

## Frequently Asked Questions

### **Q) How much will I receive towards my energy bill?**

A) If you meet the eligibility criteria, your household will receive a one off voucher payment of £100. This payment is to be used towards your energy bill.

### **Q) How will I receive my £100?**

A) You will receive the £100 by a Post Office 'cash-out' voucher. This will be sent by text or email depending on what option the professional completing the application has selected. If you do not have a mobile phone or access to an email account vouchers will be posted.

### **Q) If I receive my voucher by text what will it say?**

A) The text message (no link or attachments) should say: *Funded by the UK Government Household Support Fund from Kent County Council - Post Office Payout Voucher xxxx-xxxx-xxxx-xxx for £100. Please take this text message to any Post Office branch*

### **Q) I have not received my voucher by email and was expecting to.**

A) Please check your spam and junk folders.

### **Q) How do I redeem my voucher, and do I need to take ID with me to the Post Office?**

A) You will need to show your text message/email/letter to the Post Office, along with some ID such as your driving licence or passport and a utility bill. The ID and utility bill must be in the name of the voucher recipient. If someone else is supporting you in redeeming the voucher, they will need to take your ID and utility bill, and will be required to present their own ID.

### **Q) Where can I redeem my Post Office voucher?**

A) To find your nearest Post Office please click on the following link: <https://www.postoffice.co.uk/branch-finder> or search online 'where is my nearest Post Office'.

### **Q) How long is my voucher valid for?**

A) The voucher will expire 21 days from issue date. You must redeem your voucher within this period. Please redeem your voucher for the full amount as soon as possible as we are unable to reissue vouchers once expired.

### **Q) I have a problem with my voucher, who do I contact?**

A) Please telephone Kent County Council – 03000 414141 or email [helping.hands@kent.gov.uk](mailto:helping.hands@kent.gov.uk)

### **Q) Is this a scam?**

A) Please be assured this is not a scam. If you require further reassurance you could google 'Kent County Council County Hall Maidstone contact number' – this will provide you with the contact number 03000 414141 which is our Contact Centre telephone number.

### **Q) Some of my personal details have changed since my application for an energy voucher (such as mobile number/email/address) who should I contact?**

A) Please telephone Kent County Council – 03000 414141 or email [helping.hands@kent.gov.uk](mailto:helping.hands@kent.gov.uk)

### **Q) None of the above questions and answers have helped – who could I contact?**

A) Please telephone Kent County Council – 03000 414141 or email [helping.hands@kent.gov.uk](mailto:helping.hands@kent.gov.uk)