InformationNOW
Information for people in Newcastle upon Tyne

Winter Fuel Payment

The **Winter Fuel Payment** is a payment to help older people keep warm during winter. It is provided by the government to those who are eligible. You could get between £100 and £300 to help you pay your heating bills.

If you were born **before 22 September 1959**, you could get **£100 to £300** to help with your heating bills this winter.

Important Notes

- If your **income is over £35,000**, HMRC may reclaim the payment through tax.
- You'll get a letter in **October or November** telling you how much you'll receive.

In some circumstances, you may be eligible **if you live abroad**.

Find out more about your eligibility on **GOV.UK**.

How do I apply for Winter Fuel Payment?

If you have received a Winter Fuel Payment previously, you should automatically receive your payment from the Department for Work and Pensions (DWP) that pays your other benefits.

You can contact the **Winter Fuel Payment Centre** for more information or to make a claim by phone, by email, Relay UK, video relay or by post and you must get the first claim in by 31 March each year. To ensure you receive your payment before Christmas, submit your claim before the qualifying week (as above).

You will need to know:

- your National Insurance number
- your bank or building society details
- your BIC and IBAN numbers if you live in the EEA or Switzerland
- the date you were married or entered into a civil partnership (if appropriate)
- where you were on the qualifying dates in September

How much may I receive?

The amount of Winter Fuel Payment you receive will depend on your situation. To find out how much you will get visit **Gov.UK.**

You may still be able to get **Cold Weather Payment** or **Warm Home Discount Scheme**, even if you do not qualify for Winter Fuel Payment.

When will I receive my payment?

Most payments are made between November and December. You will receive a notification letter and this will give you a more specific payment date.

If you have not received your payment by end of January contact the **Winter Fuel Payment Centre**.

My circumstances have changed, what should I do?

If you have received a Winter Fuel Payment previously and your circumstances have changed, you should inform The DWP. For example if you will not be living at home during the Winter months but will be in:

- hospital getting free in-patient treatment
- a residential care home or Ilford Park Resettlement Home
- custody serving a court sentence
- stopped receiving a benefit

Where to get benefits advice

You can get benefits advice from a local independent service. They can help guide you through the application process and explain how some benefits may impact upon another. Services in Newcastle include:

- **Citizens Advice Newcastle (CAN)**.
- **Newcastle Welfare Rights Service** have **self help material** on their website
- **Search Newcastle** give benefits advice to older people in the West of Newcastle
- **Disability North** give disability related benefit advice, help with appeals and representation at tribunals

Search for Benefits advice organisations

Location:
Postcode:
Search

Last updated: October 9, 2025

Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: http://citizensadvice-newcastle.org.uk

Telephone: 0808 223 1133

Address: 4th Floor, City Library, NE1 8AX

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: **POSTAL ADDRESS ONLY - No face-to-face advice is given here, NE7 7LX

Government Cost of Living Support

Website: https://www.gov.uk/guidance/cost-of-living-payment

Telephone: 0191 277 2627

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