

## Application Form – ScottishPower Hardship Fund

ALTERNATIVELY, APPLY ONLINE AT [www.SEDhardship.fund](http://www.SEDhardship.fund)

**BEFORE COMPLETING THIS FORM, PLEASE CAREFULLY READ THE NOTES BELOW**

### WHO CAN APPLY FOR AN AWARD?

- ScottishPower currently supply your domestic energy, or
- ScottishPower recently supplied your domestic energy, or
- You have Power of Attorney and are applying on behalf of the Account Holder who currently or recently received their domestic energy supply from ScottishPower

### HOW CAN THE HARDSHIP FUND HELP?

The Hardship Fund exists to relieve financial distress and hardship for ScottishPower customers who are struggling to pay their domestic energy bills.

Awards from the fund will be applied directly towards your ScottishPower arrears.

### FILLING IN THE APPLICATION FORM

- Please complete ALL sections of the application form. If a section is not applicable, insert “N/A”
- You must provide us with the following:
  1. A meter reading taken on, or very close to, the date you submit your application (please see Section 2)
  2. Proof of income – all evidence must be less than 3 months old, with the exception of annual benefit letters for Works Pension, State Pension, Disability Living Allowance (DLA) and Child Benefit. These can be originals or copies. Originals will be returned immediately.
  3. Proof that you have recently sought money or debt advice from a recognised agency such as National Debtline, Citizens’ Advice Bureau or StepChange, such as a letter, email or case reference number.
- If you need assistance filling in this form, you should contact a local advice centre such as a Citizens Advice Bureau or call 0808 800 0128
- Please remember that the Account Holder must sign at the end of this application form. Please note, if the Account Holder is unable to sign this application form, you may only sign on their behalf if you have a Power of Attorney and can provide evidence with this application.

- If you do not have Power of Attorney, but the Account Holder has asked for your help in completing the form please ensure the Account Holder signs the form.

## SENDING IN YOUR APPLICATION AND HOW WE DEAL WITH IT

- Once completed, please send your application to Social Enterprise Direct, Brunswick House, 51 Wilson Street, Glasgow, G1 1UZ or email [application@socialenterprisedirect.org.uk](mailto:application@socialenterprisedirect.org.uk), the Independent Administrators of the ScottishPower Hardship Fund.
- You may receive letters, emails and telephone calls as part of our assessment process
- For how we deal with your application, please see Section 6: Terms and Conditions

Questions marked with \* are mandatory

## SECTION 1: ABOUT YOU

**1. What is the Account Holder's full name?\***

**2. What is the Account Holder's date of birth?\***

**3. What is the Account Holder's current address (including postcode)?\***

**4. What is the Account Holder's contact telephone number (landline)? Please state the best days and times to discuss the ScottishPower account**

**5. What is the Account Holder's contact telephone number (mobile)?**

Please note that failure to provide at least one telephone number will prevent your application progressing further.

**6. What is the Account Holder's e-mail address?**

**7. What is the address that the debt relates to (if it is not the same as the Account Holder's current address)?\***

**8. Who lives in the home?\***

Number of children aged 18 and under and in full time education

Number of adults aged 64 and over

**9. Has the Account Holder applied to the ScottishPower Hardship Fund before?\***

Yes  No

**10. Are you the Account Holder?\***

Yes - please go to Section 2: Your Bills

No, Power Of Attorney – please continue to Question 11

No, I'm assisting the account Holder to complete the form –please continue to Question 11. **Only provide your details below if you are the person ScottishPower should contact to set up the repayment arrangement.**

**11. What is your full name?\***

Please provide with your title, first name and surname

**12. What is your correspondence address if different from the Account Holder? Can you please also provide us with details of your organisation and job title, if applicable?\***

**13. What is your contact telephone number? (landline) Please state the best days and times to discuss the ScottishPower account**

**14. What is your contact telephone number? (mobile)**

Please note that failure to provide at least one telephone number will prevent your application progressing further.

**15. What is your e-mail address?**

## **SECTION 2: YOUR BILLS**

**16. Are you currently supplied by ScottishPower?\***

Yes  No

If YES, please go to Question 17

If NO, please proceed to Question 26

**17. What types of meters do you have?\***

Standard Meters  Prepayment Meters  Combination of Standard and Prepayment Meters

**18. Can you please state what services ScottishPower supply to you?\***

Gas  Electricity  Both Gas and Electricity

**19. Can you please provide us with your Account Number? Your Account Number can be found in the top right hand corner of your latest statement. It is a ten or eleven digit number.\***

**20. Can you please provide us with the value of your last bill? Your current balance is in the black box in the middle of the first page of your bill.\***

**21. If you are currently supplied by ScottishPower, please provide us with your current electricity meter reading?\***

**22. What date was this current electricity meter reading taken?\***

**23. If you are currently supplied by ScottishPower please provide us with your current gas meter reading?\***

**24. What date was this current gas meter reading taken?\***

Please now go to Section 3: Eligibility

**25. Were you previously supplied by ScottishPower and you were unable to pay some of your final bill?\***

Yes  No

If you answer NO to both Question 17 and Question 26, your application cannot proceed.

**26. Can you please provide us with the Account Number of your final bill with Scottish Power? Your Account Number can be found in the top right hand corner of your final statement. It is a ten or eleven digit number.\***

**27. Can you please provide us with the value of your final bill with ScottishPower? Your final balance is in the black box in the middle of the first page of your bill.\***

### SECTION 3: ELIGIBILITY

**28. Has the Account Holder obtained money or debt advice within the last 3 months?**

Yes  No

**If YES, please provide us details of the agency you obtained advice from:**

National Debtline  Citizens Advice Bureau  StepChange  Other

If NO, please contact one of the following before submitting this application

National Debtline freephone 0808 808 4000

StepChange freephone 0800 138 1111

Citizens Advice (England) 03444 111 444

Citizens Advice (Wales) 03444 77 20 20

Citizens Advice (Scotland) 0808 800 9060

Please note that your application cannot proceed if you cannot provide proof that you have recently sought money or debt advice from a recognised agency

**29. Does the Account Holder receive Pensioner Premium, higher Pensioner Premium or Enhanced Pensioner Premium?\***

Yes  No

**30. Is the Account Holder's total gross household income less than £16,190 per year?\***

Yes  No

**31. Does the Account Holder receive any of the following?\***

Income Support  Income Related Employment and Support Allowance  Income Based Jobseeker's Allowance  Universal Credit and are either not in work or are self-employed  Universal Credit and has earned income of <£1,349 in at least one of the last 12 months

**32. Does the Account Holder have a child under 5 years of age permanently living in the house?**

Yes  No

**33. Does the Account Holder have a child who is entitled to free school meals?\***

Yes  No

**34. Does the Account Holder receive Child Tax Credit or Working Tax Credit which includes (1) a disability element, (2) a severe disability element, (3) a disabled child element, (4) a severely disabled child element, (5) a family element?, or (6) Universal Credit equivalent?\***

Yes  No

**35. Does the Account Holder receive Income Related Benefit which includes (1) a disabled child premium, (2) a disability premium, (3) a severe disability premium, (4) an enhanced disability premium, or (5) Universal Credit equivalent?\***

Yes  No

**36. Does the Account Holder receive the disabled child element?\***

Yes  No

**37. Does the Account Holder receive Employment Support Allowance which includes (1) a Work Related or Activity Component, or (2) a Support Component?\***

Yes  No

**38. Does the Account Holder receive the limited Capability or limited Capability for work and workrelated activity as construed in accordance with regulations 39 and 40 of the Universal Credit Regulations 2013(a)?\* (Generally this means that you get one of these components as part of your ESA claim, or the Universal Credit equivalent.)**

Yes  No

**39. Is the household's annual energy spend more than 10% of annual income?**

Yes  No

**40. Where did you hear about the ScottishPower Hardship Fund?**

ScottishPower Website  ScottishPower Call  Citizens' Advice  National Debtline

Support Worker  Housing Association  Other

## **SECTION 4: OTHER RELEVANT CIRCUMSTANCES**

**41. Can you please explain the problems which have made it difficult to pay your bills?\***

**42. Can you please explain if there are any other relevant circumstances within the household? For example, any disabilities, chronic or debilitating illnesses, bereavement.**

**43. If you are still supplied by ScottishPower, please tell us how an award from the ScottishPower Hardship Fund will help you get back on track with paying your energy bills.**

**44. If you have previously applied to the Hardship Fund please explain why you are re-applying**

## **SECTION 5: DECLARATION**

If you answered YES to Question 16, please read the following statement and tick to confirm you have understood:

You are applying to request that your outstanding debt with ScottishPower is reduced. You must satisfy certain criteria to be eligible to receive this award. Social Enterprise Direct is the Independent Administrator of the Fund and acts on behalf of and under the instruction of ScottishPower. By completing this application form, you consent to your personal information, including information about your health, being used for the purpose of administering your application, managing your

ScottishPower energy account (if you have one) and for research and analysis purposes. We must see satisfactory proof of eligibility before progressing with the application on your behalf. As part of the award, you will be expected to agree a payment plan with ScottishPower. ScottishPower reserve the right to wait for 3 months of these payments before crediting your account with the agreed amount. Please remember that if your consumption goes up or down, so will your payments. If you continue to pay in accordance with the terms of your payment plan and you provide us with regular readings then you will not accrue a new debt.

I have read and understood the above statement

If you answered YES to Question 25, please read the following statement and tick to confirm you have understood:

You are applying to request that your outstanding debt with ScottishPower is cleared. You must satisfy certain criteria to be eligible to receive this award. Social Enterprise Direct is the Independent Administrator of the Fund and acts on behalf of and under the instruction of ScottishPower. By completing this application form, you consent to your personal information, including information about your health, being used for the purpose of administering your application, managing your ScottishPower energy account (if you have one) and for research and analysis purposes.. We must see satisfactory proof of eligibility before progressing with the application on your behalf. As part of the award, you may be expected to agree a payment plan with ScottishPower. After 3 full months of satisfactory payments your account will be credited with the agreed amount.

I have read and understood the above statement

## SECTION 6: TERMS AND CONDITIONS

**By completing and sending this completed form to Social Enterprise Direct, you hereby are agreeing to the Terms and Conditions of the Fund which can be found at [www.socialenterprisedirect.org.uk/terms](http://www.socialenterprisedirect.org.uk/terms)**

## SECTION 7: SIGNATURE

The Account Holder must sign this application form. Please note, if the Account Holder is unable to sign this application form, you may only sign on their behalf if you have a Power of Attorney and can provide evidence with this application.

The ScottishPower Hardship Fund is administered by Social Enterprise Direct, a wholly owned subsidiary of Advice Direct Scotland. Social Enterprise Direct is a Limited Company by Guarantee – No 415583. Registered Office: 2<sup>nd</sup> Floor, Brunswick House, 51 Wilson Street, Glasgow, G1 1UZ