

Help with heating oil and LPG costs

Following sharp price rises due to conflict in the Middle East, the UK Government has announced funding to help vulnerable households who rely on heating oil and LPG.

The Council's Crisis and Resilience Fund has established [Help with heating oil and LPG costs](#) to help residents who are struggling to afford the extra costs.

Help with heating oil and LPG cost criteria

To be eligible for an award, the resident must meet **all** of the following criteria:

1. Low-income household
 - The resident is in receipt of a means tested benefit (Universal Credit, Pension Credit, Jobseeker's Allowance, Employment and Support Allowance, Council Tax Support), or
 - If the resident is not in receipt of the above benefits – the Council will carry out financial assessment including income for household members, considering resources available to the household, such as money in savings or other assets.
2. Vulnerable household
 - At least one member of the household is considered vulnerable, for example due to health and disability, age, pregnancy or maternity, caring responsibilities, being a care leaver under 25, or receiving support from services, or
 - The resident may also be considered vulnerable due to their wider circumstances, for example, experiencing financial difficulties, risk of abuse or neglect, or having recently moved from hospital or a care setting.
3. Need for provision of heating oil or LPG
 - The resident can demonstrate both that they use heating oil or LPG as the main means to heat their property and/or hot water, and
 - The resident does not have sufficient stocks (less than 30% of tank capacity) of heating oil or LPG to be able to provide heating and/or hot water for the household.

The assessment team may need to ask for evidence to support the application.

Value of payment

In the majority of circumstances, the scheme will contribute towards the increased cost of oil or LPG. Support for the additional cost, of up to £350¹, will be considered if the increase in fuel prices is causing immediate financial difficulties because

- The household is unable to buy heating oil/LPG due to the increased price, or
- The household would be unable to meet essential costs (such as rent, priority bills or debt repayments, or to buy food) if they buy oil/LPG, or
- The household would have to consider going into debt to afford heating oil.

The resident will be expected to pay towards the cost of the purchase.

In exceptional circumstances, support for the full cost of the heating oil / LPG will be considered up to 500 litres of fuel.

The scheme is unable to make any payments retrospectively, i.e. where fuel has already been ordered and/or delivered.

Process for award

If an award is made for heating oil, the resident will be enrolled in the Rural Action Derbyshire's [Community Oil Buying Scheme](#) and a delivery of oil will be made by their provider. The resident will be responsible for paying the contribution directly to the provider before delivery and the Council will pay the additional amount to the provider.

Awards for LPG (tank refills and gas bottles) will be awarded by direct payment to the household's usual supplier.

How to apply

Although not a payment from the Derbyshire Discretionary Fund, for speed the Council is using the Discretionary Fund application process which is already set up and can be accessed either online or over the phone.

To apply, a resident can make an application online via the [Derbyshire Discretionary Fund](#) online form or by telephone 01629 533399. They should clearly state that they are applying for help with heating oil or LPG when making the application.

Limit to number of awards

Awards under the Help with Heating Oil and LPG scheme are limited to one. Residents will be encouraged to consider how they will meet future fuel needs if costs remain high, for example, by offering a referral to the Affordable Credit Project to discuss savings accounts, or by making onwards referrals to partners for income maximisation, help with debt and help with energy issues.

¹ This will be reviewed in line with current prices on a monthly basis

Right to review

If an applicant is unhappy with a decision, this can be challenged by requesting another application and stating that they would like the application to be reviewed, and provide any further information. A different member of staff will review the application.

Background

This support is provided using £311,000 of additional funding from the UK Government, announced in response to higher prices arising from the conflict in the Middle East. The funding is available to support low-income and vulnerable people across Derbyshire, who are not connected to the mains gas network and are having trouble in obtaining fuel to heat their homes or provide hot water.

Approximately, 7,800 households currently use heating oil in the county, and a further almost 3,000 homes rely on LPG, although not all of these households will be eligible for support.

Crisis and Resilience Fund

The Crisis and Resilience Fund runs from 01 April 2026 to 30 March 2029. The Council is developing a delivery plan for Crisis and Resilience Fund and plans will be shared with partners as these become available and on the website [Crisis and Resilience Fund - Derbyshire County Council](#).

Residents facing financial hardship can apply for help towards their food and energy costs, and for support with essential household items, via the [Derbyshire Discretionary Fund](#) (DDF).

Information to partners 07.05.2026