

# Energy Bill Relief Scheme: Guidance for care providers from BEIS

10 January 2023

*This guidance was shared by the Business, Energy and Industrial Strategy Department with CPA member, the National Care Forum.*

## Overview

The [Energy Bill Relief Scheme](#) (EBRS) provides financial assistance on energy bills for all eligible non-domestic customers, including businesses, charities and public sector organisations.

This applies to energy use from 1 October 2022 to 31 March 2023.

Any intermediary that will or has been provided support from the EBRS, must ensure they are passing this support on, in a just and reasonable way, to end users.

Intermediaries may include but are not limited to:

- social housing providers;
- local authorities (for council housing); or
- other residential building managers.

An end user is the consumer of energy that is provided by an intermediary on a non-domestic contract.

Care providers – as intermediaries - will be subject to different requirements based on how they provide and charge for heating, hot water and electricity to their end users, i.e. their residents.

### **1) Intermediaries supplying a product (or service) where contractually a component of the price relates directly to the cost of electricity and/or gas.**

Intermediaries must pass on the discount irrespective of how the end user pays for their energy use. They can adjust the amount they pass on based on their charges to end users and must demonstrate to end users that this amount is just and reasonable.

Intermediaries can take into account the extent to which they have increased their charges to end users as a result of the energy crisis. For example, if the intermediary has shielded its end users from the impact of increased energy prices it may be just and reasonable for it to retain some or all of the scheme benefit.

[Further information about the responsibilities of intermediaries and the regulations they are subject to can be found in the intermediaries' pass-through requirements guidance.](#)

If you have any questions or would like further support, please contact [ebars@beis.gov.uk](mailto:ebars@beis.gov.uk).

### **2) Intermediaries supplying and charging for the supply of heating and/or hot water to premises through a heat network. In most cases, this will be the body with a heat supply contract or equivalent with the consumer.**

Heat suppliers must also pass on the discount they receive to the end user. Once a heat supplier has been notified by its energy supplier that it will benefit from the EBRS, they have 30 days to notify customers about how and when they will pass through the benefit.

For the purposes of this legislation, we are using the following definitions:

- Heat network means “a network that, by distributing a liquid or a gas, enables the transfer of thermal energy for the purpose of supplying heating or hot water to a building or persons in that building”
- Intermediary is “a person who supplies and charges for the supply of heating or hot water to an end user through a heat network using energy in respect of which the person has been provided a scheme benefit”

#### **ACTION FOR HEAT SUPPLIERS**

All heat suppliers are required to submit their name, business address and contact details in the [Heat Networks Energy Bill Relief Scheme \(EBRS\) pass-through notification form](#). This is to support the delivery of the investigation and resolution of consumer complaints by the Energy Ombudsman or the General Consumer Council for Northern Ireland (CCNI).

[Further information about the responsibilities of heat suppliers and the regulations they are subject to can be found in the heat networks pass-through requirements guidance.](#)

If you have any questions or would like further support, please contact [heatnetworks@beis.gov.uk](mailto:heatnetworks@beis.gov.uk).