

# Winter Fuel Payments

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## Introduction

Winter Fuel Payments (WFP) provide help to pay heating bills. Universal Credit rules are different to other benefits; there may be some claimants who were previously eligible for a WFP who won't receive an automated payment following migration to Universal Credit.

If the claimant previously received an automatic WFP with a DWP Benefit and has now migrated to Universal Credit they will need to make a new WFP claim. The claimant will only need to do this once after they have transitioned across.

Money received will not affect the claimant's other benefits.

## Eligibility

To be eligible for a WFP in winter 2019/20, both of the following must apply:

- claimant born on or before 5 April 1954
- claimant living in the UK for at least one day during the [qualifying week](#)

If the claimant will not be living in the UK during the qualifying week, they might still get the payment if both the following apply:

- claimant lives in Switzerland or a [European Economic Area \(EEA\)](#) country
- claimant has a genuine link with the UK, such as having lived or worked in the UK for most of their life

Claimants will not get the payment if they live in Cyprus, France, Gibraltar, Greece, Malta, Portugal or Spain because the average winter temperature is higher than the warmest region of the UK.

Claimants will not qualify for a WFP if they:

- are in prison for the qualifying week
- are in hospital getting free treatment for more than a year
- need permission to enter the UK and their granted leave states that they can't claim public funds
- have lived in a care home for the whole time between 24 June and 22 September 2019, and got Pension Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance

## **How to claim**

Claimants must claim by 31 March 2020 for winter 2019/20.

Claimants can apply for a WFP by telephone or by post downloading a claim form from the [GOV.UK](https://www.gov.uk) website.

The Winter Fuel Payment Centre phone number is 0800 7310160 or if the claimant is calling from outside the UK +44 (0)191 2187777.

When claimants are making a claim by telephone, they need to know:

- their NINO
- their bank or building society account details
- their BIC and IBAN numbers if they live in the EEA or Switzerland
- the date they were married or entered into a civil partnership (if appropriate)