

Warm Home Discount 2020-21 terms and conditions

While this is a legal agreement, we have tried to write it in a way that is clear and easy to understand. If there is anything you are not sure about in this agreement, please get in touch with our Member Support Team. We would love to hear from you.

This document sets out the terms and conditions that are applicable to participation in the UK government's Warm Home Discount Scheme (WHD Scheme) via Bulb.

To start, here are some definitions of terms used throughout the document:

Bulb ("we" or "us")	Bulb is our trading name. We are an energy supplier that is obligated to deliver the Warm Home Discount (WHD). Our registered company and the energy licence holder is Bulb Energy Limited Company Number 8469555 registered in England. Our address is 155 Bishopsgate, London EC2M 3TQ
You	"You" are a Bulb account holder (or are named on the account), and: - you have made a Broader Group WHD application with Bulb OR - you have been identified by the Department for Work and Pensions (DWP) as an eligible member of the Core Group
Broader Group	The Broader Group is a term used to refer to households that are eligible for the Warm Home Discount because they meet the Broader Group Criteria.
Broader Group Application Form	Our WHD Application Form, or any other application form or documents which we may have required you to provide by way of your application to us to participate in the WHD Scheme. If you provide us with additional or revised information as part of the application process, that information will be treated for the purposes of these terms and conditions as being part of the Application Form
Broader Group Criteria	A household is eligible for the Warm Home Discount because the account holder (or other person named on the account) meets the following qualifying criteria, which include the Broader Group Mandatory Criteria: is in receipt of one or more of: <ul style="list-style-type: none"> ● Income Support ● Income-based Jobseeker's Allowance ● Income-related Employment and Support Allowance (IR ESA) which includes a support or work-related activity component ● Child Tax Credit by virtue of an award which is based on an annual income not exceeding £16,190 ● Universal Credit and has an earned income between zero and £1,349 in at least one of the relevant assessment periods (beginning no earlier than 6 months before the start of the scheme year) ● the Guarantee Credit part of Pension Credit if you weren't with Bulb on 5 July 2020 and their old supplier didn't offer the Warm Home Discount ● Savings element of Pension Credit

	<ul style="list-style-type: none"> • Council Tax Reduction with a total annual household income not exceeding £16,190* • Housing Benefit with a total annual household income not exceeding £16,190* • Working Tax Credit by virtue of an award which is based on an annual income not exceeding £16,190* <p>and meets one or more of the following conditions:</p> <ul style="list-style-type: none"> • In receipt of any UK armed forces benefit or pension • In receipt of a disabled child premium • In receipt of a disability premium, enhanced disability premium or severe disability premium (includes Disability Living Allowance, Personal Independence Payment and Attendance Allowance) • In receipt of a pensioner premium, higher pensioner premium or enhanced pensioner premium • In receipt of the limited capability for work or limited capability for work and work-related activity element of Universal Credit • In receipt of the disabled child element of Universal Credit • In receipt of the disability or severe disability element of Child Tax Credit • In receipt of the Carer's Premium or Carer's Allowance for someone within the applicant's household • In receipt of the disability or severe disability element of Working Tax Credit • Has parental responsibility for a child under the age of 16 who ordinarily resides with that person • Are over the age of 65
Broader Group Mandatory Criteria	A full breakdown of the mandatory criteria can be found on the UK legislation website http://www.legislation.gov.uk/ukxi/2011/1033/schedule/2/made
Core Group	The Core Group is a term used to refer to households that may be eligible for the Warm Home Discount because the Department for Work and Pensions has identified the account holder (or other person named on the account) as a recipient of the Guarantee Credit element of Pension Credit
Ofgem	The Office of the Gas and Electricity Markets, the authority responsible for administering the WHD Scheme
WHD Rebate	a £140 (including VAT) rebate under the WHD Scheme
WHD Scheme	the Warm Home Discount Scheme administered by Ofgem
WHD Scheme Rules	Includes: <ul style="list-style-type: none"> - the Warm Home Discount Regulations 2011 (as amended - http://www.legislation.gov.uk/ukxi/2011/1033/made) - the standard licence conditions applicable to licensed energy suppliers that

	<p>govern the operation of the WHD Scheme - any other legislation, rules or guidance (including guidance published by Ofgem) which apply to the WHD Scheme from time to time.</p> <p>As at the date of issue of these terms and conditions, further information on these rules can be found on the Ofgem website at www.ofgem.gov.uk</p>
WHD Scheme Year	Means the period commencing 1 April 2020 and ending 31 March 2021. This is Scheme Year 10

1. Eligibility

Eligibility criteria

- 1.1. The Core Group WHD Scheme is open to households if:
 - 1.1.1. You received your domestic electricity supply from us on the qualifying date (5 July 2020); and
 - 1.1.2. You were a named party on the account or the account holder; and
 - 1.1.3. You receive the Guarantee Credit element of Pension Credit
- 1.2. The Broader Group WHD Scheme is open to households if:
 - 1.2.1. You receive your domestic electricity supply from us and continue to do so until your WHD Rebate is received; and
 - 1.2.2. you meet the Broader Group Criteria
- 1.3. You are aware that only one WHD Rebate can be made per eligible household per Scheme Year.

Eligibility verification

- 1.4. You acknowledge and agree that in order for us to check your eligibility for the Scheme that:
 - 1.4.1. We, and/or an organisation working on our behalf may verify the documents you have provided to evidence your eligibility; and/or
 - 1.4.2. We, and/or an organisation working on our behalf, may ask DWP or another organisation, for the information required to check or confirm your eligibility; and/or
 - 1.4.3. DWP, or other organisations, may share this information with us and/or an organisation working on our behalf.

Eligibility confirmation

- 1.5. In order for us to confirm that you meet the eligibility criteria or are in receipt of one of the qualifying benefit combinations you acknowledge and agree to:
 - 1.5.1. provide us and/or an organisation working on our behalf, permission to send your documentary evidence or information to DWP, or other organisations; and
 - 1.5.2. grant DWP, or other organisations, permission to disclose your information to us, and/or an organisation working on our behalf. You also agree that an organisation working on our behalf may contact you to provide your documentary evidence and information for verification purposes, and you agree to us sharing your information with any such organisation, and to us and such

organisation processing your data for the purposes of the Scheme, including, without limitation verification.

2. Administration of Broader Group applications

- 2.1. We may close the Broader Group Application Form early before the end of the Scheme Year if we have reached Bulb's Ofgem allocated Broader Group Rebate provision target.
- 2.2. We reserve the right to withdraw your Broader Group application, if you do not provide the correct documents to evidence your eligibility.
- 2.3. If you are a Broader Group customer and you switch away before the Broader Group WHD Rebate is applied to your account we reserve the right to withdraw your application request and cancel the WHD Rebate.

3. Your WHD Rebate

Rebate amount

- 3.1. Subject to the terms of this Agreement and the WHD Scheme Rules, you will be entitled to receive a WHD Rebate of £140 (including VAT) if you are an eligible household.

Rebate method

- 3.2. Your WHD Rebate will be made by way of a credit to your energy account, Special Action Messages or top-up vouchers for prepayment meters, or other payment method that we deem necessary. The method used to transfer the WHD Rebate will be determined at our discretion.
- 3.3. We apply WHD Rebates to your electricity account or prepay meter by default for dual fuel customers, but you can request for this to be transferred to your gas account or meter if you wish.

Rebate timing

- 3.4. We will make your WHD Rebate by the end of the WHD Scheme Year on 31 March 2021.

Rebate dispute

- 3.5. If you want to dispute your WHD Rebate, please contact us immediately at help@bulb.co.uk or 0300 30 30 635 and we will work with you to resolve the issue.

4. Liability

- 4.1. We will not be liable to you for any failure to comply with this Agreement which is directly or indirectly caused by any circumstances beyond our reasonable control.
- 4.2. You will not be liable to us for any failure to comply with this Agreement which is directly or indirectly caused by any circumstances beyond your reasonable control.

5. Privacy Policy, data protection & use of information

- 5.1. We both agree that we can use your personal data in accordance with our Privacy Policy, which you can find at bulb.co.uk/privacy.
- 5.2. You acknowledge that we may use the information you have provided in your Broader Group Application Form to process your WHD application.

- 5.3. You acknowledge and agree that we will store your information as long as required by the energy regulator Ofgem (at minimum 6 months after the end of the WHD Scheme Year).

6. Changes to this Agreement

- 6.1. We may change these Terms & Conditions at any time. If we make any changes, we'll post them on this page.

7. Complaints

- 7.1. Should you have any question, comment or complaint relating to these terms and conditions and/or your participation in the WHD Scheme via us, please contact us as soon as possible to discuss this via phone (0300 30 30 635) or email (help@bulb.co.uk).
- 7.2. We will participate in the complaints procedure on disputes in relation to compliance with obligations under the WHD Scheme Rules.
- 7.3. If you ever need free, impartial advice or help to understand your rights and next steps, you can contact Citizens Advice. Their website is www.citizensadvice.org.uk/energy and their phone number is 03454 04 05 06). You can also contact the Energy Ombudsman. Their website is www.ombudsman-services.org/sectors/energy and their phone number is 0330 440 1624.

8. Other conditions

- 8.1. In the event of a company restructure, change of ownership or another event required as part of our general course of business, we may transfer any of our rights or obligations under this Agreement and it may not be possible to notify you or seek your permission beforehand.
- 8.2. If we need to serve a notice on you in connection with this Agreement, we will use either your email address or postal address that you have provided to us. If we post a notice to you in connection with this Agreement, it will be assumed to have been delivered two working days after it was posted unless it is issued to you by hand or email in which case it will be considered to have been delivered immediately.
- 8.3. This Agreement, any other agreements you receive from us, and any documents explicitly referred to in this Agreement, are the entire agreement between you and us.
- 8.4. Nothing in this Agreement affects our legal rights or powers. Nothing in this Agreement affects any of your statutory rights that can't be excluded by law.
- 8.5. If any part of this Agreement is void or unenforceable, the rest of the Agreement will be unaffected.
- 8.6. If, at any time, we do not enforce any part of this Agreement, it will not stop us from doing so in the future.
- 8.7. This Agreement is personal to you and so cannot be transferred by you to anyone else.

Last updated: These terms and conditions were last updated on 19 October 2020.