



## **ScottishPower Hardship Fund Terms and Conditions**

THIS HARDSHIP FUND MUST BE FOR DOMESTIC ACCOUNT HOLDERS ONLY.

The Fund can help clear debts for domestic electricity and gas owed to ScottishPower.

You must send us proof of your income. All evidence must be less than three months old with the exception of annual benefit letters for Works Pension / State Pension / Disability Living Allowance (DLA) and Child Benefit.

Your information may be used for the purpose of administering your application, your energy account with ScottishPower and for research and analysis purposes.

If your application is successful and you receive an award from the Fund to clear your debt, you cannot re-apply for a period of three years.

If you are accepted for a Provisional Award but your award is not confirmed, you can re-apply six months from the date of the letter informing you of the Fund's decision.

If your application is unsuccessful and you are not accepted for a Provisional Award, you can reapply if your circumstances change.

If any applicant makes any statements that are untruthful or intended to mislead, the application may be rejected. If any applicant has committed any act or omission that is detrimental to the interests of ScottishPower or the Independent Administrator, or their property or personnel, then the award may be declined.

Customers who are not successful may ask for a review of the decision of the independent administration case worker by a manager within the independent administrator whose decision is final.

The award of funding is for balances / debts exceeding £100 (grants outside of these values will not be recommended without prior approval from ScottishPower, limits subject to variation from time to time). Applicants must be a current customer of ScottishPower. Historical debt for customers no longer supplied by ScottishPower will not be considered.

Each application will be dealt with on a case by case basis, with consideration given to budget availability within the Fund at any given time. Any award will be appropriate to the size of the debt owed and the individual circumstances and at the discretion of the fund.

The level of grant may be less than the debt arrears owed for energy (a partial award).

The fund operates within its means and may restrict or cease payments at its discretion, operating on a "first come, first served basis".



The award of grant will be paid once there is clear commitment from all parties to maintain a good payment relationship: this will generally be evidenced by agreeing a payment scheme for ongoing consumption.

The grant will be paid earlier in exceptional cases (such as quality of life cases) at the recommendation of the Independent Administrator but at the discretion of ScottishPower.

The grant will be paid to the customer's ScottishPower energy account and not disbursed directly to the customer. It will be subject to the usual rules, terms and conditions of the ScottishPower account.