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Winter Fuel Payment

1. Overview

If you were born on or before 5 October 1954 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

This guide is also available in Welsh (Cymraeg) (<https://www.gov.uk/taliad-tanwydd-gaeaf>).

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible (<https://www.gov.uk/winter-fuel-payment/eligibility>) and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these, or if you live abroad, you may need to make a claim (<https://www.gov.uk/winter-fuel-payment/how-to-claim>).

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad.

The deadline for you to make a claim (<https://www.gov.uk/winter-fuel-payment/how-to-claim>) for winter 2020 to 2021 is 31 March 2021.

When you'll be paid

Most payments are made automatically in November or December. You should get your money by 13 January 2021.

If you do not get your payment, contact the Winter Fuel Payment Centre (<https://www.gov.uk/winter-fuel-payment/report-change-circumstances>).

Any money you get will not affect your other benefits.

Winter Fuel Payments are different to Cold Weather Payments (<https://www.gov.uk/cold-weather-payment>).

2. Eligibility

You qualify for a Winter Fuel Payment if both the following apply:

- you were born on or before 5 October 1954
- you lived in the UK for at least one day during the week of 21 to 27 September 2020 - this is called the 'qualifying week'

If you did not live in the UK during the qualifying week, you might still get the payment if both the following apply:

- you live in Switzerland or a European Economic Area (EEA) (<https://www.gov.uk/eu-eea>) country
- you have a genuine and sufficient link to the UK - this can include having lived or worked in the UK, and having family in the UK

Read guidance to check if you can get benefits as a UK national in an EU or EEA country, or Switzerland (<https://www.gov.uk/guidance/benefits-and-pensions-for-uk-nationals-in-the-eea-or-switzerland>).

You cannot get the payment if you live in Cyprus, France, Gibraltar, Greece, Malta, Portugal or Spain because the average winter temperature is higher than the warmest region of the UK.

You may still be able to get Cold Weather Payment (<https://www.gov.uk/cold-weather-payment>) or the Warm Home Discount Scheme (<https://www.gov.uk/the-warm-home-discount-scheme>), even if you do not qualify for Winter Fuel Payment.

When you will not qualify

You will not qualify if you:

- are in hospital getting free treatment for more than a year
- need permission to enter the UK and your granted leave states that you can not claim public funds
- were in prison for the whole week from 21 to 27 September 2020
- lived in a care home for the whole time from 29 June to 27 September 2020, and got Pension Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance

3. How much you'll get

How much you get depends on your circumstances during the qualifying week. The qualifying week for winter 2020 to 2021 is 21 to 27 September 2020.

Any money you get is tax-free and will not affect your other benefits.

	Born between 28 September 1940 and 5 October 1954	Born on or before 27 September 1940
You qualify and live alone (or none of the people you live with qualify)	£200	£300
You qualify and live with someone under 80 who also qualifies	£100	£200
You qualify and live with someone 80 or over who also qualifies	£100	£150
You qualify, live in a care home and do not get certain benefits	£100	£150

If you get certain benefits

Your payment may be different if you or your partner get one of the following benefits:

- Pension Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support

	Born between 28 September 1940 and 5 October 1954	Born on or before 27 September 1940
You qualify, get one of the benefits and live alone (or none of the people you live with qualify)	£200	£300
You qualify and live with someone who also gets one of the benefits	£200 - only one of you will get the payment	£300 - only one of you will get the payment
You qualify, live in a care home and get one of the benefits	Nil	Nil

When you'll get paid

Most payments are made automatically in November or December.

You'll get a letter telling you how much you will get and an estimated payment date.

If the money is not paid into your account by 13 January 2021, contact the Winter Fuel Payment Centre (<https://www.gov.uk/winter-fuel-payment/report-change-circumstances>).

All benefits, pensions and allowances are paid into an account (<https://www.gov.uk/how-to-have-your-benefits-paid>), such as a bank account.

4. How to claim

You usually do not need to claim Winter Fuel Payment - you'll get it automatically if you're eligible (<https://www.gov.uk/winter-fuel-payment/eligibility>).

If you have not got a Winter Fuel Payment before, you only need to claim if any of the following apply:

- you do not get benefits or a State Pension
- you only get Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit
- you get benefits or a State Pension but live in Switzerland or an EEA country (<https://www.gov.uk/eu-eea>)

If you have got a Winter Fuel Payment before, you only need to claim if since your last payment you have either:

- deferred your State Pension
- moved to Switzerland or an [EEA](https://www.gov.uk/eu-eea) country (<https://www.gov.uk/eu-eea>)

Contact the Winter Fuel Payment Centre if your circumstances have changed (<https://www.gov.uk/winter-fuel-payment/report-change-circumstances>).

If you need to claim

You can claim Winter Fuel Payment by phone or by post.

Claim for the first time by phone

Call the Winter Fuel Payment Centre to claim by phone.

Winter Fuel Payment Centre

Email enquiry form (<https://secure.dwp.gov.uk/contact-winter-fuel-payments-centre/contact-form>)

Telephone: 0800 731 0160

Telephone from outside the UK: +44 (0)191 218 7777

Textphone: 0800 731 0176

Textphone from outside the UK: +44 (0)191 218 7280

Relay UK (<https://www.relayuk.bt.com>) (if you cannot hear or speak on the phone): 18001 then 0800 731 0160

Video relay service (<https://dwpwinterfuel.signvideo.net>) for British Sign Language (BSL) users - check you can use this service (<https://www.youtube.com/watch?v=Osx7FFxFpNY>)

New claims or payment enquiries: Monday to Friday, 9:30am to 3:30pm

Report a change of circumstances or eligibility enquiries: Monday to Friday, 8am to 6pm

Find out about call charges (<https://www.gov.uk/call-charges>)

You will need to know:

- your National Insurance number
- your bank or building society details
- your BIC and IBAN numbers if you live in the [EEA](https://www.gov.uk/eu-eea) or Switzerland
- the date you were married or entered into a civil partnership (if appropriate)

Payments can not be made into a National Savings and Investments (NS&I) account unless you already get other benefits paid into the account.

You'll also need to say whether during the qualifying week of 21 to 27 September 2020 you were:

- in hospital getting free in-patient treatment
- in a residential care home or Ilford Park Resettlement Home
- in prison

Claim for the first time by post

The claim form you need depends on where you live.

- Winter Fuel Payment claim form if you live in the UK (<https://www.gov.uk/government/publications/winter-fuel-payment-claim-form>)
- Winter Fuel Payment claim form if you live in Switzerland or an eligible [EEA](https://www.gov.uk/eu-eea) country (<https://www.gov.uk/government/publications/winter-fuel-payment-claim-form-eea-and-switzerland>)

Send your claim to the following address if you're in the UK.

Winter Fuel Payment Centre
Mail Handling Site A
Wolverhampton
WV98 1LR

Send your claim to the following address if you're in an **EEA** country or Switzerland.

Winter Fuel Payment Centre
Mail Handling Site A
Wolverhampton
WV98 1ZU
UK

If you disagree with a decision

You can challenge a decision (<https://www.gov.uk/mandatory-reconsideration>) about your claim. This is called asking for mandatory reconsideration.

5. Report a change or cancel your payment

Contact the Winter Fuel Payment Centre if you've claimed Winter Fuel Payment before and you:

- need to report a change of circumstances
- need to change your address or personal details
- want to cancel future payments
- want to return a payment

Report any change of circumstances as soon as possible, as these can affect how much Winter Fuel Payment you get. For example, if you stop getting a benefit, move house or go into care.

If you cancel your payments, you can change this at any time.

Winter Fuel Payment Centre

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If you've been paid too much

You may have to repay the money if you:

- did not report a change straight away

- gave wrong information
- were overpaid by mistake

Find out how to repay the money you owe from benefit overpayment (<https://www.gov.uk/benefit-overpayments>).