

## 4 WAYS TO USE YOUR ENERGY VOUCHER


The energy voucher is sent to you automatically by post if you are entitled to it, provided that you have filed your tax return.

### What expenses should be paid with the energy voucher?

  
heating oil

  
energy upgrades


  
electricity

  
other heating fuels  
(wood,  
etc.)

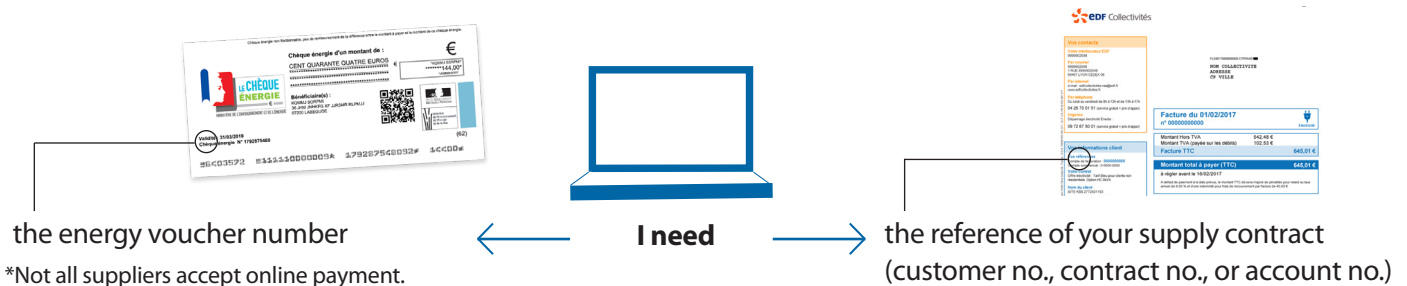
  
gas

etc.

The voucher is valid until 31 March of the following year. With the Covid-19 health crisis, the validity of the 2019 energy vouchers has been extended until 23 September 2020.

 Any refusal of the energy voucher by energy suppliers can be reported on 0 805 204 805 (free service and call).

1 - I pay my bills online\* : <https://www.chequeenergie.gouv.fr/beneficiaire/cheque/paiement-en-ligne>




2 - I send my energy voucher to the supplier by mail

Before I do that,

- write my customer and/or contract number on the back of the energy voucher
- print a photocopy of the relevant bill or payment schedule

I send it all to my energy supplier.

 The energy voucher is not always sent to the address on the bill.  
To find your supplier's address : <https://www.chequeenergie.gouv.fr/beneficiaire/annuaire-acceptants>

✓ **If I live in an APL-approved hostel accommodation**, where the energy costs are collective and included in the housing expenses, I can use my energy voucher to pay my fee to the hostel manager.

✓ **If I live in a social residence**, I do not receive an energy voucher. The manager of the residence deducts the aid amount directly from the residents' rent due notice.

### Pre-allocation for the following year :

I can automatically allocate my next energy voucher to a supplier for the following year. This saves me from having to carry out the online payment process the following year.

In practice:

- I complete the form online :

<https://www.chequeenergie.gouv.fr/beneficiaire/cheque/pre-affectation> (with the number of my energy voucher and the reference of the last bill)

Or

- I call 0 805 204 805 (free service and calls)

### 3 - I buy fuel directly (fuel oil, wood, LPG)

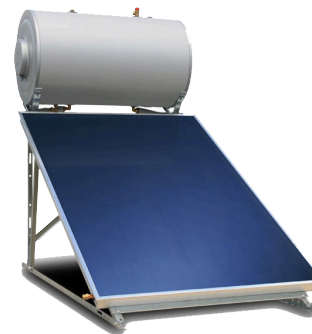
I can pay for a fuel purchase by handing over the energy voucher directly to the supplier.



You can only use it once, and no change will be given if the bill is less than the amount of the voucher.

### 4 - I pay for my energy upgrade works

With my energy voucher, I can pay for certain works aimed at reducing my energy consumption, such as the installation of a high-efficiency boiler, devices for regulating and programming heating, thermal insulation materials, solar water heaters, etc.



#### I can use my energy voucher to pay the bill if :

- my works are included in this list :  
<https://www.impots.gouv.fr/portail/particulier/depenses-eligibles-au-cite>
- the works are carried out by a professional certified as "Recognised Guarantor of the Environment" (RGE) (see in directory here <https://www.faire.gouv.fr/trouvez-un-professionnel>)

## My rights associated with the energy voucher

#### The energy voucher entitles you to additional protection :

- free commissioning of the electricity or gas contract in the event of a move,
- in the event of non-payment:
  - protection against power reductions during winter
  - exemption from overdue payment charges

A certificate of these rights is sent to you with the energy voucher. You can declare it :

- online at <https://www.chequeenergie.gouv.fr/beneficiaire/cheque/declarer-attestation>
- by phone on au 0 805 204 805
- at the same time request that your supplier be automatically informed of your certificate for the coming years.

#### Contacts and useful links

##### Energy voucher portal :

- home page : [www.chequeenergie.gouv.fr](http://www.chequeenergie.gouv.fr)
- eligibility simulator : <https://www.chequeenergie.gouv.fr/beneficiaire/eligibilite>
- explanatory video : <https://youtu.be/bHqgYf3-tRc>
- all details about energy upgrade works : <https://www.chequeenergie.gouv.fr/beneficiaire/cheque/conversion>

##### Support for energy voucher users :

- contact form : <https://www.chequeenergie.gouv.fr/beneficiaire/assistance>
- telephone number (free service and call) : 0 805 204 805