

Winter Fuel Payments: Guidance

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Introduction

A Winter Fuel Payment (WFP) provides help to pay heating bills.

Universal Credit rules are different to other benefits and 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 a claimant previously received an automatic WFP with a DWP benefit and has now migrated to Universal Credit, they must make a new WFP claim. The claimant will only need to do this once after they have transitioned across.

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

Eligibility

To be eligible for a WFP in winter 2024-25, both of the following must apply. The claimant must have been:

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

If the claimant was not living in the UK during the qualifying week, they may still get the WFP if both the following apply. The claimant:

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

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

A claimant will not qualify for a WFP if they:

- live in Scotland
- have been in hospital getting free treatment for more than a year
- were in prison for the whole of the qualifying week of 16-22 September 2024
- need permission to enter the UK and their granted leave states that they can't claim from public funds
- were living in a care home for the whole time between 24 June and 22 September 2024 and have received Pension Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance
- live in a care home

A claimant will qualify for a winter fuel payment if they:

- get certain benefits and are eligible
- have lived in a care home for less than 13 weeks including the week of 16 to 22 September 2024

How to claim

A claimant must claim a WFP by 31 March 2025, for winter 2024-2025.

They can apply for a WFP by post from 30 September 2024 by downloading a claim form from the [GOV.UK](https://www.gov.uk) website, or by telephone from 28 October 2024.

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

When a claimant makes their claim by telephone, they need to know:

- their National Insurance number
- 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)

When making a claim for a WFP, the claimant will also need to provide evidence of the means tested benefit they are getting (from the country they live in).