

[NAME]

[ADDRESS]

Date: 26 MAY 2022

Dear [NAME],

You may be eligible for the Government's £150 energy rebate payment as our records show that your property below is within the required Council Tax banding.

[PROPERTY ADDRESS]

We will make this payment direct to your bank account. Unfortunately, we do not have any bank details set up on your Council Tax account, so we are currently unable to make the payment to you.

So that we can pay you as soon as possible, please provide your details using our online form. You will be asked to provide your Council Tax number along with the access key provided below.

Please go to [www.reigate-banstead.gov.uk/energy-rebate](http://www.reigate-banstead.gov.uk/energy-rebate) which will take you to our '£150 Government Council Tax energy rebate' page where you can enter your information.

Your access key is [UNIQUE CODE]

For the latest information on energy rebate payments, please visit the above page on our website.

Yours sincerely

Simon Rosser  
Head of Revenues, Benefits & Fraud

## How to apply

Eligible households are now able to submit an application for the energy rebate payment. You will not be entitled to a payment if you are not eligible, so please ensure you have read the eligibility information on our website (details overleaf).

The form must be completed by the person liable for Council Tax. Please follow the instructions carefully, provide all the information requested and check that all the details are correct before submitting the form.

You must have the following information available to complete the application form:

- Your Council Tax account reference, which is displayed on your 2022-23 bill. The bill must cover the date of 1 April 2022.
- Your bank account number and sort code, which must correspond to the person named on the Council Tax bill. Please double check to ensure that the details have been entered correctly. Applications with incorrect details will be rejected and you may be required to complete a new application.
- An email address.
- You will be required to enter your first name and surname on the application form, which must match the name on your Council Tax account.

**The online application will not allow you to proceed if you do not provide all the required information.**

Once the application form is submitted, you will receive an email confirming it has been received.

The Government requires checks to be carried out to validate your bank account before payment can be made. **These checks can take up to 15 working days to complete.**

Provided the bank account checks are successful, payment will be made by BACS to your bank account. When the payment is made into your bank account it will have the description "**ENERGY PAYMENT**".

**Please do not contact us in the meantime. Our energy rebate team will be working hard over the coming weeks to ensure that applications are processed as quickly as possible so that the payments can be made to eligible households.**

## Other information

To ensure that we continue to prevent fraud and loss to the public purse, we will not be providing details of Council Tax account numbers or related property information via the telephone or email. Residents can find their Council Tax account number and Property Valuation Band on their annual bill. To find the Council Tax band for a property online go to [www.gov.uk/council-tax-bands](http://www.gov.uk/council-tax-bands)

Households can exercise their first right of appropriation on the £150 payment, which means your bank can not use this payment to pay off any overdraft. A sample letter that households may wish to use to exercise their right of appropriation is available at [www.nationaldebthline.org/sample-letters/ask-your-bank-pay-particular-bills/](http://www.nationaldebthline.org/sample-letters/ask-your-bank-pay-particular-bills/)