



Energy Bill Support scam emails - ALERT

Households will see the first instalment of the £400 Energy Bill Support Scheme in their October electricity bill. The discount will be **automatically** applied monthly in six instalments between October 2022 and March 2023.

You should not have to do anything to receive these payments.

If you receive...

- a text or an email asking you to click on a link to receive your energy bill support payment.
- a message asking for your bank details

These are likely to be scams.

- **DO NOT** click on the links or provide your bank details.
- **DO** contact your energy provider directly and report the email/text.

If you have a pre-payment meter...

- you will receive an email/text with a redeemable voucher to take to your local top up point **or...**
- when you top up at your usual top up point the discount will be applied automatically.

Ignore any emails or texts that ask you to click on a link or to provide your bank details.

More information:

<https://www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount>