# 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 received £[amount/p/kWh] of energy price support through the EBRS for the period [date] to [date]. I have determined it is just and reasonable for £[amount*]* of this to be passed on to you. This has been calculated by [justification for amount, including any calculations made to distribute the amount across end users and why this is a just and reasonable amount]. 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 [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]