



**Solihull**  
Community Housing  
Shaping our neighbourhoods

# Energy Bill Rebate FAQ's

## 2022



## **We have put together a list of frequently asked questions on the Energy Bill Rebate.**

### **What is the energy bill rebate?**

The government recognises that many households will need support to deal with the rising costs of household bills in 2022-23, driven by increasing energy costs.

To provide some immediate relief for these rising costs the government is providing local councils with funding to award a £150 one-off payment to those households that meet the eligibility criteria.

### **Can I be paid more than £150 if my energy costs have increased significantly?**

There is currently no scope in the Government scheme to pay more than £150.

### **What are the eligibility criteria for the rebate?**

Your property must be in council tax bands A – D and you must be the person who is responsible for the council tax as at **1 April 2022**.

You can check your council tax band by looking at your latest council tax bill or by checking online using your postcode at [Search for a property - Check and challenge your Council Tax band - GOV.UK](#)

To be eligible you must live in the property as your sole or main residence.

If your property is valued in band E and you receive a disabled band reduction so pay council tax equivalent to a band D then you will also be eligible.

### **Are there any properties in Bands A – D that are not eligible?**

Yes, if your property is not your permanent residence (for example it is your second home) you will not be eligible for the payment even if it is in council tax band A – D.

The same applies if you do not live in your property. You will not be eligible if the property is unoccupied even if it is in council tax band A – D.

### **What happens if I am in Band A – D and I get Local Council Tax Reduction – am I still eligible?**

Yes, you will still be eligible for the payment even if you don't have any council tax to pay because you get all of your council tax covered by a local council tax reduction.

### **What happens if I am in Band A – D and get other exemptions?**

If you live in a property that is in a council tax band A – D and you are liable for the council tax as long as the property is not empty or the property is not your second home you will be eligible for the payment.

### **How will I get the rebate?**

If you pay your council tax by direct debit then we will automatically pay you the rebate of £150. In line with government guidance we will need to wait until the first direct debit payment is taken in April before we can pay you the rebate.



### **What if I don't pay by direct debit?**

If you are eligible for the rebate and don't pay your council tax by direct debit then you will need to make an application and provide us with your bank details. We will shortly be releasing the details of how to apply and when. Please check our website for further updates.

### **Is it too late to sign up for direct debit?**

No it isn't too late to sign up for direct debit. The safest and easiest way to do this is by creating an online council tax account. Once you have set up your online council tax account you can set up a direct debit – you can choose to pay on the 1<sup>st</sup> or 15<sup>th</sup> of the month.

You will need to set up a direct debit by 14 March to make sure it is set up in time for the first council instalment due in April. For more information visit our website [here](#).

### **Will the Council ever contact me unannounced to ask for my bank details?**

No, the Council will never contact you unannounced to ask for your bank details. The safest way to set up a direct debit is via an online account.

### **How much is the payment and when will I receive it?**

The rebate is a one-off payment of £150. You will receive this directly into the bank account you use for your council tax direct debit or if you don't pay by direct debit then the bank account you gave on your application form.

### **What if I pay the energy bill but the council tax is not in my name?**

We will pay the energy rebate to the person named on the council tax bill but they will be paid for increased energy costs on behalf of the household.

### **What if I don't live in a property that is in council tax bands E – H?**

The council has a small amount of funding to create a discretionary scheme for those who are not eligible for the main rebate. This support is likely to be for those in council tax bands E – H. Full details of the scheme and the eligibility criteria will be published in due course. Please continue to check our website for further details.



# Get in touch

## Join us on social media:

---



Solihull Community Housing



@solihullhousing



solihullcommunityhousing



Solihull Community Housing

---

### **Freepost RLSS-UEBA-RTUZ**

Solihull Community Housing  
Endeavour House  
Meriden Drive  
Solihull  
B37 6BX

**Phone:** 0121 717 1515

**Typetalk:** 18001 0121 717 1515

**Text:** 07781 474 722



**Website:** [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)

Visit the contact us page on our website to complete an online form with details of your enquiry.

---

Contact us if you need this document in a large print, different language or alternative format.  
For details about how we use your information please refer to our Privacy Notice on our website.