

23 December 2022



Head office
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Customer line: 0300 123 9966
Find us at: onehousing.co.uk

Dear Resident

Energy Bill Relief Scheme: Financial support for your energy bills

We writing to you as the Landlord responsible for the supply of energy to your development/home. You might be aware that we provide communal electricity and/or gas services and this is billed via your service charges by One Housing.

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 (EBRS), 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.

This discount (or "pass-through") is applicable to all residents who pay, in their service charges, for communal electricity or gas used in the communal parts of the building in which their home is located. This can include, but is not restricted to, systems like communal heating, lighting, door entry systems, lifts etc.

This discount is also applicable to heat networks, where residents pay through their service charges for the heating and hot water supplied in their home. For heat network customer billed directly via a billing agent, please take a look at our website, <https://onehousing.co.uk/resident-services/resident-information/supporting-our-residents> for how this impacts you.

The regulations under the Energy Prices Act 2022 mean that we are required to pass this discount to you as an end user, that is the person who pays for our energy services in their service charges or else purchases heating or hot water for your own consumption from us.

As a One Housing resident you will receive the full benefit of the discount under the Energy Bill Relief Scheme. One Housing has received the below reduced rates.

Energy	Consumption - Day p/kWh	Consumption - Night p/kWh	EBRS Discount (p/kWh)
Half hourly electricity (for high consumption electricity meters)	114.5225	83.9938	55.05
Non half hourly electricity (for standard electricity meters)	108.5637	N/A	46.67
Gas	31.7500	N/A	17.64

(This reduction does not apply to standing charges and is subject to minor adjustments, administration and VAT)

This discounted rate will be applied for the period 1 October 2022 to 31 March 2023. We will provide this reduction in the end of year accounts for variable service charge payers. If you pay a fixed service charge, we will ensure that the benefit is passed on to you in next years fixed service charges residents.

Further guidance on the legislation, eligibility and the responsibilities of intermediaries is available at <https://www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediarie> or for heat networks at [Guidance on the Energy Bill Relief Scheme pass-through requirements for heat networks in the UK - GOV.UK \(www.gov.uk\)](#)

If you do not agree that this amount is just and reasonable, you can raise this with One Housing in the first instance. Please contact either ask@onehousing.co.uk or call us on the number below. Further information will be made available at the One Housing website <https://onehousing.co.uk/resident-services/resident-information/supporting-our-residents> including Government updates and frequently asked questions.

If you are still unhappy with the amount of the scheme benefit passed on to you, and you have reason to believe that the pass-through requirements in the Energy Prices Act 2022 Energy Bill Relief Scheme Pass-through Requirement (England and Wales and Scotland) Regulations 2022 have not been met, In law, end users (You the resident) can recover benefits they are due as a civil debt if not provided as soon as reasonably practicable. This means end users (residents) will be able to pursue recovery of benefits through civil proceedings.

Heat network residents are entitled to raise a complaint with the Energy Ombudsman. You can find more details on raising a complaint at the Energy Ombudsman's website at [Energy Prices Act 2022 - requirements on heat network suppliers | Ombudsman Services \(ombudsman-services.org\)](#)

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, as prescribed by above.

If you have any questions, please contact the Customer Contact Centre on 0300 123 99 66 or at ask@onehousing.co.uk.

Yours sincerely

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