



**Shell**  
**ENERGY**

# Warm Home Discount: Broader Group Scotland Terms and Conditions

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## Determining if you are an Eligible Household

1. The Shell Energy Retail Limited Warm Home Discount Broader Group Scheme (“**Scheme**”) is open to households:
  - a. that take their domestic electricity supply from Shell Energy Retail Limited for a property in Scotland and continue to do so until their rebate is received; and
  - b. in which the Shell Energy Retail Limited electricity account holder or their partner living with them meet one or more of the Qualification Criteria Sets (as defined in Clause 2 below)
2. The Scheme involves us providing a £150 rebate on the energy bill of Eligible Households (“**Rebate**”). Rebates will be made by way of a credit to the electricity account, or by bank transfer or cheque, (to be determined at our discretion). Under this scheme we expect to make Rebate payments by the end of March 2024.
3. Individuals in an Eligible Household may make an application to receive a Rebate under the Scheme if they, or their partner living with them, are a Shell Energy Retail Limited electricity account holder, and one or more of the following Qualification Criteria Sets (A, B, C or D) currently apply:

### Qualification Criteria Sets

- A. In receipt of the State Pension Credit with Savings Credit only (unless already qualifying as part of Core Group\*). (\*Householders aged 65 or over and in receipt of Pension Guarantee plus Savings elements of Pension Credit, OR any age but on Pension Guarantee Credit only will be eligible under the CORE GROUP and will be notified by letter directly by DWP).

### OR

- B. You or your partner living with you receive one of the following benefits:
  - Income support, or
  - Employment and Support Allowance (ESA) which contains a work related support component, or
  - Income based Jobseekers’ Allowance.
  - Housing Benefit

AND either you, or your partner living with you:

- has parental responsibility for a child aged 5 or under who ordinarily resides with you, or;
- has parental responsibility for a child between 5 and 18 years and in full time education who ordinarily resides with you, or;
- are receiving one or more of these additional benefits:
  - Work related or support component to your employment and support allowance, or the Universal Credit equivalent or;
  - Disability Premium, Enhanced Disability Premium or Severe Disability Premium, or;
  - Carer’s Premium, or;
  - Pensioner Premium, Higher Pension Premium or Enhanced Pensioner Premium

### OR

- C. You or your partner living with you is in receipt of universal credit and has an earned income of between zero and £1,561 in at least one of the twelve preceding assessment periods OR is not in work or is self-employed and on an annual income not exceeding £18,723

AND either you, or your partner living with you:

- receives the limited capability for work element, with or without a work-related activity element, or;
- receives the disabled child element, or;
- has parental responsibility for a child aged 5 or under who ordinarily resides with you, or;
- has parental responsibility for a child between 5 and 18 years and in full time education who ordinarily resides with you

**OR**

D. Your gross annual household income\* is less than £18,723 **AND** one or more of the following applies to you, or your partner living with you:

- has parental responsibility for a child aged 5 or under who ordinarily resides with you, or;
- has parental responsibility for a child between 5 and 18 years and in full time education who ordinarily resides with you, or;
- is aged 60 or over (born on or before 5th April 1961) or;
- receives Personal Independence Payments, Disability Living Allowance, Incapacity Benefit or Attendance Allowance for yourself or for another adult or child living with you, or;
- receives exemption from NHS prescription charges because you have on-going / chronic illness, or;
- is registered disabled, or;
- is living with a mental or physical disability or illness

\* Household income includes War Disablement Pension, Disablement Pension Allowance. Household income excludes Council Tax Benefit, Working Tax Credit, Housing Benefit, Attendance Allowance, Disability Living Allowance, Personal Independence Payments, Child Benefit and Child Tax Credit; and is before tax and National Insurance are deducted (gross income).

1. Only one application may be made per Eligible Household.
2. You will only receive the Rebate if the Eligible Household takes their domestic electricity supply from us and continues to do so until the rebate is paid.
3. We reserve the right to close the application process on the earlier of:
  - a. the provision of a Rebate to the first 10,000 Eligible Households whose applications we receive during the current Scheme Year, that being, September 2023 to 31st March 2024 ("**Scheme Year**"); and
  - b. 31st March 2024, or such earlier time as we may determine is appropriate.
4. We reserve the right to modify any of these terms and conditions at any time during the course of the Scheme Year.
5. You agree to provide us with documentary evidence to show that you fit the eligibility criteria selected above. If your claim is based on one of the state benefit based criteria, then the evidence you provide must be from the Department for Work and Pensions (DWP). Any such documentary evidence must be dated no earlier than 1st April 2023.
6. You acknowledge and agree that, in order for us to check your eligibility for the scheme:
  - a. 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
  - b. DWP, or other organisations, may share this information with us or an organisation working on our behalf.

7. You acknowledge and agree to provide us, and / or an organisation working on our behalf, permission to send your documentary evidence or your information to DWP, or other organisations, and that you grant DWP, or other organisations, permission to disclose your information to us, and / or an organisation working on our behalf, in order for us to confirm that you meet the eligibility criteria or are in receipt of one of the qualifying benefits. You also agree that a third party working on our behalf may contact you in order to ask you to provide your documentary evidence and information for verification purposes, and you agree to us sharing your information with any such third party, and to us and / or such a third party processing your data for the purposes of the scheme, including, without limitation verification.
8. You acknowledge that we may use the information which you have provided to us in order to process your application and provide you with rebates and other relevant assistance which you may be eligible for.
9. You acknowledge and agree that we may store your information until the 31 December 2024 as required by Ofgem.
10. In these terms and conditions “we/us/our/Shell Energy” means Shell Energy Retail Limited (company registered no. 05070887) and “you/your” means the person making an application for this Scheme.
11. By submitting your application you agree to these terms and conditions.