



FOR MORE INFORMATION

Visit: fuelbankfoundation.org

Email: team@fuelbankfoundation.org

† Calls to 0800 and 0808 numbers should be free from all mobiles and generally free from all landlines.

Phone calls: Phone numbers are correct at the time of publication. Organisations may monitor and/or record calls for security, quality or training purposes.

Fuel Bank Foundation is a registered charity in England & Wales (1175049) and Scotland (SC048330)
Room 10, Wombourne, Civic Centre, Gravel Hill, Wombourne, Staffordshire, WV6 9HA

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HOW TO USE YOUR FUEL BANK VOUCHER

USING YOUR FUEL BANK VOUCHER

Fuel Bank Foundation is here to help you if you have been referred to a Fuel Bank partner, have a prepayment meter for gas and/or electricity and are struggling to top up your meter.

1. GETTING YOUR VOUCHER

Once your application has been submitted by the Fuel Bank partner, if it's successful then your Fuel Bank voucher will be sent to you via the method selected on your application.

Your voucher will be sent to you by:

- Text message
- Email
- Given to you in person

You may need to wait up to 24 hours (Monday to Friday) for a voucher to be issued, and vouchers are not issued on weekends or bank holidays. So if you apply on a Friday, you may need to wait until Monday to receive your voucher.

If the Monday is a bank holiday, you would receive it on the next working day. If your application is unsuccessful, the best thing to do is to talk to your energy supplier about other support available.

2. USING YOUR VOUCHER

Fuel Bank vouchers can be redeemed at any shop that has PayPoint or a Post Office with Payzone.

You will need to take:

- Your Fuel Bank voucher code
- Your gas card and/or electricity key
- Some form of ID e.g. driving licence, utility bill or benefits letter

Let the retailer know before you top up how you'd like to split the voucher value between gas and electricity.

The retailer will then top up your gas card and/or electricity key to the value of the voucher for your prepayment meter.

Remember to keep hold of your receipt until the top up has appeared on your meter.

Any voucher questions?

Call: **0300 1237 597***

Email: fbfqueries@aurigaservices.co.uk

Calls Monday to Friday 9am to 5pm, excluding bank holidays.

KEY THINGS TO REMEMBER

- ➔ **It can take up to 24 hours**, Monday to Friday, to process your application. Vouchers are not issued on weekends or bank holidays.
- ➔ From the date it's issued, **you have 30 days** to use your voucher before it expires.
- ➔ You can **split the voucher across gas and electricity**. So you could put all the money on gas, or all on electricity, or split it between the two – it's up to you.
- ➔ You have to use the **full value of the fuel voucher in one visit** to the PayPoint shop or Payzone Post Office.
- ➔ You can be with **any energy supplier** to get a Fuel Bank voucher. You just need to have a prepayment meter and meet the criteria set by the Fuel Bank partner.
- ➔ You'll need to take some **form of ID** to the PayPoint or a Payzone Post Office to redeem your voucher.



**USING YOUR
FUEL VOUCHER
IS EASY
& SPEEDY**

HELPING YOU TO GET ON TOP OF THINGS

EXTRA HELP WITH YOUR ENERGY

The Fuel Bank voucher is designed to give you some short term help, but there is other support available if you're struggling with your fuel costs.

- **Take a look at the Extra Support booklet**
You should have been given a copy of this by your Fuel Bank partner. It includes lots of information about what other help you could access if you are struggling with your fuel costs.
- **I need help now, what do I do?**
Call your energy supplier straight away if you're struggling to pay your bills or top up your prepayment meter. The phone number should be on your energy statement. They'll listen to you and talk you through how they can help.
- **Can someone else speak for me?**
Yes. Just have them with you when you call as your energy supplier may need to ask your permission to talk to them.
- **Stay in control of your energy account**
Many suppliers offer services to make staying in control of your energy account as easy and stress-free as possible. This could be making sure you're on the right tariff, or just receiving your communications in a different format. Talk to your supplier about whether your account is working for you.
- **See if you could be eligible for some extra financial help**
Many suppliers have schemes to help if you're in debt or if you need extra help or support in any way, so it's best to ask your supplier if you are eligible for these. There are also some government payments that you might be eligible for.
- **Talk to other national or local organisations**
Many other organisations offer help, from energy-saving advice to help managing money, or just general information about whatever it is that's worrying you. There's a list of these in the Extra Support booklet.

FREQUENTLY ASKED QUESTIONS

Why haven't I received an update on my application?

Has it been longer than 24 hours (Monday to Friday) since you completed your Fuel Bank voucher application?

If **no**, you need to wait at least 24 hours (Monday to Friday) for your application to be processed. Applications are not processed on weekends or bank holidays.

If **yes**, contact the Fuel Bank helpline on **0300 1237 597**^{*} (Monday to Friday 9am to 5pm, excluding bank holidays) who will be able to help you.

I've accidentally deleted the fuel voucher text message. What do I do?

Contact the Fuel Bank helpline on **0300 1237 597**^{*} (Monday to Friday 9am to 5pm, excluding bank holidays) or email fbfqueries@aurigaservices.co.uk and they'll resend a voucher to you.

I've tried to redeem the voucher but the retailer got the error message "retailer not authorised" when trying to process it. What do I do?

You may have gone into a shop that uses Payzone and not a shop that uses PayPoint.

If you're not sure where your nearest PayPoint shop is located, call the PayPoint customer helpline on **0800 310 0000**^{*} (Monday to Friday 8am to 8pm) or visit www.paypoint.com/en-gb/consumers/store-locator to find your nearest PayPoint shop so you can redeem your Fuel Bank voucher.

I tried to redeem the voucher but the retailer got an error message saying the voucher code was invalid. What do I do?

This error message is because the retailer processed the voucher incorrectly. It's not an issue with the Fuel Bank voucher itself.

You've got two options:

- If you're in the shop, show the retailer the page at the back of this booklet and see if they're willing to use the process detailed. If they can't redeem the voucher this way, they can call PayPoint on **0800 310 0000**^{*} for step-by-step instructions on how to process the voucher. If you're in a Post Office they can call Payzone on **01606 566 566**.
- If you're uncomfortable doing this, or the retailer refuses this request, then call the Fuel Bank helpline on **0300 1237 597**^{*} (Monday to Friday 9am to 5pm) or email fbfqueries@aurigaservices.co.uk and give us the name of the shop and the road it's on and we'll try to help.

I've gone back home and put in my card and/or key into the meter and the money hasn't appeared. What do I do?

Call the Fuel Bank helpline on **0300 1237 597**^{*} (Monday to Friday 9am to 5pm, excluding bank holidays) or email fbfqueries@aurigaservices.co.uk. Give us the name of the shop you went to and the road it's on, and we'll try to help. You'll need to have the receipt to hand.

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HELPING YOU TO GET ON TOP OF THINGS

EXTRA HELP WITH YOUR ENERGY

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KEY CONTACT NUMBERS

Organisation	When to contact	Contact information
Fuel Bank Helpline	For questions about your Fuel Bank voucher application	0300 1237 597* Monday to Friday 9am to 5pm Email: fbfqueries@aurigaservices.co.uk
PayPoint Query Line	The phone line for shopkeepers if they experience issues in redeeming fuel vouchers	0800 310 0000* Monday to Friday 8am to 8pm, Saturday 8am to 6pm, Sunday 10am to 4pm
Payzone Query Line	The phone line for Post Office if they experience issues in redeeming fuel vouchers	01606 566 566 Monday to Friday 8am-7pm, Saturday 9am-5pm, Sunday 9am-1pm
Energy Saving Trust	Offers independent, expert advice on saving energy in your home, as well as information about funding requests for making energy efficiency improvements	Visit: energysavingtrust.org.uk
Fuel Bank Foundation	Information about Fuel Bank Foundation and what we do	Visit: fuelbankfoundation.org Email: team@fuelbankfoundation.org
Ofwat	You may also want help with other utilities - water companies offer extra support in a similar way to gas and electricity companies	Visit: ofwat.gov.uk/households/ extra-care-services or contact your water supplier

Phone calls: We may monitor and/or record calls for security, quality or training purposes.
*Calling on an 0800 or 0808 number should be free from all mobiles and generally free from all landlines.
^Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles.
If you get 'inclusive minutes' with your package, calls to a 0330 number will be part of these.

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CASHOUT SCHEME RETAILER INSTRUCTIONS

Please follow the simple steps below and PayPoint will credit the value of voucher in three working days. You will also receive commission for every CashOut payment.

1. Check the customer's proof of identity.
2. When the screen displays **CONFIRM TRANSACTION** check the amount on the screen matches the amount printed, then select **CONFIRM**.
3. Take the customer's key or card and process the transaction.
4. Put the e-coupon redemption receipt that your PayPoint terminal prints into your till.
5. The voucher amount will be credited to your bank account by PayPoint within **three working days**.



If the customer barcode will not scan, or the customer has an SMS voucher:

- Select the CASHOUT button on the PayPoint terminal followed by I-MOVO PAYOUT on the touch screen and enter the barcode number
- Continue the transactions instructions no.

Please follow these simple steps for a Post Office PayoutNow voucher.



1. Check the customer's proof of identity.
2. Manually enter the barcode number to launch the transaction.

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