

A woman with brown hair, wearing a white long-sleeved shirt and blue jeans, is standing in profile looking out a window. She is holding the light-colored curtains on either side of the window. The window looks out onto a bright, slightly blurred outdoor scene. A small colorful bowl sits on the windowsill. The bottom right corner of the image is cut off by a white curved shape.

The ScottishPower Hardship Fund



SCOTTISHPOWER

Are you struggling to pay your ScottishPower debt and you have a low household income, for example, you receive Income Support, Job Seekers, Pension Credit, Employment Support Allowance or Disability Living Allowance?



How the ScottishPower Hardship Fund can help

ScottishPower has a fund to help its customers with difficulties paying their bills due to low income, get their energy bill payments under control. If you are successful in your application, your gas and / or electricity arrears will be cleared or reduced by a credit from the fund to your ScottishPower account.

To find out if you are eligible and apply for the ScottishPower Hardship Fund follow the steps below:

Your 1st step is to contact a recognised Debt Advice agency such as National Debtline who will provide you with free, independent money and debt advice and advise you how to budget for your energy payments on an ongoing basis. If you could be eligible, they will give you further details of the ScottishPower Hardship Fund. You can call National Debtline by telephone on **0808 808 4000**.*

Your 2nd step is to apply for the ScottishPower Hardship Fund to Social Enterprise Direct (SED), the independent organisation that administers the fund. You can contact SED online at **www.SEDhardship.fund** or by telephone on **0808 800 0128***. They will decide which customers are eligible for an award from the ScottishPower Hardship Fund and give you the terms that apply in respect of an award. Evidence of financial hardship such as recent letters from the Department of Work and Pensions (DWP) will be required.

If SED decide that you should receive a partial or full award towards the value of your arrears, your ScottishPower energy account will be credited with the award once you make three monthly payments (or the equivalent) which cover your ongoing usage and an affordable amount towards your arrears. SED will write to you to confirm whether your application has been approved and when any credit is applied to your account.

0808 808 4000*