bills Discount Scheme, introduced on 26 April 2023]. This scheme provides a discount on wholesale gas and electricity unit prices for non-domestic consumers. This discount reduces the costs of energy for commercial purchasers of energy [If EBDS: and applies to energy usage between 1 April 2023 and 31 March 2024].

[Name of your organisation/Your name] supplies heating and hot water to your [home/business/building] through [a district/communal heat network]. [We/I] purchase [gas/electricity] to supply your heating and hot water, and as a [business/public body/charity/landlord], [we are/I am] a non-domestic consumer which is now receiving discounts on the price of [gas/electricity] through the [Energy Bill Relief Scheme/Energy Bills Discount Scheme].

Under regulations introduced by the Energy Prices Act 2022, as your heat supplier, [I am/we are] required to pass this benefit to you as an end user – a person who purchases heating or hot water for your own end consumption from [me/us].

**[Include and edit this paragraph if EBDS]** I am writing to you to make you aware that **[I/organisation name]** have been provided £**[amount]** of financial support, or gas/electricity at **£x(/kWh)** prices, in relation to the Energy Bills Discount Scheme. This is a reduction from previous billing prices of **£x (/kWh)**. These prices are for **X** timescale. **[I/organisation name]** have determined it is just and reasonable for £**[amount]** of this to be passed on to you over **X** time period. This has been calculated by taking into account **x** factors **[justification for amount].**

**[Include and edit this paragraph if EBRS]** [We are/I am] therefore writing to you to make you aware that [we/I] have received £[amount/p/kWh] of energy price support through the EBRS for the period [date] to [date]. I will be providingthis amount to you by [cash payment/reducing your fixed or variable charge/reducing your rent/other acceptable route] within the timeframe of [free text].

Further guidance on the legislation, eligibility and the responsibilities of intermediaries is available at [www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediaries](http://www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediaries)

If you do not agree that this amount is just and reasonable, you can raise this with [name of landlord /company] in the first instance.

If you are still unhappy with the amount of scheme benefit passed on to you, and you have reason to believe that the pass-through requirements in either the

[**for EBDS:** Energy Bills Discount Scheme Pass-through Requirement (Heat Suppliers) (England, Wales, Scotland and Northern Ireland) Regulations 2023

**for EBRS**: Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) [(England and Wales and Scotland)/ (Northern Ireland)] Regulations 2022 or the Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (Amendment) Regulations 2022, or both,]

have not been met, you are entitled to raise a complaint with the [Energy Ombudsman/Consumer Council]. You can raise a complaint on the following grounds:

1. Your heat supplier has not notified you in writing that they are in receipt of the [EBDS/EBRS].
2. Your heat supplier has not notified you in writing of how and when the benefit of the [EBDS/EBRS] will be passed on to you.
3. [For EBDS:] Your heat supplier has not passed the benefit of the EBDS on to you in your next bill, given this bill was issued after 26 April and when your heat supplier has been in receipt of the EBDS for at least 30 days.

[For EBRS:] Your heat supplier has not passed the benefit of the EBRS on to you in your next bill, given this bill was issued after 30 November and when your heat supplier has been in receipt of the EBRS for at least 30 days.

1. Your heat supplier has not complied with any other part of the pass-through requirement, as detailed in the Regulations listed in the paragraph above.

 You can find more details on raising a complaint at the [Energy Ombudsman’s website <https://partners.ombudsman-services.org/news-events/energy-prices-act-2022-requirements-on-heat-network-suppliers.> / Consumer Council’s website <https://www.consumercouncil.org.uk/consumers/rights-and-advice/energy>].

Under the Energy Prices Act 2022, you can pursue recovery of the pass-through amount to which you are entitled as a civil debt if you have not received it by the time your next bill is issued.

Sign off

**Your name**

[Your contact details to enable consumers to contact you]