

## Energy Bill Relief Scheme Frequently Asked Questions

The price of energy has increased significantly in the UK and globally since summer 2021. There is widespread concern about how this will affect domestic and commercial energy consumers. This has brought about a number of relief schemes from the Government, including the:

**EBRS - Energy Bill Relief Scheme** (cap on wholesale energy prices) - This is a capping of the gas and electricity costs. This applies currently to all landlord supplies inclusive of developments with a Communal or District Heating systems. It will be applied to all residents in their service charges and/or their bills from the heating and hot water billing agents.

### Who does this effect?

The EBRS support scheme impacts all a domestic and non-domestic electricity and gas prices. As a One Housing resident you will receive the services from our gas and electricity supplies in a variety of ways including in your communal areas managed by One Housing or even direct to your home where there is a service connected to your property.

### How long will it last?

The Energy Bill Relief Scheme will currently only provide a discount from 1<sup>st</sup> October 2022 until 31<sup>st</sup> March 2023. The Government is exploring plans to keep offering support to energy bills after the original deadline of March 2023. But those plans have not been made public as yet.

### How will I receive this capped cost?

As a One Housing residents you will be paying electricity and/or gas supplies in you service charges. That method of paying for the service will not change. The Benefits brought about by the capped costs will be applied to your services charges as normal when the accounts are actualised at the end of the service charge period.

### What do I need to do?

You do not need to do anything as prescribed by the Government as your landlord we will pass on these capped costs to you automatically.

### What if I am part of a Heat Network that supplies my heating and hot water?

If you are part of a heat network and you are billed via your service charges you will receive the reduced capped costs in the same way. The Benefits brought about by the capped costs

will be applied to your services charges as normal when the accounts are actualised at the end of the service charge period.

If you are part of a heat network that is billed directly by a metering and billing agent, then you will receive a reduction in costs via your tariffs. It is worth noting that One Housing has not increased tariffs in line with the inflated energy costs in the market. Further information about heat networks billed outside of service charges can be found on the One Housing website.

### **What is the difference between half hourly and non-half hourly electricity meters?**

**Half hourly** - These meters automatically send readings every half an hour to a data collector, who submits them to the energy supplier. Generally, our larger consuming electricity meters will be half hourly as the higher consumption requires increased accuracy. Those meters will also have a day and night rate tariff applied to them.

**Non-half hourly** - These meters are read manually by a data collector once a month or once a quarter and billed accordingly. Most standard electricity meters we have are non-half hourly.

