

# Energy Bill Relief Scheme

## Frequently Asked Questions

This document represents our current understanding of the Energy Bill Relief Scheme.  
To see the latest guidance from BEIS please visit their [website](#).  
Updated 28 November 2022

## General

1. What is the Energy Bill Relief Scheme?
2. Who is eligible for the scheme?
3. How do businesses get access to this help?
4. How long will businesses receive support for?
5. Will the same level of support be available to all businesses?
6. What is the Government Supported Price?
7. Will the discount be applied at CT, NBP or GSP?
8. Will the p/kWh discount be applied pre or post VAT?
9. How will the removal of green levies work?
10. Will the discount vary across suppliers?
11. How does the discount apply for businesses on day/night or multiple rate structures?
12. Does the discount have to be re-paid to government?
13. How will suppliers be reimbursed?
14. How will channel partner commission be impacted?
15. Does the source of your electricity make a difference?
16. What will the maximum discount be?
17. Will there be an impact on security deposit requirements?
18. Will customers registered internationally, i.e. not UK registered, be eligible for the discount?
19. How will the discount be shown on my bill?
20. Will bills for October include the discount?
21. Will my data be shared with BEIS?

## Fixed

- 22. Will all businesses who agreed a fixed contract on or after 1 December 2021 get a discount?
- 23. How do businesses on a fixed tariff understand the level of relief they will be receiving?
- 24. How do businesses know the correct Relevant Wholesale Price is being applied?
- 25. For businesses signing new contracts, will they be able to see the Relevant Wholesale Price before signing?
- 26. If I have fixed sites that are due to go onto deemed what should I do?
- 27. For a customer who has recently signed a contract that starts in February 2023, how will they access the government support?
- 28. What view of wholesale price are BEIS using in their calculation of the Relevant Wholesale Price?
- 29. Will the level of relief remain the same for fixed contracts throughout the winter period?
- 30. Will there be any additional relief on green levies if a fixed contract was agreed before December 2021?

## Not on Contract

- 31. How will the discount work for businesses out of contract?
- 32. If businesses haven't yet agreed a fixed price contract for this winter, do they need to do so?
- 33. Are businesses not on contract entitled to the additional Qualifying Financially Disadvantaged Customers (QFDC) reductions?

## Flexible

- 34. How is the discount be applied to flexible contracts?
- 35. Will the discount be applied on individual trades?
- 36. Does the date I signed my contract or completed a trading transaction matter?
- 37. How should I go about managing my open Winter-22 position?
- 38. What is being done to ensure profiteering is avoided?
- 39. How is volume tolerance impacted?

## **1. What is the Energy Bill Relief Scheme?**

The Energy Bill Relief Scheme is the UK government's response to the rising cost of energy and the impact this has been having on UK businesses and other non-domestic customers. Businesses will receive support this winter through a p/KWh discount on their energy bills.

The government has committed to doing two things:

1. Reducing the amount that businesses pay for the wholesale energy component of their bill
2. Removing the cost of green levies for businesses

## **2. Who is eligible for the scheme?**

The scheme will be available to everyone on a non-domestic contract including: businesses, voluntary sector organisations and public sector organisations.

You will be eligible for support if you have a fixed contract agreed on or after 1 December 2021. Support will also be available for deemed, variable and flexible contracts, on energy used for all or part of the period from 1 October 2022 to 31 March 2023.

### **3. How do businesses get access to this help?**

The government has asked energy suppliers to facilitate this support to businesses, and legislation has now been passed to enable this to happen.

There is no need to apply. Businesses do not need to take any action to receive the discount, in all cases the relevant price reduction will be automatically applied to bills by suppliers.

### **4. How long will businesses receive support for?**

The scheme will run for 6 months covering energy used from 1 October 2022 to 31 March 2023.

A review of the scheme will take place in three months and at this time the government will give details on those customers who they view need continued support beyond March 2023 and what form this will be in.

### **5. Will the same level of support be available to all businesses?**

Not every customer will get the same level of relief.

The government has decided to preserve the functions of the non-domestic market as much as possible, meaning the level of relief will be tailored to each customer reflecting how they've been impacted by the rising cost of energy.

The level of relief will be determined by BEIS and will differ depending on the type of contract a business is on and when they agreed their contract. All customers will be informed of the relevant level of support they are eligible to.

## **6. What is the Government Supported Price?**

This is the price the government believes is appropriate for customers to pay for the wholesale element of their electricity bill this winter, and this incorporates an adjustment for green levies.

For electricity this has been set at £211/MWh or 21.1p/kWh. This price is set and won't change.

## **7. Will the discount be applied at CT, NBP or GSP?**

The discount will be applied based on volumes at CT.

## **8. Will the p/kWh discount be applied pre or post VAT?**

Your bill will be calculated as usual. The discount will then be applied based on consumption volumes.

The amount each customer is charged after the price adjustment is the amount on which the VAT is due.

## **9. How will the removal of green levies work?**

The Government Supported Price has been calculated to include an adjustment for green levies removal.

Businesses will continue to be charged for their green levies as normal, but the discount provided by the Energy Bill Relief Scheme will then remove their impact on customer bills this winter.

BEIS haven't given specifics on which green levies are included or what they have calculated them to be.

## **10. Will the discount vary across suppliers?**

For Fixed contracts all suppliers will use the same discount applicable on the specific date the contract was agreed.

For Not on Contract, Out of Contract or Deemed the same discount will be used by all suppliers.

For Flexible contracts the supplier will calculate the weighted average price, and this is compared to the Government Supported Price to calculate the discount.

## **11. How does the discount apply for businesses on day/night or multiple rate structures?**

If you are an EDF Business Solutions customer with multiple billing rates we will determine a weighted 'Average Energy Unit Price' for the billing period.

This figure will be calculated as Total Unit Charge / Total kWh.

We will then take this single 'Average Energy Unit Price' and apply the discount rate accordingly, taking in to account the price floor which is set at the Government Supported Price.

## **12. Does the discount have to be re-paid to government?**

No. The government is providing a discount to businesses, this will not need to be paid back.

### **13. How will suppliers be reimbursed?**

After calculating the appropriate discount and billing customers, suppliers will send this information to the government in order for them to be able to pay this amount back to suppliers.

### **14. How will channel partner commission be impacted?**

There will be no impact on channel partner commissions.

The business market should continue to function as normal with contracts negotiated as normal and then any discount applied retrospectively at the point of billing.

### **15. Does the source of your electricity make a difference?**

The discount will not vary based on energy source.

### **16. What will the maximum discount be?**

The maximum discount has been set at £345/MWh for electricity and £91/MWh for gas.

The maximum discount has been calculated, by the government, by comparing the Government Supported Price with the average of expected wholesale prices for delivery across the 6 months of the scheme.

It is not intended that this figure will change unless there is a significant change to wholesale prices.

BEIS have so far indicated that the maximum discount will only be applicable to customers on variable, deemed or flexible contracts.



## **17. Will there be an impact on security deposit requirements?**

Our credit risk teams are recalculating our exposure and adapting credit mitigations. We expect there to be an impact but this is just being finalised and will be specific to each individual business and contract so please speak to your Account Manager.

## **18. Will customers registered internationally, i.e. not UK registered, be eligible for the discount?**

Eligibility for support is based on the sites being supplied in the UK. The company registration does not impact eligibility for the discount.

## **19. How will the discount be shown on my bill?**

For EDF Business Solutions customers, the EBRS discount will automatically be added to invoices. In principle, this will be shown through an additional line(s) within the consumption charges section of the invoice (0460 on E-Bill).

Where no discount is applicable invoices will be in the usual format.

The bill will show the p/kWh discount, the total consumption and the total value of the discount.

The bill wording will show the discount as 'Govt. Discount'.

## **20. Will bills for October include the discount?**

If you were due an invoice in October, you may have received it without the government support discount. However, please continue to pay your bill in line with your contractual terms. You will receive a re-issued bill with the appropriate discount at the earliest opportunity.

## **21. Will my data be shared with BEIS?**

To enable EBRS payments to be delivered and allow for monitoring of the scheme, BEIS will be given access to customer data and will store and securely process this data.

For more information, please visit the EBRS privacy notice [here](#).

## **22. Will all businesses who agreed a fixed contract on or after 1 December 2021 get a discount?**

Not necessarily. You are eligible for a discount based on the date you agreed your contract, however BEIS have indicated several dates where due to the Relevant Wholesale Price being below the Government Supported Price no discount will be applied.

## **23. How do businesses on a fixed tariff understand the level of relief they will be receiving?**

There are two key elements to this.

1. The Government Supported Price. For electricity this has been set at £211/MWh or 21.1p/kWh. This is the price the government believes is appropriate for customers to pay for the wholesale element of their electricity bill, and this incorporates an adjustment for green levies. This price is set and won't change.
2. The Relevant Wholesale Price for this winter. The Relevant Wholesale Price will change based on when a customer agrees their fixed price contract, reflecting movements in the wholesale electricity market. There will be one Relevant Wholesale Price per day from 1 December 2021.

The level of support that customers on fixed contracts will receive this winter will reflect the difference between the Government Supported Price and the Relevant Wholesale Price applicable for the day their contract was agreed. Suppliers are required to ensure that where discounts are being applied under the scheme, they are subject to a price floor set at the Government Supported Price. This means that the effective retail unit price for a customer's electricity does not fall below the Government Supported Price once their discounts have been applied. This is to ensure consistency of support and avoid unintended consequences.

## **24. How do businesses know the correct discount is being applied?**

Suppliers will ensure businesses get the appropriate discount on their bills this winter and this will be audited by BEIS. For businesses who would like to check, discount rates will be published by the government [here](#) for each day from 1 December 2021.

## **25. For businesses signing new contracts, will they be able to see the Relevant Wholesale Price before signing?**

No, the Relevant Wholesale Price will only be known once the government publishes this information after the date the contract has been agreed.

## **26. If I have fixed sites that are due to go onto deemed what should I do?**

Customers who are about to fall out of contract should finalise their contracts for this winter as soon as possible to avoid out of contract rates that are likely to be higher than a contracted rate.

## **27. For a customer who has recently signed a contract that starts in February 2023, how will they access the government support?**

As long as the contract was accepted on or after 1 December 2021 then the part of the contract falling within the winter period, in this instance consumption in February and March, will be eligible for the discount.

## **28. What view of wholesale price are BEIS using in their calculation of the Relevant Wholesale Price?**

BEIS have now published a detailed methodology for the calculation of the Relevant Wholesale Price (also referred to as Market Reference Price).

The Relevant Wholesale Price for contracts accepted between the period 01 December 2021 to 30 September 2022 will be calculated by BEIS using the 5-day average of mid-market forward curves for wholesale electricity in Great Britain, for delivery in winter 2022.

The Relevant Wholesale Price for contracts accepted between 01 October 2022 and 31 March 2023 will be calculated by BEIS using the 5-day average of day-weighted average of month+1, month+2, month+n up to and including March 2023. For March 2023, month+1 will be April 2023.

Further information can be found [here](#).

## **29. Will the level of relief remain the same for fixed contracts throughout the winter period?**

For businesses on fixed contracts the discount will remain the same for the entire winter period.

## **30. Will there be any additional relief on green levies if a fixed contract was agreed before December 2021?**

No additional support will be available for fixed contracts signed before December 2021 as these businesses are seen by the government to have benefitted from acceptable wholesale prices.

## **31. How will the discount work for businesses out of contract?**

Businesses who are not under contract will still receive relief on their bills this winter.

A single variable tariff discount rate will be published by the Government, to cover the period 1 October 2022 to 31 March 2023. Initially, this has been set at £345/MWh (34.5p/kWh) for electricity.

This discount rate may be amended by the government if wholesale prices change dramatically.

Suppliers are required to ensure that where discounts are being applied under the scheme, they are subject to a price floor set at the Government Supported Price. This means that the effective retail unit price for a customer's electricity does not fall below the Government Supported Price once their discounts have been applied. This is to ensure consistency of support and avoid unintended consequences.

## **32. If businesses haven't yet agreed a fixed price contract for this winter, do they need to do so?**

The government is advising that these businesses may be able to save more by moving to a new fixed price contract for the duration of the scheme.

Energy suppliers will continue to be able to set their out of contract prices at higher levels than their fixed price contracts, reflecting the additional risks that supplying customers on this basis presents.

If energy prices continue to rise this winter, there is a risk that the maximum discount will be exceeded and costs for these businesses will rise further. So for businesses considering staying on Deemed or Extended rates they need to be aware that their rates could vary over the winter period and their energy bills could rise further.

### **33. Are businesses not on contract entitled to the additional Qualifying Financially Disadvantaged Customers (QFDC) reductions?**

Yes, those businesses not on contract are entitled to additional QFDC reductions for the period between 1 November 2022 and 31 March 2023.

Your invoiced unit rates will be lowered by the amount of the QFDC reduction. This price will be lower than our published unit rates on the EDF website. By comparing your invoice price to our published price you can identify the amount of reduction that has been applied.

The QFDC reduction is separate to the EBR5 discount, which will appear as a line item on your invoice.

EDF reserves the right to remove the QFDC reduction if payment of an invoice is not made within 28 days of being payable (and if a payment plan is in place, it must be being adhered to).

## **34. How is the discount be applied to flexible contracts?**

The level of reduction offered will depend on the difference between your weighted average price for any month over this winter and the Government Supported Price. This will be subject to the maximum discount.

The maximum discount has been set at £345/MWh for electricity and £91/MWh for gas.

Your energy costs this winter could exceed the Government Supported Price if the difference between the £211/MWh and your weighted average price is higher than this maximum discount.

Suppliers are required to ensure that where discounts are being applied under the scheme, they are subject to a price floor set at the Government Supported Price. This means that the effective retail unit price for a customer's electricity does not fall below the Government Supported Price once their discounts have been applied. This is to ensure consistency of support and avoid unintended consequences.

## **35. Will the discount be applied on individual trades?**

The discount will not be applied to individual trades. This discount will be applied to your average achieved price for any month in the winter period.

## **36. Does the date I signed my contract or completed a trading transaction matter?**

No, for any flex customers the date you agreed a contract or traded doesn't make a difference. The discount is based on the amount you consume for the winter period and your average achieved price.



## **37. How should I go about managing my open Winter-22 position?**

Businesses should continue to hedge as they normally would outside of the scheme, to guard against further market disruptions.

In line with government guidance, suppliers and customers should not change behaviour to disproportionately gain from the support scheme.

## **38. What is being done to ensure profiteering is avoided?**

A robust audit, compliance and enforcement regime will be in place to prevent instances of fraud, error and gaming. The details of this are still to be confirmed by BEIS but we expect this to be covered in detail in the legislation.

## **39. How is volume tolerance impacted?**

Volume tolerance will continue to be applied and charged as normal.

All billed consumption will have the relevant price adjustment applied, but fees charged by suppliers for consumption outside of agreed volume tolerances are not subject to adjustment and shouldn't be considered as part of any weighted average wholesale calculations for flexible contracts.