



YOUR GUIDE TO **SAVING ENERGY** IN YOUR HOME

HERE ARE SOME OF OUR HINTS AND TIPS TO HELP YOU REDUCE YOUR ENERGY USE.





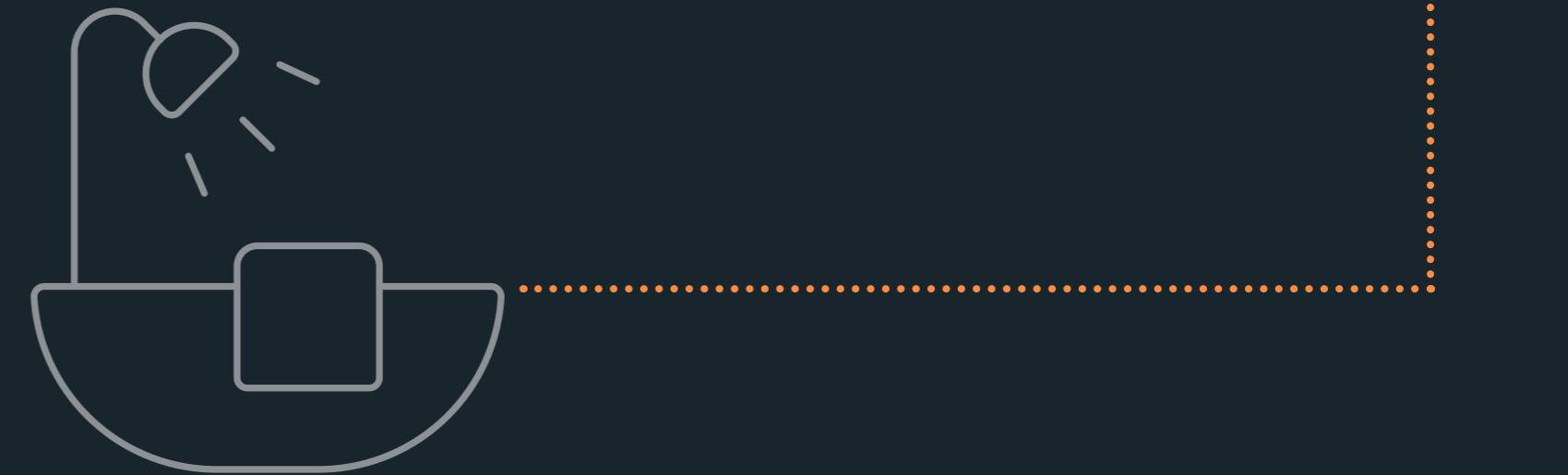
HEATING

- Put on another layer before you turn the heating on. Remember, lots of thinner layers keep you warmer than one big one.
- Make sure your furniture isn't right up against your radiators. It will block the heat.
- Close the curtains when it's getting dark and tuck them in behind the radiator. This keeps heat in the room.
- If there's a room you don't use much, turn down the radiators in there and close the door. But don't turn those radiators off completely or the room may become damp.
- Turn the thermostat down by one degree to save up to 10% on your bills. If you have health concerns, are elderly or have small children in the house, don't go below 18C.
- Turn the heating completely off overnight and when no-one is in the house. Use your central heating timer to do this for you automatically.
- Stay warm at night with a hot water bottle – much cheaper than an electric blanket.
- Don't keep radiators covered as this will stop heat traveling through the room.
- Reflective radiator covers are good for stopping heating from been absorbed into the external walls.
- Wear a warmer layer of clothes on colder days.
- Cover exposed flooring to prevent further heat loss.
- Check the filters and Thermostatic Radiator Valve on your heaters to ensure that these are in good working order and turned to the correct temperature.
- Ensure that the property has good ventilation to allow the heat to move throughout the property.
- Exchange your heater for a more fuel-efficient heater – many conventical heaters are very costly to run.

HOT WATER

If you have an electric immersion heater, turn it down one degree – you won't notice the temperature difference, but don't go below 60 degrees as you need it that hot to kill all harmful bacteria in the tank.

- Don't leave your hot water heater on all the time. It's much cheaper to set the timer to heat it up for a couple of hours each morning (or in the night).
- Electric showers use a lot of electricity - so don't spend too much time in there (use a timer to track this).
- Swap baths for showers.



COOKING



- Only boil as much water as you need in your kettle. Don't fill it right up for one or two cups of tea.
- If you have an electric hob, boil water for cooking in the kettle first, rather than boiling it on the hob.
- When you're cooking, keep lids on saucepans. You'll be able to turn the hob down and use less electricity or gas.
- Match the size of the saucepan you're using to the size of the ring.
- Keep the oven door shut as much as possible when you're cooking.
- Cook more than one meal at a time and freeze it for another day.
- Where you can, use a microwave rather than the oven.
- Heat the oven prior to cooking and then turn off, the existing heat will cook the food.

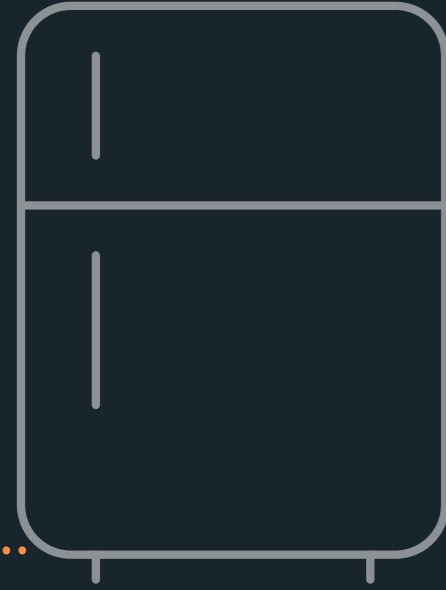


WASHING

- Clean the fluff out of your tumble dryer filter every time you use it.
- Tumble dryers use a lot of electricity, so dry your clothes outside when and where possible.
- If you need to dry clothes inside, don't dry them on radiators. Hang them on a clothes airer in a room near an open window and close the door. This stops your house getting damp and mouldy, too.
- Don't dry your clothes on the radiators; this will block heat from entering the room and increase the risk of of rust and damage to radiators.
- Only put the washing machine (or dishwasher) on when it's full. Two half loads use more water, detergent, and electricity than one full load.
- Wash clothes at 30 degrees to save electricity. Most modern fabric detergents work just as well at 30 as they do at higher temperatures.
- Press the "eco" button on your washing machine if you have one. It usually takes longer, but this is because it heats the water more slowly, using less electricity.



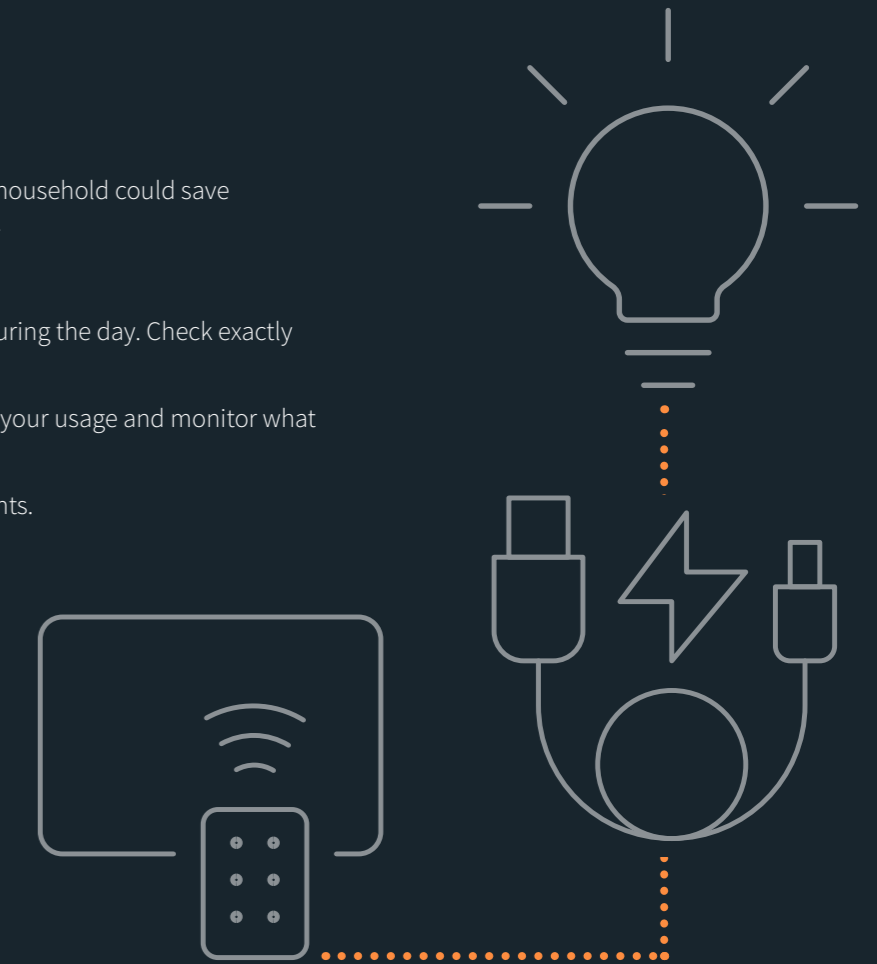
FRIDGES & FREEZERS



- Keep your fridge temperature between 3 and 5 degrees C.
- Don't let the coils at the back of your fridge or freezer get dusty – they'll run better if they're clean.
- Pull your fridge and freezer away from the wall a bit – there needs to be air flow so that heat can escape from the back of them.
- Defrost your freezer regularly to remove the build-up of ice.
- When you're defrosting food, leave it in the fridge as this helps cool your fridge for free.
- Don't put hot leftovers in the fridge or freezer, wait for them to cool down first.
- Try to keep your freezer as full as you can – lots of frozen items keep each other cold so your freezer doesn't have to work so hard.
- Take the lightbulb out of the fridge – this can save up to £30 a year.

OTHER USEFUL TIPS

- Don't leave your mobile phone on charge all night, they only need two or three hours.
- Don't use the remote control to turn things off – this leaves them on standby. A typical household could save between £50 and £90 a year just by remembering to turn off appliances left on standby.
- Switch to LED bulbs if possible.
- If you are on Economy 7, your electricity is cheaper at night but costs a premium rate during the day. Check exactly which hours are cheaper with your electricity supplier.
- Speak to your supplier and have them install a Smart Meter; this will allow you to track your usage and monitor what you are spending.
- Allow as much natural light into the house as possible to reduce your use of electric lights.
- Turn off unnecessary lights.
- Cover up any holes around doors and windows to prevent heat loss.
- Use smaller lights for activities such as reading.



COST-EFFECTIVE ENERGY SAVING EQUIPMENT YOU CAN BUY

Here are some of the things you can buy which will help you save energy.

- LED lightbulbs.
- Electric blankets.
- Radiator reflectors.
- Draught excluders.
- Hot water bottles.
- Energy saving showerhead.
- Wool dryer balls for households with tumble dryers.
- Replacement extractor fans.
- Draught proofing tap filling for gaps in existing window frames/door frames and/or walls.
- Silicone fillers for smaller gaps in floorboards and skirting boards where draughts exist.
- Blankets and throws.
- Shelves above heaters to deflect heat back into the rooms.
- Thermal hats, gloves, socks and thermal flasks.
- A clear UV protection film can provide secondary glazing for the windows .
- Rugs to cover exposed floors.
- Cylinder jackets for the immersion heater should this be applicable.
- Heavy curtains/blackout curtains to prevent draughts and trap heat.
- Thermostatic valve heads to control individual radiators.
- Air dryer to dry clothes/heated air rails.
- Stick on night lights (battery powered).
- Low kWh space heaters.
- Chimney balloons.
- Replacement loft hatches.
- Smart plugs (timers for turning appliances off).
- Slow cookers.
- Fridge space containers which preserve food at a more efficient temperature.



MONEY ADVICE SERVICE

Our Money Advice Service is available to support you with advice and guidance on welfare benefits, budgeting, accessing employment, training or further education opportunities and energy saving advice. If you would like to speak to a member of the team, please contact 0300 790 6533

Every Citizen tenant gets access to our Tenant Support and Wellbeing Service – a free, independent service which gives you 24/7 access to confidential telephone counselling, advice, and support by calling 0330 094 5593

Our Tenant Support and Wellbeing Service offers free, confidential advice and support with:

- Mental health and wellbeing
- Family matters
- Relationships
- Managing debt
- Workplace issues
- Your rights as a consumer and much more.



USEFUL INFORMATION

- Support if you are struggling with food and energy is available through Citizen's Hardship Fund. Applications are assessed on a case by case basis.
- **Getting help if you can't afford your energy bills | Ofgem** Call 0808 808 2282 Calls are free from landlines and most mobile networks
- **Independent fuel debt advice – British Gas Energy Trust** email- admin@britishgasenergytrust.org.uk and call the Grants team on 0121 348 7797
- **EON Energy Fund - E.ON Energy Fund** call 03303 801090
- **Priority Service Register Application Form - UK Power Distribution** call 08447 400 074
- **Energy Ombudsman: Here to help with gas & electricity complaints | Ombudsman Services (ombudsman-services.org)** call 0330 4401624

- **Find My Supplier**
- **Coram | Better chances for children since 1739** call 020 7520 0300
- **Warm Home Discount Scheme: Overview - GOV.UK (www.gov.uk)**
- **Winter Fuel Payment: Overview - GOV.UK (www.gov.uk)**
- **Cold Weather Payment: Overview - GOV.UK (www.gov.uk)**
- **Help paying bills using your benefits - GOV.UK (www.gov.uk)**
- **NHS England » Better Care Fund**
- **Citizens Advice Bureau (cab.org.nz)** call 0800 367 222

TOP TIP

If your electricity meter is in the communal area, please ensure you have enough credit on it to last several days, including over the weekend & bank holidays.

Please contact the Customer Service Centre on **0300 790 6555** to arrange access to top up your meter during our normal office hours of 9am-5pm.

IMPORTANT NOTICE

- We take issues of damp and mould really seriously. If you think your damp and mould is the result of a more serious problem we want you to tell us as soon as possible.
- To do this you can log into **My Account**, call us on **0300 790 6555** or visit our website: citizenhousing.org.uk/dealing-with-damp-and-mould/



If you have any concerns or questions about energy use in your home,
contact us on **0300 790 6555** or email **info@citizenhousing.org.uk**
www.citizenhousing.org.uk

