

Energy Bill Relief Scheme

How Yorkshire Housing is dealing with the Energy Act 2022

1. Policy Statement

Where Yorkshire Housing charges customers a service for the use of energy to provide heating, hot water or communal electricity, any discount given to Yorkshire Housing through the Energy Bill Relief Scheme will be passed on to the customer to offset the charge to them.

2. Definitions

Energy Bill Relief Scheme – a scheme established by Government to provide energy bill relief for non-domestic customers in Great Britain. Discounts will be applied to energy used initially between 1 October 2022 and 31 March 2023.

Service charge ¹

A payment made by a tenant of a social rented property, a leaseholder or a freeholder towards the costs of providing specific services (to tenants and leaseholders) which are over and above those covered by the rent. Service charges may be ‘fixed’ or ‘variable’.

Fixed service charges are set annually and are estimated based on the previous year’s costs or latest contractual amounts.

Variable service charges are based on the actual cost of the services provided.

3. Legal and/or statutory requirements

The Energy Act 2022 requires organisations that benefit from the Energy Bill Relief Scheme (EBRS), for example through a discount on their energy bill, to pass on the benefit to end consumers. They must also provide consumers with information on the benefit received and how this will be passed on to them. This policy explains how Yorkshire Housing will meet its obligations under the Act.

¹ See Yorkshire Housing Service Charge Policy for more information

4. How we will pass on any benefit to our end customer

Yorkshire Housing has a contract with an energy supplier to provide heating and communal electric to some homes and customers pay a service charge for this.

Where Yorkshire Housing receives relief (i.e. gets a discount or money back) on the bills for these energy supplies we will pass this relief on to our customers at the same time that we pass on the related service charge. The way in which we do this will depend on whether a customer is on a fixed service charge or a variable service charge.

Customers on a fixed service charge – service charges are set annually and are estimated based on the previous year's costs or the latest contractual amounts that Yorkshire Housing is being charged for the service. Where Yorkshire Housing receive relief, this will be passed on in full by way of a credit on the customer account at the beginning of the next service charge year at the same time that any increased costs are added to the service charge bill.

Customers on a variable service charge – an estimate of charges is provided at the beginning of each financial year; this is based on what we think we'll spend providing the services. At the end of the year, we look at what it actually cost us and work out the difference. Where we've spent less than we estimated our customers will receive a refund and where we've spent more than we estimated our customers will need to pay the difference. Any relief received will be taken into account, at this point.

What to do if you are unhappy

If you believe that you should have received a benefit under this policy, did not receive enough benefit, or reasonable steps were not taken to inform you of your entitlement to the benefit, please email us at energyrebate@yorkshirehousing.co.uk You can write to us at Yorkshire Housing, 2 Central Place, Leeds, LS10 1FB. There is also a template letter you can use to complain on the gov.uk website [pass-through-regulations-template-letter-for-end-users.docx \(live.com\)](#) Or search for pass through requirements on the gov.uk website to find it.

We will respond to you query or complaint within 8 weeks. If you do not hear from us within 8 weeks, then you can contact the energy ombudsman who will deal with your complaint.

You can complain to the energy Ombudsman in the following ways:

Website: Go to www.ombudsman-services.org

Post: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

5. Diversity and Inclusion Implications

Making sure that our policies are inclusive and ensure fair treatment for all is really important to us. The policy ensures fair treatment for anyone who may raise a concern under this policy or is part of an investigation, regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age. If you think we've got this wrong, please contact the policy owner.

6. Reporting and Monitoring

This policy will be reviewed regularly to reflect current legislation and good practice.

Date approved	25 th January 2023
Approved by	YH Board
Recommended / scrutinised by	Heads of Service Director of Finance
Summary of changes	n/a
Frequency of review	Annually
Next review date	1 December 2023
Lead officer	Head of Financial Operations and Reporting
Associated policies or guidelines	Yorkshire Housing Service Charge Policy
Associated procedure	