

Dear Parent/Carer,

KCC Support with energy costs Autumn 2023

You are receiving this letter because Kent County Council (KCC) wants to help you with your energy bills this Autumn.

You will receive a £100 “Post Office Payout” voucher (via Evouchers) for each child you have in school who is eligible for free school meals. This will be issued by your child’s school from the 13th of November. If you have not received your voucher by the 20th of November please contact your child’s school.

To successfully redeem your voucher, simply follow the steps on the Evouchers link in the email/text message you receive from your school, select “Post Office – Payout” and tick to confirm your selection.

You will then be able to “View Voucher” which will supply you with the barcode needed to scan within a Post Office branch.

The purpose of this voucher is to help you with energy costs. You can:

- Take your prepayment card with you and get it topped up straight away.
- Take your bank card with you to pay the money into your account. This will help with your direct debit and to make a one off payment.
- Use the voucher to withdraw the cash equivalent if you pay for your energy another way.

There will be high volumes of vouchers being processed by each Post Office, so you may experience some queues and delays in branches. Please be patient with the Post Office and their teams.

For further support on claiming your voucher within a Post Office branch, please contact:

- Support@evouchers.com
- **Opening hours:** Monday - Friday 8:30am - 5:30pm

When contacting the support team, please use the email address used to receive the voucher from your school, provide the best contact number for yourself and as much detail regarding your query as possible.

We thank you in advance for your cooperation, **Evouchers Team**.

