# Annex A: Template letter from heat supplier to heat network consumer

*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: 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, which 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.

[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/etc.], [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.

Under regulations made under 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].

[We are/I am] therefore writing to you to make you aware that [we/I] have not been able to confirm the energy supplier rates with Insite Energy who are your metering and billing provider who acts on our behalf. The result of this is that Insite Energy have not been able to calculate the accurate savings you will make as no price cap has been applied but [we] have instructed Insite Energy to calculate any over-recovered charges at a later date which will be applied to you as a credit in the coming months.

Further guidance on the legislation, eligibility and the responsibilities of intermediaries is available at [insert guidance link here].

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 the [Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (England and Wales and Scotland) Regulations 2022 OR Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (Northern Ireland) Regulations 2022] have not been met, you are entitled to raise a complaint with the [Energy Ombudsman OR Consumer Council for Northern Ireland]. You can find more details on raising a complaint [at the Energy Ombudsman’s website at <https://partners.ombudsman-services.org/news-events/energy-prices-act-2022-requirements-on-heat-network-suppliers> / by contacting the Consumer Council for Northern Ireland at <https://www.consumercouncil.org.uk/>].

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]