



Saving you money through energy efficiency advice



# Energy Efficiency Advice

## Some simple tips

Here is some advice and simple tips to help you save energy and money around your home. You may find that you are already implementing some of these recommendations as part of your daily routine.

It also includes some useful national initiatives that can give you advice and support on energy and non-energy related matters.



## Who are UK Power Networks?

**UK Power Networks** owns and maintains the electricity cables and lines that bring the electricity to homes and businesses across London, the South East and East of England making sure your lights stay on. You don't pay your electricity bill to UK Power Networks.



## Useful tips on how to be more energy efficient

- 1. Heating** – If you have central heating, learn how to use the timer and thermostat on your heating system work. If it's very cold, set the timer to switch the heating on earlier, rather than turning the thermostat up to warm the house quickly
- 2. Curtains / Blinds** – Drawing the curtains or blinds at night helps prevent heat from escaping through the window
- 3. Lighting** – Always turn off lights you aren't using and use energy saving bulbs to save money and energy
- 4. Stand by** – Some items can still use energy when plugged in even if the appliance has been turned off. Ensure all electrical appliances are turned off at the plug when not in use and avoid using standby buttons.
- 5. Kettle** – Only fill the kettle with as much water for your needs.
- 6. Washing** – Always fill your washing machine up. A full load is cheaper than two half loads.
- 7. Laundry** – If you have a washing machine, use an economy programme (e.g. 30°C) whenever possible. When the weather is fine and if possible, dry your laundry outside, instead of using the tumble dryer.
- 8. Fridge & Freezer** – Keep your fridge at around 3°C to 5°C. Load and unload your fridge as quickly as possible and don't leave the fridge door open for longer than you need to. Defrost your fridge or freezer on a regular basis to help prevent a build-up of ice.
- 9. Cooking** – Always use the right size pan for your cooking ring and put a lid on it. This will help save energy as the food will cook quicker.
- 10. Limit shower times** – Try to limit showers to only a few minutes. Not only will this save you water, it will also save you money on water heating.



# Advice and signposting

## Priority Services Register

If you're of pensionable age, disabled or have long-term ill health then your energy distribution company and your energy supplier may be able to provide you with extra help services that suit your needs. Examples include large print bills, advance notice if your supply is interrupted and moving your meter to make it easier to read. To find out more about the **Priority Services Register** and support during power cuts, please contact UK Power Networks: [www.ukpowernetworks.co.uk/priority](http://www.ukpowernetworks.co.uk/priority)

## Energy Saving Advice Service

For energy advice contact the national **Energy Saving Advice Service** (provided by the Energy Saving Trust) on **0300 123 1234** (national call rates apply). They provide free and impartial advice on ways to save energy in your home.

## Home Heat Helpline

**Home Heat Helpline** provides energy advice, advice on benefits, electricity and gas payment options and advice for those who require additional assistance. This includes support on how to afford your energy and keep your house warm.

Contact the Home Heat Helpline on **0800 33 66 99** (from landline) or **0333 300 33 66** (from mobile). A call back service is also available.

## ECO (Energy Company Obligation)

ECO is a government scheme that requires larger energy suppliers to help householders improve the energy efficiency of their properties. This includes providing insulation and heating measures (such as a replacement boiler) to low income and vulnerable households. Eligibility criteria apply so contact the Energy Saving Advice Service to check whether you can benefit from the scheme.

## Green Deal

Green Deal is a national initiative that offers a new finance arrangement to help any household to pay for a wide range of energy saving measures at no up-front cost. The cost of the measures is recouped over time by a regular charge on your electricity supply. Conditions apply so contact the Energy Saving Advice Service for details (see contact details above).

## Home Improvement Agencies

Home Improvement Agencies such as 'Care and Repair' provide eligible owner occupiers and private tenants with free impartial advice and support to repair, maintain, improve or adapt their homes. The service is available to some older people, those living with a disability and vulnerable households – **0300 1240 315** or look online at [www-foundations.uk.com/about-home-improvement-agencies/](http://www-foundations.uk.com/about-home-improvement-agencies/)

## NHS and Age UK

Take advice on how to prepare for colder weather and keeping warm and healthy in winter. Age UK provides useful advice for older people – **0800 169 2081**. Alternatively look at the Keep Warm, Keep Well pages online at NHS Choices see [www.nhs.uk/livewell/winterhealth/pages/keepwarmkeepwell.aspx](http://www.nhs.uk/livewell/winterhealth/pages/keepwarmkeepwell.aspx)

## Warm Homes Discount

Warm Homes Discount provides eligible households with a discount on their electricity bills – £140 in 2014-15. You will be eligible for mandatory support if you receive the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well) on the qualifying day. Suppliers also offer discretionary support to some low income and vulnerable households. To check your eligibility or for more information on when applications for the scheme open (usually around June each year), contact your electricity supplier (see contact details on your energy bill) or the Home Heat Helpline **0800 33 66 99** (FREE) or **0333 300 33 66** (from mobile). A call back service is also available.

## Winter Fuel Payment

Winter Fuel Payment is an annual payment to help older people with the cost of keeping warm in winter. Payments between £100 and £300 are automatic between November and December to those receiving State Pension or specific benefits. This payment is not means-tested. Call the Winter Fuel Payment helpline for details on **03459 15 15 15**.

## Cold Weather Payment

Cold Weather Payment is made to eligible households on means-tested benefits in areas where 'exceptionally cold weather' is forecast or has occurred. Automatic payments typically amount to £25 per qualifying week between 1 November and 31 March. For more information visit [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

## Trust Funds

Some energy suppliers provide trust funds for eligible households facing financial hardship including energy debts. Contact the Home Heat Helpline for advice. Contact the Home Heat Helpline on **0800 33 66 99** (from landline) or **0333 300 33 66** (from mobile). A call back service is also available.

