## Warm Home Discount Scheme: Broader Group Application Form

Scheme Year 14 (1 April 2024 – 31 March 2025)

**Personal Information of the applicant:**

|  |  |
| --- | --- |
| Full Name |  |
| Account Number |  |
| MPAN number |  |
| Address |  |
| Postcode |  |
| Contact Number |  |
| Email Address |  |

**Eligibility Criteria:**

The Tomato Energy’s Warm Home Discount (WHD) Broader Group scheme is open to households:

* that take their domestic electricity supply from Tomato Energy for a property in Scotland and continue to do so until their rebate is received; and
* in which the Tomato Energy electricity account holder or their partner living with them (“partner”) meet at least one of the following compulsory criteria.

Please select all that apply to you or your partner:

|  |
| --- |
| I (or my partner) receive **Income Support** and:   * I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me. * I (or my partner) receive any of the following in addition to **Income Support**:   Child Tax Credit with a disability element;  A disabled child premium;  A disability premium, enhanced disability premium, or severe disability premium;  A pensioner premium or higher pensioner premium. |
| I (or my partner) receive **Income-related Employment and Support Allowance (IR ESA)** which includes a support component and:   * I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me. * I (or my partner) receive any of the following in addition to **IR ESA**:   Child Tax Credit with a disability element;  A disabled child premium;  A disability premium, enhanced disability premium, or severe disability premium;  A pensioner premium or higher pensioner premium.  I (or my partner) receive **IR ESA** and am a member of the work-related activity group and:   * I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me. * I (or my partner) receive any of the following in addition to **IR ESA**:   Child Tax Credit with a disability element;  A disabled child premium;  A disability premium, enhanced disability premium, or severe disability premium;  A pensioner premium or higher pensioner premium. |
| I (or my partner) receive **Income-based Jobseeker’s Allowance (JSA)** and:   * I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me. * I (or my partner) receive any of the following in addition to **Income-based JSA**:   Child Tax Credit with a disability element;  A disabled child premium;  A disability premium, enhanced disability premium, or severe disability premium;  A pensioner premium or higher pensioner premium. |
| I (or my partner) am in receipt of **Universal Credit** and have an earned income between 0 and £1,665 in at least one month during the period 1st April 2024 to 31st March 2025 and:  I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me.  I (or my partner) have limited capability for work or limited capability for work and work-related activity.  I (or my partner) am in receipt of a disability child element. |
| I (or my partner) am in receipt of **Child Tax Credit** based on an annual income not exceeding £19,978 (before tax) and:  I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me.  I (or my partner) am in receipt of Child Tax Credit with a disability element.  I (or my partner) am in receipt of a disabled child premium. |
| I (or my partner) am in receipt of **Housing Benefit** and:   * I (or my partner) have parental responsibility for a child under the age of 5 who ordinarily resides with me. * I (or my partner) receive any of the following in addition to **Housing Benefit**:   Child Tax Credit with a disability element;  A disabled child premium;  A disability premium, enhanced disability premium, or severe disability premium;  A pensioner premium or higher pensioner premium. |

**Declaration and Consent:**

I confirm that the information provided in this application is true and correct to the best of my knowledge**.**

I confirm that I (or my partner) am not eligible for the Core Group rebate and did not receive the Core Group rebate in the previous scheme year 13 (1 April 2023 – 31 March 2024).

I understand that I may be asked to provide evidence of eligibility before receiving the rebate.

Full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Additional information:** Please refer to Appendix A in this document which outlines our assessment process and other useful information.

**Submission Instructions:** Please email this completed form to [WHD@tomato.energy](mailto:WHD@tomato.energy) or post to the address provided bellow **by 28 February 2025**:

Belvedere House,

Basing View,

Basingstoke,

RG21 4HG

Ensure all fields are filled out correctly. You will receive an acknowledgment of receipt.

**Contact Information:** For any queries regarding the Warm Home Discount scheme or assistance with completing this form, please contact our WHD or customer service team at:

Phone: 01256 644 064

Email: [WHD@tomato.energy](mailto:WHD@tomato.energy)

**Terms & conditions:**

* Please ensure that all information provided is accurate and complete. Incomplete forms may delay processing.
* Only one application may be made per eligible household.
* We encourage eligible households to apply as soon as possible **by 28 February 2025**. However, we reserve the right to close the application process earlier as we may determine is appropriate.
* We reserve the right to modify any of these terms and conditions at any time during the course of the Scheme Year.
* You may be asked to provide evidence to confirm eligibility. By submitting this form, you agree to provide us with documentary evidence to show that you or your partner fit the eligibility criteria selected above.
* In order to be eligible for the Warm Home Discount Broader Group, you will need to have your energy supply with Tomato Energy at an address in Scotland at the time of your application and still have your supply with Tomato Energy when the rebate is awarded.
* By submitting this form, 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.
* By submitting this form, you acknowledge and agree that we may store your information until the 31 March 2027.
* In these terms and conditions “we/us/our/Tomato Energy” means Tomato Energy Limited (company registered no. 09735768) and “you/your” means the person making an application for this WHD Broader Group Scheme.
* By submitting your application, you agree to these terms and conditions.

## Assurance of data privacy and security

We will use your personal data to assess your eligibility, process your application, and provide relevant rebates or assistance. We process your personal data based on your consent and for the performance of a contract.

We have put in place appropriate security measures to prevent your Personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your Personal data to those employees and professional advisers who have a business need to know. We may share your information with third-party service providers who assist us in processing your application and delivering services.

We will retain your information only for as long as necessary to fulfil the purposes for which we collected your data, including the satisfaction of any legal, accounting, or reporting requirements.

You have the right to access the personal data we hold about you, to request correction of any inaccuracies, and to request the deletion of your personal data under certain circumstances.

Further details on how your information will be processed can be found in our Data Privacy Policy on our website [Legal Policies (tomato.energy)](https://www.tomato.energy/legal-policies).

For any questions regarding your personal data, please contact our Data Protection Officer at: [dpo@tomato.energy](mailto:dpo@tomato.energy).

**Complains and dispute**

Tomato Energy strive to provide a seamless experience for our customers, with high standards of service, however, there may be occasions when you feel that these objectives have not been achieved.

You can submit a complaint or dispute via [complaints@tomato.energy](mailto:complaints@tomato.energy) or [www.tomato.energy/contact#dissatisfied](http://www.tomato.energy/contact#dissatisfied). You can also find our complaints procedure here: [Domestic\_Complaints.pdf (tomato.energy)](https://www.tomato.energy/assets/documents/Domestic_Complaints.pdf). And you can contact us on 01256 644 064.

If you need independent advice at any time, Citizen Advice Scotland is available to assist: <https://www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/>. Additionally, you can seek help from your local Citizens Advice Bureau: <https://www.cas.org.uk/bureaux>.

If the complaints procedure has been exhausted then you can contact the Energy Ombudsman on 0330 440 1624, or by email [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org).

**Appendix A – Assessment Process**

**Assessment Process**

Once we receive your application, we will review it to confirm your eligibility and will let you know if you qualify. Please bear with us while we process your application. Our assessment process may involve verifying the information provided and requesting additional documentation if necessary. Please ensure all information is accurate to avoid delays.

**Rebate Payment**

If your application is successful, the £150 rebate will be applied directly to your electricity bill by 31 March 2025. You will receive a notification once the discount has been applied.

**What if you don’t agree with our decision?**

We can only base our decision on the information you provide. If you think you’ve made a mistake, you can apply again. We may need more supporting evidence if your answers change.

If you have a complaint or dispute, please follow the process outlined in the Complaints and Disputes section above.

**If there are changes in your circumstances**

For applicants who qualify, the rebate will be applied by 31st March 2025. If any of the details submitted on your application change, including your account number, you must let us know as soon as possible as you may no longer be eligible for the discount.

**If you switch supplier**

If you switch electricity supplier before we’ve given you the Warm Home Discount, you’ll need to contact your new supplier and see if you can apply with them instead, as their criteria may be different. Unfortunately, applications can’t be transferred between suppliers, so you’ll need to make a new application with your new supplier. We won't be able to give you the discount unless your electricity is supplied by Tomato Energy at the time we apply the rebate.

**Important Information**

* The application process is subject to deadlines, so please submit your form as soon as possible.
* We have a limited number of £150 rebates available for households in Scotland. The discount is distributed on a first come first serve basis.
* The £150 rebate is a one-off discount and does not affect your entitlement to other benefits.
* Applicants may be asked to provide evidence to confirm their eligibility. If you don’t provide the evidence within the timescales requested, the rebate may not be applied.
* In order to be eligible for the Warm Home Discount Broader Group, you will need to have your electricity supply with Tomato Energy at an address in Scotland at the time of your application and still have your supply with Tomato Energy when the rebate is awarded.
* Ensure your contact details are correct so we can reach you if needed.

To find out more information about the Warm Home Discount, please visit:

* Our Warm Home Discount Page: <https://www.tomato.energy/warm-home-discount>
* Ofgem’s Warm Home Discount scheme FAQs: <https://www.ofgem.gov.uk/environmental-and-social-schemes/warm-home-discount-whd>