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Independent Authority
for Public Revenue (IAPR)

SERVING PUBLIC INTEREST
AND SOCIETY AT LARGE

FAQs about the Heating Allowance 2025 - 2026

ATHENS, 10 November 2025

1. **Q What codes do we use to enter the "APPLICATION SUBMISSION" app for the heating allowance?**
A The application is submitted via the myThermansi app on the myAADE digital portal using the personal TAXISnet codes.
2. **Q What codes do we use to enter the "MY DOCUMENTS" app to register fuel purchase receipts?**
A Exclusively using the personal TAXISnet codes.
3. **Q When can I have to apply for the heating allowance?**
A Until December 5, 2025.
4. **Q Can I submit an application without having provided an IBAN account number?**
A No. According to the relevant Decision, before finalizing the application, the beneficiary must have declared an IBAN account number on the "IBAN Account Declaration" platform of IAPR's myAADE digital portal, in which he is the main beneficiary or co-beneficiary and to which he wishes the amount of the heating allowance to be credited.
5. **Q My account is not credited due to an inactive IBAN. How can I fix it?**
A The new IBAN account number will be declared via the myAADE platform. In myAADE, select "REGISTER & CONTACT" and log in with your personal TAXISnet codes. After logging in, fill in the "IBAN Account Declaration" field with the new account number.
6. **Q Which heating fuel purchases will participate in the heating allowance for the winter season 2025 - 2026?**
A Purchases relating to heating oil, lighting oil (blue kerosene), natural gas, LPG, firewood, biomass (pellets), thermal energy through district heating and electricity, provided that the beneficiary makes purchases of the subsidized types of fuel from October 1, 2025 to March 31, 2026, and specifically for heating oil, purchases made from October 15, 2025, the date from which its availability begins.
 Exceptionally, for firewood and biomass (pellets), purchases must have taken place from June 1, 2025 to March 31, 2026.
ATTENTION! Each beneficiary is entitled to a subsidy for only one type of heating fuel.
7. **Q Through the "MY DOCUMENTS" application, for which types of heating fuels do I need to register receipts?**
A For all types of heating fuels, except heating oil and electricity. For heating oil, the heating oil distributor (DI.PE.THE.) is obliged to register the documents as follows:
 a) for purchase documents with an issue date from 15/10/2025 to 31/12/2025, in the heating oil monitoring information system.

b) for purchase documents with an issue date from 01/01/2026 and onwards, confirmation of heating oil purchases is made through IAPR's digital platform myDATA or from its e-send information system.

8. Q When is the deadline for registering receipts for the purchase of other fuels (except heating oil and electricity)?

A For purchases that concern consumption from October 1, 2025 and specifically for firewood and biomass (pellets) from June 1, 2025 to March 31, 2026 and whose documents have been issued by April 15, 2026, the registration deadline is until April 30, 2026.

Specifically for natural gas and thermal energy consumption through district heating, the registration deadline is until July 15, 2026 for documents with an issue date until June 30, 2026.

9. Q When will the heating allowance be paid into my bank account?

A The heating allowance is paid as an advance payment and in subsequent installments. For an application submitted by an applicant to whom the benefit was paid during the winter period 2024-2025, it is received until December 23, 2025 as an advance payment of the heating allowance, sixty percent (60%) of the total amount of the allowance paid to him during the winter period 2024-2025. For an applicant who was not a beneficiary of the JMD under reference YPEN/GDE/123647/6827/12.11.2024 (B' 6249), as in force, the advance payment is set at fifty percent (50%) of the amount specified in article 3(2) of Decision 1151/2025 (B' 5802/31.10.2025).

In any case, the amount of the advance payment may not be less than eighty (80) euros.

The amount of the remaining installments is paid until May 29, 2026, is formed based on the weather conditions for the period from October 1, 2025 to March 31, 2026 and is calculated, as specified in article 3(2) of Decision 1151/2025 (B' 5802/31.10.2025), minus the advance payment and taking into account that the total allowance may not exceed half (1/2) of the invoiced purchases of the respective period, according to the payment schedule of article 5(2) of Decision 1151/2025 (B' 5802/31.10.2025) and cannot be less than one hundred (100) euros. In the event that the amount of the remaining installments after deducting the advance payment is negative, then this is considered zero, and no additional amount is paid beyond the advance payment. Specifically for natural gas, for the consumption of thermal energy through district heating as well as electricity, an additional payment is made until July 31, 2026.

10. 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 ELECTRICITY SUPPLY NUMBER, in order for them to issue the purchase receipt. The correct details are those with which you submitted or will submit an application and are

listed on the submission receipt, which appears in the list of your applications when you click on the blue icon with the indication PDF.

The heating oil purchase receipt must be issued to the applicant's TIN, i.e. the TIN that corresponds to the TAXISnet codes with which the electronic application was submitted or will be submitted.

In the case of an apartment building, the heating oil purchase receipt should be issued either to the TIN of the manager/representative that corresponds to the TAXISnet codes with which the apartment building profile was created or will be created, or to the TIN of the apartment building, if such a TIN has been issued and has been registered by the manager/representative of the apartment building in the relevant profile (see relevant question 16). The heating oil purchase receipt should indicate the correct electricity supply number of the apartment building and in the case of an apartment building, the correct electricity supply number that was declared as shared in the profile.

11. Q What should I do to cross-check the purchase receipt when the type of heating fuel is one of the other fuels, other than heating oil and electricity?

A You simply need to register your purchases in the "MY DOCUMENTS" application.

The required information is:

- the number of the receipt for the purchase of fuel types or consumption of thermal energy through district heating,
- the transaction's amount/value,
- the TIN of the company selling the heating fuels,
- the name of the company selling the heating fuel types.

In case the beneficiaries pay the heating costs through communal services, then, in addition to the above, the following are registered:

- the number of the utility bill payment receipt or alternatively the number on the utility bill payment notice (if a payment receipt has not already been issued when the application is submitted),
- the TIN of the manager or the person representing the apartment building or the apartment building management company,
- the amount due to the beneficiary.

12. Q I submitted the application for the heating allowance with my personal TAXISnet codes, but the heating fuel purchase receipts show my wife's TIN (or vice versa). Will there be a problem in cross-checking the data?

A There will be a problem and the data will not be cross-checked only if it concerns documents relating to the purchase of heating oil, while for other types of heating fuels the cross-check will be completed without a problem.

In the event of a problem, in order to resolve and complete the cross-check of heating oil purchases, you must promptly take one of the two following actions:

- a) before the application submission deadline (December 5, 2025), withdraw your application and have your spouse resubmit the application with his/her own TAXISnet codes.
- b) if 14 days have not passed since the date of purchase of the heating oil, you can ask your supplier (gas station owner) to change the buyer's TIN and declare your spouse's.

13. Q How many applications can I submit by December 5, 2025 for the heating allowance for the winter season 2025 - 2026?

A The application does not have a limit on the number of applications you can submit, but in order to submit a new application, the previous active application must first be revoked. Applications must only concern your primary residence.

14. Q During the winter season 2025 - 2026, 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 a subsidy for only one type of heating fuel.

15. Q As an apartment building manager, am I required to create an apartment building profile when the heating in the apartment building is done with any of the other types of fuel, other than heating oil and electricity?

A In this case, all beneficiaries' applications need to be made as for single-family homes. The application does not prevent you from creating a multi-family home profile, but it is not required as the heating millimetres are included in the amount attributable to the beneficiary and will be registered by the beneficiary himself (not by the administrator) through the "MY DOCUMENTS" application.

16. Q As a manager of an apartment building in which there is a shared boiler, what should I do regarding heating meters, 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 each of them in the heating costs (heating thousandths). The administrator can only make changes to the above details before activating the payment option. It is mandatory to declare the thousandths of participation in heating costs for all apartments of an apartment building in order to create an overall picture of it (open/closed - which belong to natural or legal persons). You must agree on a distribution that will be valid for the entire year. The total thousandths of the apartments must be 1000, so that you can also activate the payment option. You can activate the payment option when at least one beneficiary application has been submitted. You can see this from the indication "There is an application" to the right of the apartment details. If there is a change of administrator during the heating allowance period, see relevant question 17. In the heating oil purchase documents, the

TIN and public electricity supply number must be identical to those you have entered in the Heating Kilometer Management. In case a TIN has been issued for the apartment building and you want the heating oil purchase documents to be issued to it, you must define the apartment building TIN in the profiles, by selecting the relevant link "Define TIN".

ATTENTION! Even in the case where a TIN has been assigned to an apartment building, the TIN of the manager/representative will be indicated in the tenants' applications.

17. 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 manager. Tenants/owners will submit their applications to the new profile created with the new manager's TIN. The new manager should not forget to activate the payment option as this is a new profile.

ATTENTION! If the administrator changes after December 5, 2025, when the application deadline expires, then any heating oil purchases made up to March 31, 2026 must be issued to the previous administrator's TIN, otherwise no cross-check will occur.

18. Q I am an apartment building manager. How can I change the information that appears in the tenant distribution, specifically the Last Name and First Name fields?

A Until the payment for the apartment building is activated, you can change any element of the apartment building. No changes can be made after activation. The names are indicative and do not affect the application. In the event that the names of previous tenants appear in the apartment building profile, then the administrator must inform the new tenant (if he wishes to submit an application) about the apartment number that he should select in the apartment building profile (he should indicate the previous tenant's full name).

19. Q There is no manager in the apartment building or there is no shared electricity supply number (meter) in the apartment building. What should be declared?

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

20. Q **In our apartment building, each apartment has its own boiler. Should we declare it as an apartment building or should each tenant/owner apply as a resident of a single-family home?**
A You will each make separate applications, as residents of a single-family home, and you will have to purchase the type of heating fuel with different purchase documents.
21. Q **We are a duplex and have one electricity supply. Can we both claim the heating allowance for electricity?**
A It is not acceptable to use the same electricity supply number for more than one beneficiary for the same period of time.
22. Q **Does the square footage of my home affect the amount of the benefit?**
A No.
23. Q **Does the natural gas company need to take any action in order for me to receive the heating allowance?**
A No.
24. Q **I am a beneficiary of a Social Housing Tariff (KOT). Am I also entitled to a heating allowance for electricity?**
A KOT beneficiaries are excluded on the deadline for submitting applications. The Hellenic Electricity Distribution Network Operator (DEDDIE) checks the beneficiaries' details and excludes the KOT beneficiaries.