



28 August 2024

Dear Customer

ENERGY BILLS DISCOUNT SCHEME (EBDS)

We are writing to remind you of an important step to ensure you are able to claim the appropriate discount from the government's Energy Bills Discount Scheme. **Please note that the scheme has ended and is now winding down to closure.**

What is the EBDS?

The EBDS replaced the previous Energy Bill Relief Scheme (EBRS), a government programme to provide **help for businesses and other non-domestic customers** during the rise in energy bills. Like the EBRS, EBDS also covered all customers on a non-domestic contract who were:

- on existing fixed price contracts that were agreed on or after 1 December 2021
- signing new fixed price contracts
- on deemed / out of contract or standard variable tariffs
- on flexible purchase or similar contracts
- on variable 'Day Ahead Index' (DAI) tariffs (Northern Ireland only)

The EBDS subsidised energy consumed from 1st April 2023 to 31st March 2024. As well as the baseline support, the EBDS also targeted additional help at certain eligible sectors - (i) The Energy and Trade Intensive Industries (ETII) discount which provided a higher level of support to eligible businesses and organisations and (ii) The Heat Network (HN) discount which provided a higher level of support to heat networks with domestic end consumers. Customers needed to apply for the ETII and HN discounts.

It should be noted that the main application window for ETIIs to apply ran from 26 April 2023 - 25 July 2023. Businesses could only apply with a minimum of 6-month worth of evidence (e.g. revenue statements or accounts). Businesses that became eligible after 26 April 2024 had to wait for 6 months, and then had 90-days to submit an application from the end of that period. Any new or newly eligible ETII businesses have until **21 October 2024** to apply.

Heat network suppliers and operators that were eligible for the higher level of support on 26 April 2023 were required to apply as soon as possible. Any heat network supplier that became eligible after 26 April 2023 had a legal duty to apply within 90 days of when the network became eligible. Heat Network suppliers or operators had until 31 March 2024 to apply, in line with the end of the live scheme. More information on the scheme can be found [here](#)¹.

Check your meters to ensure that your bill is based on actual meter readings.

If you have not yet had your meters read, it would be helpful to do so as soon as possible. Actualising your meters means having them checked by your energy supplier (or yourself if you are able), ensuring that they are verified to reflect actual usage. This is an essential step to ensuring accurate billing and applying the relevant discount.

The EBDS regulations require related discount to be shown on your bill or invoice (e.g. "EBDS Discount"). If you do not see this then contact your supplier.

Why is an Actual Meter Reading Important

1. **Accurate Billing:** Ensures your bills reflect actual energy usage, thereby preventing any potential discrepancies.

¹ <https://www.gov.uk/guidance/energy-bills-discount-scheme>

2. **Claim Eligibility:** Accurate meter readings ensure that you receive the correct benefits from the scheme.
3. **Avoid Delays:** Timely actual meter readings help avoid delays in processing your EBDS discount.

What You Need to Do

Contact your Supplier:

- Reach out to your supplier to ensure your meter reading is accurate rather than estimated.
- Reach out to your supplier if you believe you might be eligible for EBDS and the additional ETII discount and ask them to check.
- Reach out to your supplier if you were eligible for the Heat Network discount and ask them to check.

We understand that this may require a small amount of your time, but it is essential to ensure you receive the full benefits of the EBDS. Although this action is not mandatory, it would be helpful if you could act swiftly to avoid any interruptions or delays in your claims process.

Should you have any questions or require further assistance, please do not hesitate to contact your energy supplier's customer service team. They are there to help you through this process.

Thank you for your attention to this matter.

Kind regards,

Non-Domestic Energy Affordability Team