



## Energy saving advice

### Introduction

This document is about saving your energy by making your home energy efficient. If you'd prefer to call us about this, our free number is 0800 0115 965 .

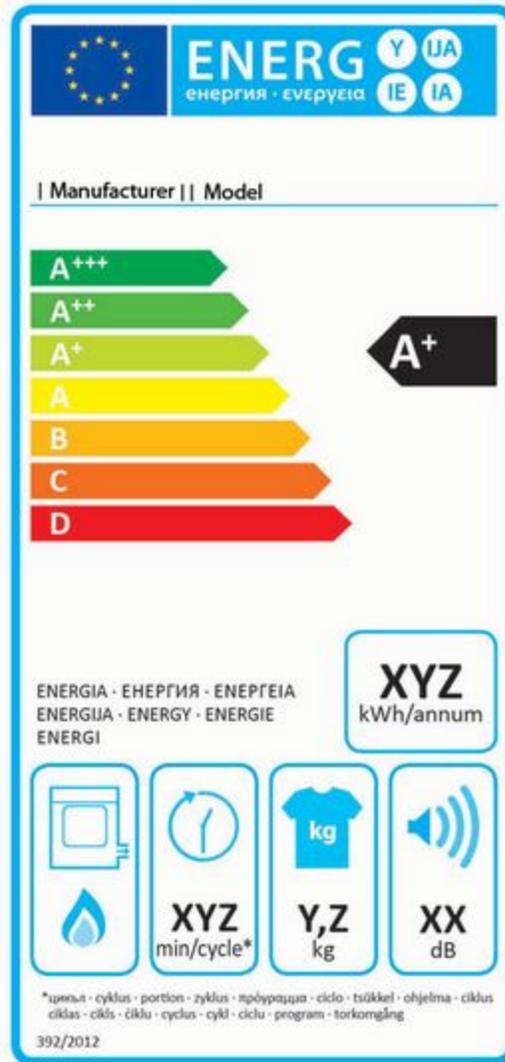
### Home appliances

You can save money on your energy bills by choosing more efficient products for your home.

Look out for these EU Energy labels, they appear on most white goods and other products. EU Energy labels explain how energy efficient a product is. The most efficient products are the "A" rated appliances and the "D" rated appliances are the least efficient.

You can use these letter ratings to compare the efficiency of the products that you buy. The more efficient the product, the more money you'll save. These labels also contain information specifically about the type of product. For example, washing machine labels include information about load capacity and noise levels.

Manufacturers of goods can also apply to the Energy Saving Trust for independent verification of the product's energy performance and the savings claimed by the manufacturer. Look out for the logo:



**1. Energy Efficiency Rating**  
A+++ is the most efficient, and D is the least efficient, based on the product's energy consumption.

**2. Annual Energy Consumption**  
The annual energy consumption (in kWh per year) for each product is calculated using specific EU-defined criteria. Here, for tumble dryers, the figure is calculated based on the standard cotton program at full and half load.

**3. Product-specific information**  
You'll also find images showing extra data related to the product, such as capacity, water consumption and noise levels.



# Energy Saving Advice

## Insulation

If your house isn't properly insulated it will lose half its heat through the roof and walls, so save on your energy bills by installing effective insulation.

Cavity wall insulation fills the gap between the two external walls, so it can be highly effective in reducing heat loss from your home. This kind of insulation is suitable for properties constructed from the 1940s, as their external walls are made of two layers with a small gap (the cavity). This insulation is installed by drilling small holes in the mortar between the bricks and pumping in the insulation material, the holes are then filled back in.

Loft insulation works in the same way as cavity insulation, but stops the heat from escaping through the roof instead of the walls. This type of insulation should be installed to a depth of 12 inches or so. It's easy to install as it's just rolled out and laid across the loft floor.

Energy Saving Trust keeps a list of heating control and insulation products (and their manufacturers) which meet UK legislative requirements. Look out for the logo on products that are certified by the Energy Saving Trust.



## Home heating

You're likely to use most of your energy over the winter to heat your home, so it's important to make sure that your heating is running efficiently. If you're not wasting energy, you're saving on your energy bills.

Home heating products endorsed by the Energy Saving Trust have to meet recommended product and energy performance criteria. Glazing, boilers, water softeners and Limescale Control Devices (LCD's) can all be endorsed by the Energy Saving Trust. Look out for this logo when you choose your next home heating product.



# Energy saving advice

Our top tips to help you save energy:



## **Don't leave the TV on standby!**

This also applies to your DVD players, stereos and computers. You'll cut down on energy wastage by turning your appliances off completely and not leaving mobile phones, MP3 players and laptops on charge unnecessarily.



## **Only use what you need**

Only fill the kettle with the amount of water you need and remember to keep it covered if you're using an electric kettle. For washing machines, tumble driers and dishwashers always aim for a full load if you can't use a half-load or economy programme.



## **Use energy efficient light bulbs**

Swap your ordinary light bulbs for energy saving ones. Energy efficient light bulbs last 12 times longer - for each bulb you fit you could save up to £9 on your annual electricity bill.



## **Tame your heating and save 10%**

Is your heating on too high? It's really important to stay warm in winter, but turn down your thermostat by just 1°C and you could save up to 10% on your heating bills. If you're going away over winter, leave the thermostat on a low setting to provide protection from freezing at minimum cost. By making a small adjustment to your heating you could save around £30 a year.



## **Don't let your heating escape**

Double-glazing could cut heat loss through your windows by 50% and you could save up to £40 a year. Just closing your curtains at dusk will stop heat escaping through your windows.

## Energy saving advice

If your boiler is more than ten years old, it's likely to be considerably less efficient than more modern boiler models. Replacing an old boiler with a new high efficiency condensing boiler can save you money on your heating bills straight away. A high efficiency condensing boiler will cost less to run, so it'll save you money on your energy bills.



Whether you replace your existing boiler or not, it's important that you have your boiler serviced regularly (we recommend a minimum of every two years). It's also important to make sure that this service is only carried out by a registered Gas Safe engineer.

Heating controls give you the power to keep your home heated as you want it. Most homes have a thermostat to control their heating level, so that you can set your preferred temperature (i.e. 20°C). When the room with the thermostat reaches the selected temperature, the thermostat will turn off the hot water supply to the radiators. When the temperature drops below that level, it'll turn it back on again.

Other ways of controlling your home heating levels and your energy bills are:

- Programmers to set when your heating and hot water come on and turn off (so you only have them on when needed)
- Cylinder thermostats on your hot water tank (if you have one) to control the temperature of hot water leaving the tank (so the water is not heated any more than is necessary). A plumber will be able to fit any of these controls for you.

# Energy saving advice

## Smart Meters:

We've committed to roll out Smart Meters to all our customers before 2020. Smart Meters are 'smarter' than digital and mechanical meters because, usually, you don't need to take manual meter readings. A Smart Meter takes your readings automatically and sends them back to us via mobile communication technology such as SMS and GPRS. These readings are then used to produce a more accurate bill so that you only pay for the energy you use.

Your Smart Meter is also connected to our online energy management tool, My Energy, which you can find in your online account. You can use this for personalised energy saving advice, such as a straightforward energy usage graph, a breakdown of your weekly energy usage and comparison with similar properties in your area.

Smart Meters are paving the way for a more energy efficient future. They make it easier for you to identify when you're using a lot of energy so you can take control and find ways to reduce it.

If we've already installed a Smart Meter at your property, we would have demonstrated how to use it and provided you with written instructions for future reference. These instructions include all the information you need to make the most of your Smart Meter and in-home display unit, so you can start saving even more energy, and money, with us.

# Energy saving advice

## Further advice and support

We can offer you free and impartial advice on ways to save energy and lower your energy bills if you call us on 0800 0115 965. Lines are open 8am to 8pm Monday to Friday and 9am to 4pm on Saturdays.

There are also independent third parties who can give you free and impartial energy efficiency advice. Their contact details are below:

## Useful contacts

### Energy Saving Trust

Telephone (advice line): 0300 123 1234 (calls charged at National Rate)

Website: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

Email: [energy-advice@est.org.uk](mailto:energy-advice@est.org.uk)

Address, England: 21 Dartmouth Street London SW1H 9BP Telephone: 020 7222 0101

Address, Scotland: 2nd Floor Ocean Point 1 94 Ocean Drive Edinburgh EH6 6JH Telephone: 0131 555 7900

Address, Wales: Regus House, Falcon Drive, Cardiff, CF10 4RU Telephone 029 2046 8340

### National Energy Action

Website: [www.nea.org.uk](http://www.nea.org.uk)

National Energy Action, Level 6, West One, Forth Banks, Newcastle Upon Tyne NE1 3PA

Telephone: 0191 261 5677

NEA Cymru, Room 4E, 4th Floor, 1 Cathedral Road, Cardiff, CF11 9HA Telephone: 0191 261 5677

### StepChange Debt Charity

Wade House, Merrion Centre, Leeds, LS2 8NG,

Telephone: 0800 138 1111,

Website: [www.stepchange.org](http://www.stepchange.org)