

ENERGY

efficiency

Introduction	02
What can you do to save energy?	03
No cost ideas	04
Low cost ideas	08
Other energy saving ideas	09
Energy Saving advice	12
Our Energy Efficiency Helpline	13
Obtaining a grant	14
Independent advice	15
Other ways we can help	17

Energy efficiency is good for you and good for the planet, as it means reduced bills and reduced emissions.

This booklet explains how you can save money by reducing the amount of energy you use. At the same time, you can make your home warmer by following our simple energy efficiency tips. And you may be entitled to a free grant to help you insulate your home (details on page 14).

At EDF Energy we take energy efficiency very seriously and we want to help you save energy wherever possible. We hope you find this booklet useful.

**Save energy, save money and help
save the planet**

03 What can you do to save energy?

Saving energy

It's easy to start using energy efficiently. Without spending any money, you can take control and start reducing your bills. Or you can choose to spend a small amount of money, in order to save a lot. Remember, by using less energy, you're contributing towards a healthier environment.



Ideas that won't cost you a penny

The following easy-to-follow tips will help you to save energy, at no cost:

Curtains

- Draw curtains at dusk to keep heat in the room.
- Don't drape curtains over heaters or radiators as this will funnel heat straight out of the windows.

Heating

- Do not put heaters under windows or cover them with curtains, as this wastes heat and may be unsafe.

- Avoid opening doors and windows to cool a room that is too hot. Turn the heating down instead.
- If you turn the thermostat down by just 1°C, you'll save up to 10%[^] off your heating bill.
- You can save even more money by heating your home for an hour less each day. But take care not to turn heating down too much: don't risk the health of sick, young or elderly people.

Water heating

- Remember not to set the thermostat too high on your water heater. 60°C/140°F is usually enough.
- Use a shower if you have one and you'll save time, money and water. Bear in mind that power showers may use more water than other types of shower.

TV and stereo

- Don't leave your television and other appliances on standby or on charge unnecessarily.

Fridges and freezers

- Defrost fridges and freezers regularly to keep them running efficiently.
- Don't put hot or warm food straight into the fridge – let it cool down first.
- Where possible, position your fridge or freezer away from your oven.
- Always close your fridge or freezer door as quickly as possible.

Lighting

- Switch off lights when a room is not in use.



Home laundry

- Try to wait until you have a full load before you use your washing machine.
- Alternatively, use the half-load or economy programme if your machine has one.
- Where possible, dry clothes on a line or airer instead of using a tumble dryer.
- Plan your ironing so that clothes which need lower temperatures are ironed first.

Computers

- Screen savers only protect the life of the monitor. Unless the screen saver switches off the monitor, it will not save energy. So remember to switch computers off when not in use.

Dishwashers

- Use the low temperature or economy programme unless you have very dirty dishes.
- Where possible, wait until you have a full load before using your dishwasher.

Cooking

- Use a toaster rather than the grill to make toast.
- Use the right size pan for the food and hob ring.
- Keep saucepan lids on and turn down the heat.
- Don't use more water than you need.
- Use a kettle to boil water for cooking.
- Only boil as much water as you need – but remember to cover the element if you're using an electric kettle.

Ideas that may cost a little

The following tips may cost a little, but could help you to make significant savings on your energy bills:

Heating

- Fit reflective foil behind your radiators (with the shiny side facing the radiator). This helps keep the heat indoors.

Lighting

- Use energy saving light bulbs.

Water

- If you have a dripping tap, make sure it is repaired quickly: in just one day, a dripping tap can waste enough hot water to fill a bath.

Insulation

- Fit a lagging jacket to your hot water tank and insulate your hot water pipes.
- Remember to buy an approved British Standard lagging jacket.
- Put draught strips around windows and external doors, and fit a flap across the letterbox.

Improvements that cost more and save more

The following tips cost more, but they'll help you save more too. They could even add to the value of your home:

Heating

- Thermostatic radiator valves let you control the temperature of each room separately and can reduce your heating bills. To allow water to flow through the central heating system, you'll need to leave at least one radiator valve open at all times.
- **Do you heat your home mainly with bar fires, convector or fan heaters?**
These are expensive to run compared with other forms of heating. If possible, think about changing to storage heating or gas central heating. This could improve your comfort at a lower cost – particularly if your home is well insulated.
- If your boiler is over 15 years old or unreliable, replace it with one that is modern, energy efficient and correctly sized. Condensing boilers are the most efficient, with an average seasonal efficiency of up to 90%^, which can cut your fuel bill by up to a third.



Loft insulation

- Insulate the roof space with 270mm thick glass fibre or mineral wool. You will need professional advice for flat roofs and loft conversions.

Cost: approximately £180 for DIY, or £500 if professionally installed (but with grants available).

Savings: up to £110[^] a year.

Please call us free on **0800 096 9966*** for more information.

11 Other energy saving ideas

Cavity wall insulation

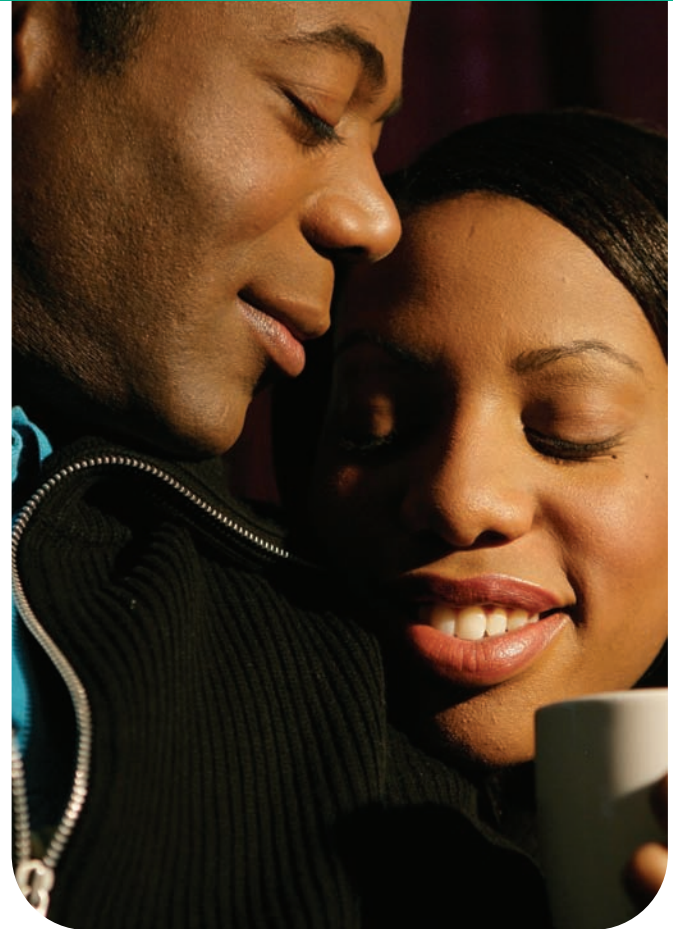
- Insulation can be put into cavity walls, but this work should always be carried out by a qualified installer. If you live in rented accommodation, you should get your landlord's permission before you start the work.

Cost: around £500 (but with grants available).

Savings: around £90[^] a year.

It's worth checking to see if you qualify for free insulation measures.

Please call us free on **0800 096 9966*** for more information.



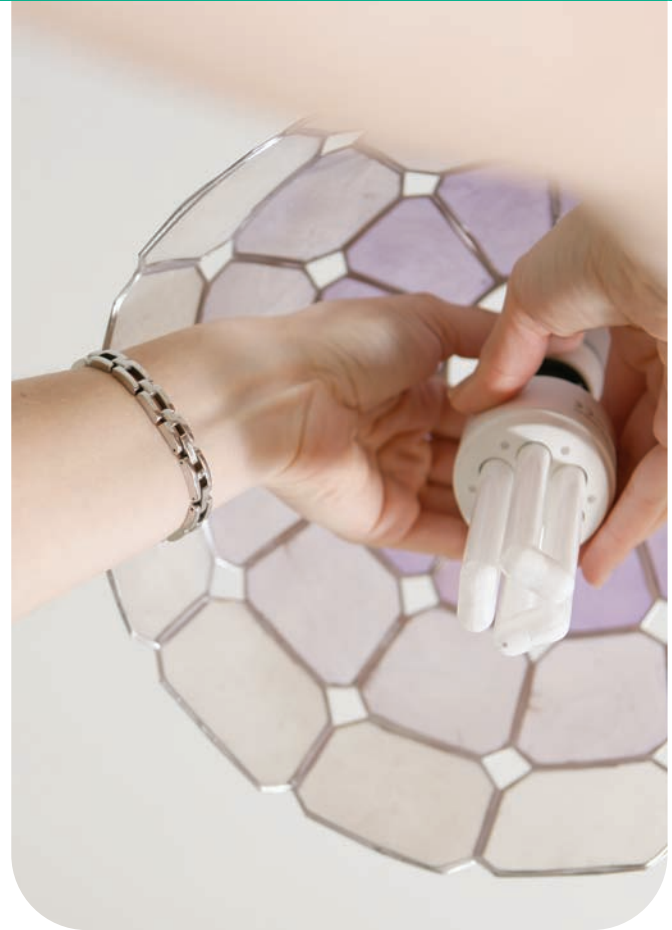
Free Home Energy Surveys

Why not take advantage of our free Home Energy Survey? We can conduct this for you over the phone or in a written report.

The survey will recommend effective energy saving measures specifically for your home and show how much you could save on your bills.

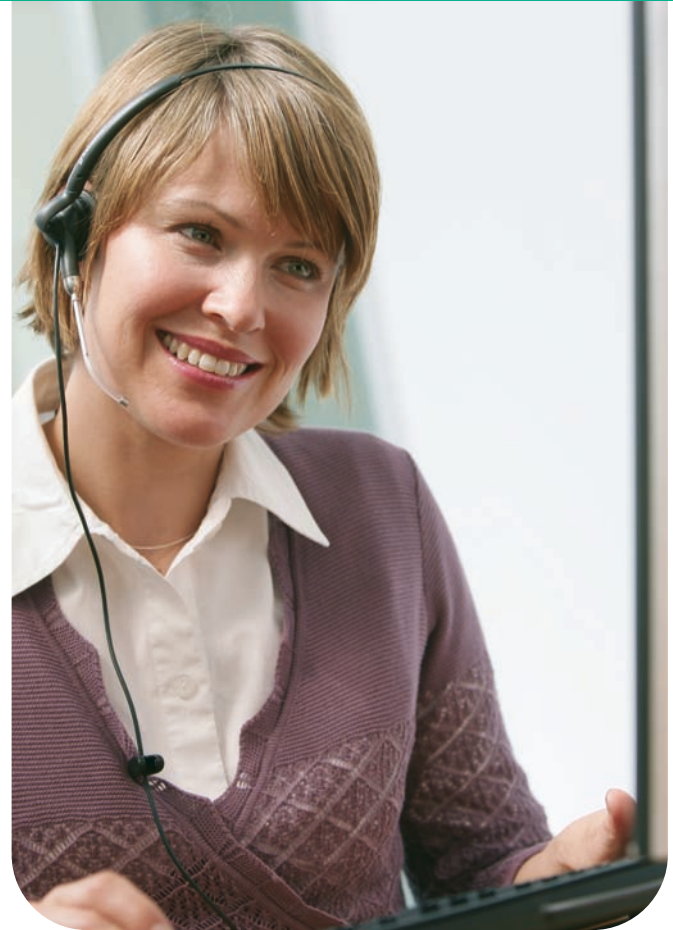
To get your survey call free on **0800 096 9966**.*

Lines are open 8.00am–8.00pm Monday to Friday, 8.30am–2pm Saturdays.



Call now for free tips

Our dedicated advisors can offer you advice and tips on how to implement energy efficiency measures. Please call us free on **0800 096 9966***. Lines are open 8.00am–8.00pm Monday to Friday, 8.30am–2pm Saturdays.



How to obtain grants for energy efficiency improvements

Our EEC Programme

You may be able to get a grant to help pay for energy efficiency measures in your home, under our Energy Efficiency Commitment (EEC) Programme. For further information, please call us free on **0800 096 9966***. Lines are open 8.00am – 8.00pm Monday to Friday, 8.30am – 2pm Saturdays.

‘Warm Front’ Scheme

If you receive any income-related government benefits, you may be eligible for a government-funded ‘Warm Front’ Scheme grant, to help pay for insulating your home. This is available whether you own your home or rent it from a private landlord. You might even be able to get a grant for installing a heating system. For further information call free on **0800 316 6011***.

Seeking further assistance

Who else can help?

The following organisations promote energy efficiency by offering advice or practical help.

Energy Efficiency Advice Centres (EEACs)

These centres give free, impartial and independent advice to householders and small businesses on how to save energy and cut fuel bills. They can also put you in touch with grant agencies, registered contractors and other places to find information. For details of your nearest centre, please call **0800 512 012**.

Local Authorities

Your local authority may have an Energy Conservation Officer who can give advice on energy efficiency. You may also be able to get advice from your local council's Customer Services department. The address and telephone number can be found in your local telephone directory.

Foundations

This organisation co-ordinates all home improvement agencies nationwide, including Care & Repair agencies. For further information call, **01457 891909**.

National Energy Action (NEA)

NEA is the national energy charity concerned with the energy needs of low-income households. It provides educational and training material about energy efficiency. For further information, call **0191 261 5677**.

Energy Saving Trust (EST)

EST promotes efficient use of all forms of energy in the UK, aiming for an overall reduction in consumption and a better environment. For further information on 'Energy Efficiency' (an Energy Saving Trust Initiative), call **0207 222 0101**.

Meeting your needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services team free on **0800 269 450***.

Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us free on **0800 096 9000*** and we'll transfer you

to our special language line. We have operators who, between them, can speak over 100 different languages.

This guide is also available as a text only version in Urdu, Bengali, Somali, Gujarati, Turkish, Hindi, Punjabi and Welsh.

*Calls may be monitored and recorded as part of our customer care programme. 0800 calls are free from UK landlines but a charge may be made by your network operator if you call from a mobile phone. All other numbers are charged at a local rate.

^Source: Energy Saving Trust



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CarbonNeutral* publication

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