5 Sep 2022

PAYPOINT PARTNERS WITH CITIZENS ADVICE TO RAISE AWARENESS OF THE ENERGY BILLS SUPPORT SCHEME

05 September 2022, Welwyn Garden City: PayPoint has announced today that it is working with Citizens Advice to support their current campaign encouraging prepay energy customers to make sure their details are up to date with their supplier ahead of the launch of the Energy Bills Support Scheme in October.

The £400 discount will be paid to consumers over 6 months with payments starting from October 2022, to ensure households receive financial support throughout the winter months.

Traditional prepayment meter customers will be provided with redeemable EBSS Energy Bill discount vouchers or Special Action Messages (SAMs) from the first week of each month, issued via email or post. Customers will be able to redeem these at their usual top-up point, including the 28,000 PayPoint locations across the UK, a network bigger than all banks, supermarkets and Post Offices together. Customers with smart prepayment meters will either receive the discount directly or via vouchers.

The campaign will be promoted in all PayPoint locations via receipt advertising and social media channels throughout September. Information will also be sent directly to PayPoint's retailer partners advising of the campaign and where to direct consumers for more information, including the dedicated Citizens Advice webpage at citizensadvice.org.uk/energy.

Steve O'Neill, Corporate Affairs and Marketing Director, PayPoint said: "Our retailer partners continue to play a pivotal role in delivering vital community services across the UK, particularly in helping us distribute over £100 million in government support funds over the past year through our Cash Out service. The upcoming Energy Bills Support Scheme will be another important service for the millions of consumers who use PayPoint regularly to top up and we're delighted to be working with Citizens Advice to raise awareness of the scheme to ensure that funds reach the members of our communities that need it most."