Department for Work & Pensions

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BIRMINGHAM

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

Important Information about changes to Winter Fuel Payment

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else, telephone 0800 731 0160 or textphone Relay UK on 18001 then 0800 731 0160.

Dear

We are writing to tell you that from this winter 2024/25 there are changes to who can get a Winter Fuel Payment. This payment is to help with heating costs. From this winter it will be paid to pensioner households getting Pension Credit or other qualifying benefits.

Who may be eligible for Winter Fuel Payment from winter 2024/25

You may be eligible for Winter Fuel Payment for winter 2024/25 if you were born on or before 22 September 1958.

You must also live in England and Wales and get a qualifying benefit for at least one day between 16 and 22 September 2024. The qualifying benefits are:

- Pension Credit
- Universal Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support
- Working Tax Credit
- Child Tax Credit

For further information about the Winter Fuel Payment, visit **www.gov.uk/winter-fuel-payment** or call **0800 731 0160**.

Please turn over

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What to do next

- If you received a qualifying benefit during the week of 16 September to 22 September 2024, you do not need to do anything. Your Winter Fuel Payment should be paid automatically. You will get a letter in October or November to tell you how much you will get.
- If you get Working Tax Credit or Child Tax Credit you will get a letter from DWP telling you when to claim Pension Credit or Universal Credit as Tax Credits are ending in April 2025. It is important that you do not claim before you get this notification as it could affect how much Universal Credit or Pension Credit you will get. If you have not claimed Universal Credit or Pension Credit yet or are still waiting to get your notification to move, you will still be eligible for a Winter Fuel Payment if you got Working Tax Credit or Child Tax Credit for any day between 16 and 22 September 2024.
- If you do not get a qualifying benefit now, you may still be eligible for Pension Credit. It is easy to check if you could be eligible for Pension Credit. You can do this by visiting **www.gov.uk/pension-credit-calculator** or contact a benefit advice service such as Citizen's Advice or Age UK.

  The information you put into the calculator cannot be used to identify you. It will never be used for anything else and is not stored after you have finished using the calculator.

  Pension Credit is not awarded automatically. If the calculator suggests you may be eligible, you can claim online, by telephone or by post. Go to **www.gov.uk/pension-credit/how-to-claim** to apply online. You can phone to claim Pension Credit on **0800 99 1234**. A friend or family member can call for you if you cannot use the phone.

  Do not worry if you did not claim Pension Credit by 22 September 2024. We can backdate your claim for up to 3 months providing you meet the Pension Credit qualifying conditions for the entire period.

More information

If you get Pension Credit you may also get help with housing and Council Tax costs, energy bills, health costs and a free TV licence for those over 75.

You may be eligible for other help with heating bills such as a Cold Weather Payment or Warm Home Discount. Go to **www.gov.uk/cold-weather-payment** and **www.gov.uk/the-warm-home-discount-scheme** for more information.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality Act' on **www.gov.uk**

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please visit our DWP Personal Information Charter at **www.gov.uk/dwp/personal-information-charter**