

Emergency credit for households with prepayment meters

Severn Wye can provide fuel vouchers up to £49 for people who cannot afford to top up their energy meters. Please help us to help them.

Many of your service users have been impacted by the COVID-19 pandemic, and they are likely to be struggling to pay their energy bills as a result.

Householders with prepayment meters are likely to be the most affected as they usually pay a premium rate. This often leaves them with a choice between topping up their meter and paying for essential items such as food.

Please help:

1

IDENTIFY A SERVICE USER IN NEED

- have a prepayment meter,
- have been affected by the COVID-19 pandemic
- struggling to top up their meter

2

REFER THROUGH OUR SECURE WEBFORM

warmandwell.co.uk/refer

simply provide us with their name contact details

3

VOUCHER WILL BE ISSUED

a Severn Wye advisor will contact the service user within 2 working days and issue the voucher by email/post



0800 500 3076



warmandwell@severnweyenergy.org.uk

