

### Warm Home Discount Scheme (WHD)

- 53 The Warm Home Discount Scheme provides an automatic rebate on a client's electricity bill for the winter of 2011/12 and the subsequent three winters. All suppliers with more than 250,000 customers must join the WHD (Warm Home Discount Scheme) and smaller suppliers can join on a voluntary basis. Suppliers belonging to the Scheme must provide the £120 discount to a customer if s/he or her/his partner receives the guarantee element of pension credit on the qualifying date, which is 11 September 2011.
- 53a The Department for Work and Pensions will try to ensure that all customers who receive the guarantee element of pension credit on the qualifying date are identified by suppliers. A client who qualifies will receive a letter from her/his electricity supplier confirming this.
- 53b Under the WHD Scheme suppliers can also provide an annual £120 discount on electricity bills to other vulnerable customers and will have some discretion over which customers receive this discount. Participating companies will identify those customers who they think could be eligible.
- 53c The WHD Scheme will, over the next four years, replace social tariffs, which are schemes under which some companies offer reduced rates to low income or vulnerable people and customers who receive a social tariff may not receive a discount under the WHD Scheme or may not receive as much as they receive under the social tariff. The exact timing of the withdrawal of social tariffs will vary from supplier to supplier and some transitional support may be available to these customers. A list of the current social tariffs can be found by on the Consumer Focus website at [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk).