



13 August 2024

Dear Customer

ENERGY BILL RELIEF SCHEME (EBRS)

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 Bill Relief Scheme. **Please note that the scheme has ended and is now winding down to closure.**

What is the EBRS?

The EBRS was a Government programme to provide **help for businesses and other non-domestic customers** during the rise in energy bills. EBRS 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 EBRS subsidised energy consumed from 1st October 2022 to 31st March 2023. However, it is **still possible** for customers who think they may have been eligible for EBRS to claim a discount from their supplier for energy consumed in that period. **You must do this as soon as possible.** 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 EBRS regulations require related discount to be shown on your bill or invoice (e.g. "EBRS 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.
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 EBRS 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 EBRS and ask them to check.

¹ <https://www.gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers>

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 EBRS. 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