



**Department for
Energy Security
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Dame Meg Hillier
Chair of the Public Accounts
Committee
House of Commons
London
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Dear Dame Meg,

I am writing following the inquiry meeting on 27 February regarding energy bills support. I promised to come back to the Committee on whether there was constituency level data on the redemption of Energy Bills Support Scheme vouchers for traditional prepayment meter customers, and on advice to these customers on redeeming their vouchers.

I can confirm that the data we publish each month now includes redemption rates by constituency. The latest transparency data published on GOV.UK (<https://www.gov.uk/government/publications/energy-bills-support-scheme-payments-made-by-electricity-suppliers-to-customers>) includes overall voucher redemption data up to 1 February with data to 1 January broken down by region, constituency and local authority. The next update to the transparency data is due to be published on 20 March via the same link.

On advising the public, we have deployed messaging targeting traditional prepayment meter customers explaining that they will receive the support in the form of vouchers sent via email, text or post that can be redeemed at a PayPoint outlet or a Post Office branch. Vouchers are valid for 90 days and our communications set out that customers who have missing or expired vouchers should contact their electricity supplier to have their vouchers reissued. All vouchers must be redeemed by 30 June 2023 at the latest. We have also produced a number of resources such as desk aids for consumer advisers to use. We will be sharing these with MPs to aid them and their constituents shortly.

I trust this helps address the outstanding points.

Yours sincerely,

Jeremy Pocklington

Permanent Secretary, Department for Energy Security and Net Zero