**RE: Energy bills support for residents in [constituency] on heat networks and communal heating systems**

Dear [MP name],

I am writing as a tenant of Brunelcare based in [constituency] to highlight the need for urgent support for its residents who are on heat networks without a domestic metered electricity supply.

[Describe the housing services and support you use and any other information you feel is relevant to your current situation].

It was encouraging to see the government provide a £400 grant for households at a time when increasing numbers of people are in need of extra financial support. Unfortunately, this vital package of support is currently unavailable for households who have their heating and hot water delivered to them via a communal or district heat network but without a domestic metered energy supply. At present, the Energy Bill Support Scheme will only be made available for domestic electricity customers in Great Britain. This means that many tenants at Brunelcare, including myself, have been ineligible for this much-needed financial assistance.

Residents on heat networks and communal heating systems have not been protected from the price cap on domestic gas that is regulated by OFGEM. As a result, many have been subject to a significant rise in energy costs, just as the cost of living crisis has worsened. Some heat networks have reported gas price increases of up to 700%. Now households that have been subject to some of the most significant price rises in the country are unable to access government support where it is needed most.

Social housing residents make up the majority of those on heat networks and communal heating systems. Based on the English Housing Survey, the National Housing Federation estimate that more than 153,000 housing association residents have their heating and hot water delivered to their home via a communal or district heat network. Nearly three in four of these households are aged 55 or over. Those impacted are disproportionately made up of people on lower incomes, a majority of which are older residents and have experienced some of the highest energy cost increases in the country.

I/We would be grateful if you could write to the Secretary of State for Business, Energy and Industrial Strategy, urging the government to provide targeted financial support for residents on heat networks, so they are afforded similar protection and support as domestic energy customers. This could be done via a dedicated hardship fund or the extension of existing support schemes.

Yours sincerely,