

# TENANTS' ENTITLEMENT TO ENERGY BILL SUPPORT (EBS)

## USEFUL WEBSITES

- [Energy Bills Support Scheme](#)
- [Tips to Save Energy](#)
- [Which? Energy Saving Tips](#)
- [Tips for Students](#)

**We understand that fuel costs will be going up from 1 October 2022 and it may be causing concern to students living in private rented tenancies regarding how they will afford their energy bills this winter. We have broken down your rights and how the Government's Energy Bill Support Scheme will help you with your energy bills.**

### IF YOUR BILLS ARE 'INCLUSIVE' WITHIN YOUR TENANCY CONTRACT:

- As a student in an 'all-inclusive' tenancy agreement, in most cases you are not legally obliged to pay more rent in light of the increased energy prices. The tenancy agreement you signed with the landlord is legally binding. Therefore, if a landlord has let a property on the basis that all utility bills are included, then that is what they must provide.
- If your bills are inclusive your landlord should not increase your energy bills after the start of your tenancy contract. Most contracts tend to include a 'fair usage policy' which means that if you go over the standard amount they do have a right to charge you and any joint tenants the excess amount i.e. your landlord, letting or managing agent reserves the right to apply a 'Supplemental Charge' to cover the amount by which you have exceeded the fuel bills allowance. Please check your standard energy charges in your contract and be aware of what your fair usage policy is.
- Landlords will directly receive the energy bill support if they are the named bill payer. You should check with them to see if they have applied it to your bills and ask for proof. Try to negotiate with your landlords to see if they are willing to pass the EBS directly to you.

### ENERGY BILL SUPPORT IF YOUR BILLS ARE 'EXCLUSIVE' AND YOU ARE PAYING DIRECTLY FOR YOUR ENERGY BILLS

- **Who receives the EBS** – You can agree between yourselves how to split the bills if you are responsible for paying them as joint tenants. Normally there is a 'lead' tenant to whom all the bills are addressed to. The person whose name is on the bill will be legally responsible for it. If the bill is in more than one person's name, everyone named on the bill is responsible for paying it. If you have any difficulties with this issue then please contact Guild Advice for further support on: [guildadvice@guild.bham.ac.uk](mailto:guildadvice@guild.bham.ac.uk)
- **Direct debit customers** will receive the discount automatically as a reduction to the monthly Direct Debit amount collected or as a refund to their bank account following Direct Debit collection during each month
- **Standard credit customers** and payment card customers will see the discount applied as a credit to account in the first 11 days of each month of EBS support, with the credit appearing as it would if the customer had made a payment. The discount should be provided monthly regardless of whether the account is paid monthly, quarterly or has an associated payment card.
- **Smart prepayment meter customers** will see the discount credited directly to their smart prepayment meters in the first 11 days of each month of EBS delivery.
- **Traditional prepayment meter customers** will be provided with redeemable vouchers or Special Action Messages (SAMs) from the first 11 days of each month, issued via SMS text, email or post. You will need to take action to redeem these vouchers at your usual top-up point. Prepayment meter customers should make sure their contact details are up to date with their energy supplier so they can send the vouchers.