



**ΑΑΔΕ**

Ανεξάρτητη Αρχή  
Δημοσίων Εσόδων

ΥΠΗΡΕΤΟΥΜΕ ΠΙΣΤΑ  
ΔΗΜΟΣΙΟ ΣΥΜΦΕΡΟΝ  
ΚΟΙΝΩΝΙΚΟ ΣΥΝΟΛΟ

# FAQs about Heating Allowance 2024 - 2025

ATHENS, November 14. 2024

1.   **Q**    **What codes do we use to enter the SUBMIT REQUEST application for the heating allowance?**

**A**    a. The certified users of the electronic services are connected using their TAXISnet access codes.

            b. Users who do not have TAXISnet access codes will be identified alternatively by giving the TIN and notification number of one of the Tax Determination Acts of the Income Tax Statement of Natural Persons of the last five (5) years. If you do not remember the access codes, and the username happens to be the same as your TIN, then you cannot use the alternative login method. For that reason, you should recover your password through the relevant procedures.
2.   **Q**    **What codes do we use to enter the MY DOCUMENTS application for registering fuel purchase receipts?**

**A**    Exclusively and only using your TAXISnet access codes.
3.   **Q**    **When is the deadline for submitting a heating allowance application?**

**A**    December 6, 2024.
4.   **Q**    **Which heating fuel purchases will participate in the 2024-2025 heating allowance?**

**A**    The purchases related to internal combustion heating oil, lighting oil (blue kerosene), natural gas, LPG, firewood, biomass (pellets), thermal energy through district heating and electricity provided that the beneficiary purchases the subsidized types of fuel from October 1, 2024 up to and including March 31, 2025 and especially for heating oil purchases made from October 15, 2024, the date from which its availability begins. As an exception for firewood, the purchases must have been made from June 1, 2024 to March 31, 2025.

**ATTENTION!** Each beneficiary is entitled to a subsidy for only one type of heating fuel.
5.   **Q**    **Through the MY DOCUMENTS application, which types of heating fuel do I need to register receipts for?**

**A**    For all types of heating fuel, except heating oil and electricity. For heating oil, the heating oil distributor (Heating Oil Management - DI.PE.THE.) is obliged to register the documents in our Service, in the heating monitoring information system (HEFAISTOS). Late registration, after 14 days from the date of purchase, incurs a fine to the DI.PE.THE. member.
6.   **Q**    **When is the deadline for registering purchase receipts for other fuels (except for heating oil and electricity)?**

- A** For purchases related to consumption from October 1, 2024 to March 31, 2025 and whose documents have been issued by April 15, 2025, the registration deadline is April 30, 2025.

Especially for natural gas and thermal energy consumption through district heating, the registration deadline is July 15, 2025 for documents issued until June 30, 2025.

**7. Q When will the heating allowance amount be deposited into my bank account?**

- A** The amount of the heating allowance is paid as an advance and in subsequent installments.

For an application submitted by an applicant who was also a beneficiary of the heating allowance during the winter period 2023-2024, one receives until 23 December 2024 as an advance payment of the heating allowance the maximum between: (aa) sixty percent (60%) of the total amount of the allowance that has been paid to him during the winter season 2023-2024 pursuant to the joint ministerial decision No. GDOY/125/20.10.2023 (B' 6238) and (ab) the total (100%) of the allowance that had been paid to him pursuant to the joint ministerial decision No. YPEN/GrYfPEN/135405/1603 (B' 7253).

For an applicant who was not a beneficiary of the joint ministerial decision No. GDOY/125/20.10.2023 (B' 6238), nor of the joint ministerial decision No.

YPEN/GryfPEN/135405/1603 (B' 7253), the advance payment is set at fifty percent (50%) of the amount resulting from the product of the reference amount of article 3(2) of Decision No. YPEN/GDE/123647/6827 (Government Gazette B' 6249/12-11-2024) by the climate factor ( $S_K$ ) of the settlement of the beneficiary's main residence and, in any case, may not be less than eighty (80) euros.

The amount of the remaining installments is paid until May 30, 2025 and is formed based on the weather conditions for the period from October 1, 2024 until March 31, 2025 and is calculated, as specified in article 3(2) of Decision No.

YPEN/GDE/123647/6827 (Government Gazette B' 6249/12-11-2024), deducting the advance payment and taking into account that the total allowance cannot exceed half (1/2) of the invoiced purchases of the corresponding period, in accordance with the payment schedule of article 5(2) of Decision No. YPEN/GDE/123647/6827

(Government Gazette B' 6249/12-11-2024) and may not be less than one hundred (100) euros. In case the amount of the remaining installments after deducting the advance payment is negative, then it is considered zero and no additional amount is paid beyond the advance payment.

Especially for natural gas, for the consumption of thermal energy through district heating as well as electricity, an additional payment is made by July 30, 2025.

**8. Q What should I do to cross-check the heating oil purchase receipt?**

- A** You must provide the heating oil supplier with the correct details, TIN and POWER SUPPLY NUMBER, in order to issue the purchase document. The correct details are those with which you submitted or will submit an application and are shown on the proof of submission which appears when you click on the blue PDF icon.

The heating oil purchase document should be issued to the applicant's TIN, i.e. the TIN corresponding to the TAXISnet access codes with which the online application was or will be submitted.

In the case of an apartment building, the heating oil purchase document should be issued either to the TIN of the administrator/representative corresponding to the TAXISnet access codes with which the profile of the apartment building was created or will be created, or to the TIN of the apartment building, if such has been issued and registered by the apartment building administrator/representative in the relevant profile (see related question 14). The heating oil purchase document should indicate the correct electricity supply number of the detached house, and in the case of an apartment building, the correct power supply number declared as shared in the profile.

**9. Q What should I do to cross-check the proof of purchase when the type of heating fuel is another fuel, other than heating oil or electricity?**

**A** You should just register your purchases in the MY DOCUMENTS application.

The data required are:

- the number of the fuel purchase receipt
- the amount/value of the transaction
- the TIN of the company-seller of heating fuel items
- the name of the company-seller of heating fuel items.

In case the beneficiaries pay the heating expenses through the utilities, then, in addition to the above, the following are also registered:

- the number of the utilities' payment receipt or alternatively the number of their payment notice (if a payment receipt has not already been issued when the application was submitted)
- the TIN of the administrator or the person representing the apartment building or the management company of the apartment building
- the amount attributable to the beneficiary.

Contrary to the heating oil and electricity consumption purchases, the TIN and electricity supply number do not matter for other types of fuel.

**10. Q I applied for the heating allowance with my TAXISnet access codes, but the heating fuel purchase documents show my wife's TIN (or vice versa). Will there be a problem in cross-checking the data?**

**A** There will be a problem; the data cross-checking will not be completed only if it concerns documents related to the purchase of heating oil, while for other types of heating fuel, the cross-checking will be completed without a problem.

In the event of a problem, in order to solve and complete the cross-checking of the heating oil purchases, you should promptly take only one of the following two actions:

- a) before the application submission deadline (December 8, 2023), withdraw your application and have your spouse re-apply with her/his TAXISnet access codes.
- b) if 14 days have not passed since the date of the heating oil purchase, you can ask

your supplier (gas station operator) to change the buyer's TIN and declare that of your spouse.

**11. Q    How many applications can I submit by December 6, 2024 for the 2024 - 2025 heating allowance?**

**A**    The app has no limit on the number of applications you submit, but only your last submitted application will be valid. Each new submission cancels the previous one. Applications must be for your main residence only.

**12. Q    During the 2024 - 2025 heating season, I have purchased more than one type of fuel. Can I submit multiple applications, one for each type of fuel?**

**A**    No. According to the relevant decision, each beneficiary is entitled to an allowance of only one type of heating fuel and also each new application cancels the previous one.

**13. Q    As an apartment building administrator, am I required to create an apartment building profile when the apartment building is heated with a type of fuel other than heating oil and electricity?**

**A**    In this case, the applications of all the beneficiaries need only be made for detached houses. The app does not prevent you from creating an apartment building profile, but it is not required as the heating thousandths are included in the amount attributable to the beneficiary and will be entered by the beneficiary himself (not by the administrator) through the MY DOCUMENTS app.

**14. Q    As the administrator of an apartment building with a shared burner, what do I need to do in terms of heating thousandths, payment activation and the apartment building TIN?**

**A**    The administrator/representative enters the details of the apartments of the apartment building, as well as the thousandths of participation of each of them in the heating costs (heating thousandths). Changes to the above information can only be made by the administrator before activating the payment option. It is mandatory to declare the thousandths of participation in heating costs for all apartments of an apartment building to create its overall image (open/closed - which belong to natural or legal persons). You should agree on an allocation that will apply throughout the year. The total of the apartments' thousandths must be 1000 so that you can activate the payment option as well. You can activate the payment option when at least one beneficiary application has been submitted. You can tell by the "Application exists" indication to the right of the apartment details. If it is a change of administrator in the middle of the heating allowance period, see related question 15. In the documents for the heating oil purchase, the TIN and shared power supply number should be the same as those entered in the Heating Thousandths Management. In the event that a TIN has been issued for the apartment building, and you want the heating oil purchase documents to

be issued to it, you should define the TIN of the apartment building in the profiles by selecting the relevant link "Define TIN". After that, the apartment building's TIN cannot be changed or deleted.

**ATTENTION!** Even in the event that an apartment building TIN has been defined, the TIN of the administrator/representative will be indicated on the tenants' applications.

**15. Q What should be done in the event of a change of administrator?**

**A** A new apartment building profile should be created by the new administrator. Tenants/owners will submit their applications to the new profile created with the new administrator's TIN. The new administrator must not forget to activate the payment option as this is a new profile.

**ATTENTION!** If the administrator changes after December 6, 2024, when the application submission deadline ends, then any heating oil purchases made up to March 31, 2025 must be issued under the previous administrator's TIN, otherwise no cross-checking will occur.

**16. Q I am an apartment building administrator. How can I change the information displayed in the tenant allocation, specifically the Last Name and First Name fields?**

**A** Data cannot be changed. The names are indicative and do not affect the application. In case the names of previous tenants appear on the apartment building profile, then the administrator should inform the new tenant (if he wishes to apply) about the apartment number that he should select in the apartment building profile (even if the previous tenant's full name is indicated).

**17. Q There is no administrator in the apartment building or there is no shared power supply number (meter) in the apartment building. What should be declared?**

**A** In case there is no administrator, all the tenants/owners should agree on who will take up the role of the administrator in order to create, through the myThermansi platform, the profile of the apartment building with the apartments, heating thousandths, etc. In case there is no shared power supply, all the tenants/owners should agree on whose power supply number (usually that of the administrator/representative) will play the role of the shared supply to be declared on the apartment building profile.

**18. Q In our apartment building, each apartment has its own burner. Do we have to register it as an apartment building or should each tenant/owner apply as a detached house resident?**

**A** You will each make separate applications, as detached house residents, and will need to obtain the type of heating fuel with different purchase documents.

19. **Q** **We are a semi-detached house and have one power supply. Can we both apply for heating allowance for electricity?**
- A** It is not acceptable to use the same power supply number for more than one beneficiary for the same period.
20. **Q** **Do the square meters of my house affect the amount of the allowance?**
- A** No.
21. **Q** **Does the natural gas company need to take any action in order for me to receive the heating allowance?**
- A** No.
22. **Q** **I am a beneficiary of Social Household Tariff (KOT). Am I also entitled to an electricity heating allowance?**
- A** KOT beneficiaries are excluded on the deadline for the beneficiaries' application submission. The Hellenic Electricity Distribution Network Operator (DEDDHE) checks the details of the beneficiaries and excludes the KOT beneficiaries.
23. **Q** **My account is not credited due to an inactive IBAN declaration. How can I correct it?**
- A** The new IBAN account number must be declared through the myAADE platform. In myAADE, select "REGISTRY & CONTACT" and log in with your TAXISnet access codes. After logging in, fill in the new account number in the "Account IBAN Statement" field.