

Save energy, save money and stay warm & healthy with Warm Zones



working together for warm homes

Some top tips for you in your home:

1. Improve your home energy efficiency

You can save many hundreds of pounds each year off your fuel bills and enjoy a warmer, healthier home by making sure your home is well insulated and that you have an efficient heating system with effective controls that you know how to work.

Insulate your loft: 270mm or 10 inches is the recommended depth

Insulate your walls: Cavity walls and solid walls can both be insulated

An efficient heating system: Make sure your boiler is working well and that you know how to use its controls.

There may be up to 100% grant funding available for these measures.

Please contact Warm Zones on FREEPHONE 08000 1999 69 for details.

2. Maximise your household income

Please make sure you are claiming all the benefits and services you are entitled to. You may be entitled to thousands of pounds more each year! Some benefits will also help you secure FREE energy efficiency improvements or energy discounts, so it really pays to check.

For a FREE and confidential benefits entitlement check and support to make any claims, **please contact Warm Zones on FREEPHONE 08000 1999 69**



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3. Check eligibility for discounts or support for your energy bills & services

Warm Home Discount: Provides eligible homes with a discount on their electricity bills - £140 in 2015-16. *Contact the Warm Home Discount Scheme helpline on 0845 603 9439 or your electricity supplier (their contact details will be on your electricity bill).*

Winter Fuel Payment: Provides an annual payment of between £100 to £300 to help older people with the cost of keeping warm in winter.

Contact the Winter Fuel Payments helpline on 08459 151515

Priority Services Register: If you are of pensionable age, disabled, living with a long-term, limiting illness or have special communication needs then you may qualify for extra help from your energy supplier or Distribution Network Operator, such as:

- Gas safety checks for appliances
- Meter reading services
- Special controls and adaptations
- Providing important information in braille, large print or audio CD

See your gas or electricity bills for contact details.

4. Check you're getting the best deal for your energy

You could save hundreds of pounds a year by switching your energy suppliers, especially if you have never done so before (or have not switched supplier for a long time).

You can use one of many price comparison websites that display the Ofgem Confidence Code logo – see www.ofgem.gov.uk for further details.

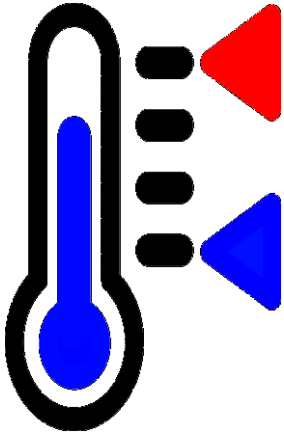
Collective switching schemes - where many people sign up to an approved scheme to get a better price - may also be available. Your local Council may be able to provide details.

If you do not wish to switch energy suppliers then contact your current supplier and ask about what other tariffs or payment options they may have to help you reduce or manage your energy bills.

If you use oil, solid fuel or bulk/bottled gas, look around for cheaper suppliers before you sign a contract. There may also be local buying clubs or co-operatives who already have a cheaper deal.

Some top tips for you in your home:

5. Simple advice to help save energy, save money and stay safe



Controls for space and water heating

- * If you have heating controls, make sure you know how to use them and get advice if you don't.
- * Make sure you have a room thermostat and use it to help keep your rooms at the right temperature – see below.
- * Use a timer on your heating controls. Set the heating to come on 30 minutes before you get up in the morning / 30 minutes before you will get home.
- * Set your hot water thermostat to 60°C. That will keep the water hot enough and save energy.
- * Only use electric immersion heaters for as long as you need and don't leave them on any longer as this wastes energy & money!



In the kitchen

- * Only boil enough water in the kettle for your needs.
- * A microwave is more cost effective for cooking small items than an electric or gas oven.
- * Use economy settings (e.g. at 30°C) on washing machines.
- * Use pan lids to help reduce the energy needed for cooking and to reduce steam.



Around the house

- * Turn off lights, appliances and chargers when not in use.
- * Use low energy light bulbs to save energy and money.
- * Close curtains at night and tuck them behind radiators.
- * A shower uses less water and energy than running a bath.



Be safe & healthy

- * Make sure that fuel burning appliances such as fires and boilers are regularly serviced by a qualified engineer.
- * When bathing, cooking or washing, reduce condensation, damp & mould growth by making sure your home is properly ventilated.
- * Never cover or obstruct air vents or air bricks – they are there to provide adequate ventilation for your home and gas appliances.

Although it is good to save energy and money, please also try to make sure you keep your home warm enough where possible. Your main living space should be kept at 21°C and other rooms, including bedrooms, at 18°C.

Some older or younger people and those with illness or disabilities may need higher temperatures, but try to avoid over-heating rooms.

Where to get more help, advice & support:



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You can contact **Warm Zones**
in the following ways:

FREEPHONE: 08000 1999 69

E-MAIL: enquiries@warmzones.org.uk **TEXT:** Text "Warm" to 80800

You can also get useful information & support from the following:

The Home Heat Helpline: For energy and benefits advice, electricity and gas payment options and advice for those with special needs.

Telephone 0800 33 66 99 or Textphone 0800 027 2122

or see www.homeheathelpline.org.uk

Home gas emergencies: If you smell gas call the national

Gas Emergency Hotline on 0800 111 999.

Home electricity emergencies: Call your local Distribution Network Operator. Details are on your electricity bill, online or in the phone book.

Citizens Advice: A wide range of free & impartial advice to everyone.

Check your local phone book or at www.citizensadvice.org.uk

Age UK: Provides advice and support for older people.

Telephone 0800 169 2081 or see www.ageuk.org.uk

Your gas or electricity supplier: Contact details on your energy bills.

Your local Council: Check your Council's website or in the phone book.

More information about **Warm Zones**

Warm Zones is a not-for-profit Community Interest Company that has been successfully operating across the country since 2001. It has established an excellent reputation for quality and customer service. To date Warm Zones has delivered energy efficiency measures to over 360,000 homes and helped clients secure over £42 million in additional income. This has helped boost the local economy, support local jobs, tackle fuel poverty, reduce health inequalities and cut carbon emissions. Warm Zones is a wholly owned subsidiary of National Energy Action, the leading fuel poverty charity.

See www.warmzones.co.uk and www.nea.org.uk for further details.

