

OUR EXPERT HEAT ADVISORS ARE HERE TO HELP YOU WITH ANY HOME ENERGY QUESTIONS YOU HAVE.



Speak to us about how to:



CONTROL YOUR HOUSEHOLD ENERGY USAGE

TAKE METER READINGS TO MONITOR YOUR COSTS



SWITCH ENERGY SUPPLIER AND TARIFF



APPLY FOR SUPPORT SUCH AS WARM HOME DISCOUNT AND SUPPLIER PRIORITY SERVICES

ACCESS ELIGIBLE HARDSHIP FUNDING



ACCESS SUPPORT FOR ANY ENERGY-RELATED ISSUE YOU HAVE



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HEAT TOP TIPS TO SAVE MONEY ON YOUR ENERGY BILLS

Here's some small changes that you can make at home that will lower your energy use and save you money.



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2 DOING THE WASHING

- ✓ Most clothes don't need washed after every wear - try airing them instead
- ✓ Spin clothes on the machine's highest spin cycle to reduce time needed in the tumble dryer
- ✓ Wash clothes at 30 degrees - it could save around 57%* of the energy used each year
- ✓ Wait until you have a full load before putting on a wash

4 IN THE BATHROOM

- ✓ Have a quick shower - it uses less energy than a bath
- ✓ Consider a shower timer to monitor how much time you spend in the shower - shorter showers use less energy
- ✓ Turn off taps while you brush your teeth, shave or wash your face.
- ✓ If you have a hot water tank, set your programme to the times of day when you use hot water - this will avoid heating water when you don't need it



1 IN THE KITCHEN

- ✓ Use the right-sized pot or pan for the job - pots with lids are best
- ✓ Use the right-sized hob ring
- ✓ Pre-boil water in a kettle before adding to your pot
- ✓ Keep the oven door shut as much as possible when cooking
- ✓ Make sure the glass door is clean so you can see what's going on without opening the door
- ✓ Let warm food cool down before putting it in the fridge



3 YOUR DOORS

- ✓ Fit draught excluders around the front door and over the letterbox - you can make one out of an old pair of joggers! Visit our YouTube channel for an upcycling tutorial
- ✓ Put a curtain over your front door to help keep draughts out
- ✓ Close all internal doors to help build up heat quicker



5 RADIATORS AND HEATERS

- Your radiator valves allow you to heat up the full house or room by room:
- ✓ 5 is the maximum heat setting (for cold days)
 - ✓ 1 is the minimum heat setting (for hot days)
 - ✓ * is a frost free setting
 - ✓ 2, 3 and 4 can also be used depending on your needs

6 WINDOWS

- ✓ Use heavy (or lined) curtains to help reduce losing up to a third of energy through the window
- ✓ In the winter, close your curtains at dusk to help keep the heat in
- ✓ Likewise, in the summer, close curtains in rooms you aren't using to help keep them cool



7 LIGHTS

- ✓ Replace all of your bulbs with LED equivalents to save around 69% of your annual lighting costs - around £40 a year
- ✓ Turn them off when you're not using them
- ✓ Use automatic timers to turn your lights on as it gets dark outside and to turn off at the same time you go to bed
- ✓ Place lamps in the corners of your rooms to allow light to bounce off of two wall surfaces so you don't need many

8 PLUGS AND APPLIANCES

- ✓ Avoid leaving your TV, games consoles and kitchen appliances like toasters and kettles, plugged in and switched on when you're not using them
- ✓ Don't leave your phone plugged into charge all night long - It should only take a few hours to fully charge
- ✓ Check the wattage of an electrical appliance - the higher the wattage, the more it will cost to run



9 BOILERS AND TIMERS

- ✓ Check the pressure gauge on combi boilers is settling between 1 and 2 - If not, the pressure is either low or high so the boiler has to use more energy than it needs to
- ✓ Don't switch a combi boiler off at the wall - always leave it on standby
- ✓ Use your programmer (or timer) for your heating and hot water, so it's ready for you as and when needed, rather than using the 'boost' function
- ✓ During the winter, set the heating to switch off a short while before going to bed so it won't stay on too long after going to bed
- ✓ Set the heating to come on just a little while before you wake up in the morning



10 BILLS AND TARIFFS

- ✓ If you have a billing cycle and a non-smart meter, try to provide your supplier with meter readings at least once a month to ensure accurate bills
- ✓ A 'Fixed Rate' or 'Fixed Price' tariff means that the unit prices for gas and electricity are fixed - not the direct debit or your bill amount
- ✓ Compare available tariffs to make sure you're getting the best deal for your energy
- ✓ Not sure where to start? That's something we can help with