



We have fantastic news to share!

Fuel vouchers are back! Thanks to our partners at Energy Redress, we've secured funding to continue our partnership supporting your customers through their current financial challenges.

This is a brand-new scheme, meaning anyone on a pre-payment meter is eligible. The programme runs from August 2025- May 2026.

How It Works

Households can receive up to £294 during the scheme, this is not a guaranteed amount and is based on a needs assessment of the customer's current situation.

To qualify, they must have;

1. Less than £30 on their pre-payment meter. This should be verified by a clear photo of the meter balance including the meter serial number or, a screenshot of their fuel usage app - this must detail their name, date and balance. Applicants who are digitally excluded (for example do not have access to a smart phone) can still be supported on the programme with further details from the referrer.
2. They must also provide a screenshot of their Universal Credit account or a copy of their bank statement including the balance.

What's Next?

You will need to reapply to become a Newground Together partner for fuel vouchers. To do this, you can sign up via the form below;

[Partner Application Form](#)

Once we have received your application to renew your partnership, we will send you a data sharing agreement which will need to be signed and returned to us.

You will be invited to a briefing session to find out how to refer customers into the programme.

Once this is completed you will be set up to start making referrals.

Making a Referral

Once a referral for support is submitted and the required evidence is obtained, we'll contact the customer within two working days. Please remind them to expect a call from an 0300 number.

If you experience any issues with the form, uploaded photos, or need advice, please get in touch.

Just give us a call on 0300 456 0027 or drop us an email to energy@newground.co.uk

Thank you for your ongoing support.

From all of us on the Energy Team, we look forward to hearing from you soon.

Together, we can do great things!