



# SAVING ENERGY AT HOME

**ENERGY EFFICIENCY**

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ENERGY

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## **INTRODUCTION**

Concern for the environment requires us to take energy efficiency very seriously. The environment benefits from less pollution and you can get lower bills with warmer homes.

This booklet gives you information on how to save energy and money. It also tells you about grants which may be available for making your home more energy efficient.

## OUR COMMITMENT TO YOU

Because we are committed to energy efficiency, we will:

- Give free and unbiased advice by phone and in writing
- Provide advice by specially trained staff holding a recognised energy efficiency qualification
- Keep details of a wide range of places where you can get more advice about using energy efficiently
- Give information about where to get grants to help you use energy more efficiently
- Actively promote this booklet and inform customers about it
- Work with other organisations to promote the special services we provide
- Monitor our performance against this Code and report annually to OFGEM (the gas and electricity industry's regulatory body) and other parties

## **SAVE ENERGY, SAVE MONEY AND IMPROVE THE COMFORT OF YOUR HOME**

### **Home Energy Surveys**

We can offer you a free Home Energy Survey. We can do this either over the phone or in a written report. Just complete and return the Home Energy Efficiency Survey form, which you will find in the pocket at the back of this booklet.

The survey will give you effective, specific energy saving recommendations for your home, as well as a guide to how much you can save on your energy bills. For more information phone us free on **0800 096 7337\***.

### **What can you do to save energy?**

It's easy to start using energy efficiently. Quite often it won't even cost you a penny to take control and reduce your bills. In other cases, you can spend just a little, yet save quite a lot. By reducing the amount of energy you use you can also help towards a cleaner, healthier environment.

## **No cost ideas**

These easy to follow tips will help you to save energy at no cost, and could save you £££s.

### **Curtains**

- At night, draw the curtains to keep heat in the room
- To avoid heat loss through the windows, take care not to drape curtains over radiators

### **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
- Turn the thermostat down by just 1°C. This can cut as much as 10% off your heating bill

You can save even more money by heating your home for an hour less each day (take care not to turn heating down too much: don't risk the health of sick, young or elderly people).

If you fit reflective foil behind your radiators, with the shiny side facing the radiator, it will help to keep the heat indoors. This simple task will cost you very little, and take you just a few minutes.

### **Water heating**

- Remember not to set the thermostat too high on your water heater. 60°C/140°F is usually high enough
- Remember to use the plug in your basin and sink – leaving hot water taps running is both wasteful and expensive
- Use a shower if you have one and you'll save time, money and water. Remember, power showers may use more water than other types of shower
- 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

## **Lights**

- Remember to turn the lights off when you leave a room for long periods

## **Televisions and Hi-Fi**

- Don't use the standby mode for long periods. Switch off your TV, video and Hi-Fi system at the set: it's a simple way to save energy and money

## **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 cookers or heaters

## **Home laundry**

- 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
- Remember, most modern washing powders work just as well at low temperatures
- Where possible, dry clothes on a line or clothes airer rather than using a tumble dryer
- Plan your ironing so that clothes which need lower temperatures are ironed first

## **Home computers**

- If you have a home computer, always remember to switch it off when it's not in use
- Remember that screen savers only protect the life of the monitor. Unless the screen saver switches off the monitor, it will not save energy

## **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**

There are many ways to save energy when you cook:

- Use the right size pan for the food and cooker hob
- Keep saucepan lids on, then you can turn down the heat
- Don't use more water than you need
- Use a kettle to boil water for cooking
- Use a toaster rather than the grill to make toast
- Avoid overfilling the kettle for just one drink – but be sure to cover the element

## **Low cost ideas**

The following tips may cost a little, but will help you to make considerable savings on your energy bills.

### **Low energy light bulbs**

- Use low energy light bulbs wherever you can. They use less than a quarter of the electricity used by ordinary light bulbs and can last up to 15 times longer

### **Insulation**

- Putting a lagging jacket around your hot water tank, and insulating hot water pipes, can pay for itself in just a few months with the money you'll save
- Remember to buy an approved British Standard lagging jacket
- Put draught strips around windows and external doors, and fit a flap across the letterbox

## **Other energy saving improvements**

The following tips cost more, but they'll help you save more too. They could even add to the value of your home. It is worth checking to see if you qualify for financial help for insulation measures. You'll find more details under the **HOW TO OBTAIN GRANTS FOR ENERGY EFFICIENCY IMPROVEMENTS** and **THE 'WARM FRONT' SCHEME** sections. We have also included details of costs and savings

### **Loft insulation**

- If possible, insulate the roof space with 250mm (10 inch) thick glass fibre or mineral wool. You will need advice for flat roofs and loft conversions

**Cost: from £110 if you do it yourself**

**Savings: up to £50 a year**

### **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: from £400**

**Savings: up to £150 a year**

## Heating

- Thermostatic radiator valves let you control the temperature of each room separately, and can help to reduce your heating bills. To allow water to flow through the central heating system you will need to leave at least one radiator valve open at all times
- If you heat your home mainly with bar fires, convector or fan heaters, remember these are expensive to run compared with other forms of heating. If possible, think about changing to a storage heating or gas central heating system. This could improve your comfort at a lower cost – particularly if your home is well insulated
- If your boiler is over 15 years old and is unreliable or needs updating, 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

## **Safety first!**

Gas, oil and solid fuel appliances need fresh air to work properly and safely, so never block off ventilation in the rooms where they are used.

It is important to know about the dangers of carbon monoxide and gas leaks. Carbon monoxide is often produced from faulty gas appliances, which have not been properly installed or maintained. The early symptoms of carbon monoxide poisoning include tiredness, drowsiness, headache, pains in the chest and stomach pains. If you think someone is suffering from carbon monoxide poisoning, you should call a doctor as soon as possible.

We offer free gas safety checks to gas customers in households where all adults are of pensionable age, disabled or chronically sick. The safety checks will be carried out on gas appliances and gas fittings free of charge and will take place every year. If you rent your property, the landlord is responsible for the appliances they supply and for ensuring that annual checks are carried out. If you are not eligible for a free safety check, always ensure you have your gas appliances checked by a CORGI registered installer.

If you smell gas or think you have a gas leak, call the Transco Gas Emergency number on Freephone **0800 111 999** or Minicom number **0800 371 787**.

## HOW MUCH ENERGY DO YOU USE?

Reading your gas and electricity meters regularly will help you to understand how much energy you use, and we do have a 'Reading your meter' leaflet available to help. Please call **0800 096 7337\*** if you would like us to send you one.

### **How gas use is measured**

Gas use is measured in cubic feet or cubic metres and is then converted to kilowatt hours (kWh), as shown on your gas bill. The cost per kilowatt hour will be itemised on your most recent gas bill.

## WHAT YOU GET FOR ONE OR MORE UNITS OF ELECTRICITY

Electricity is sold in 'units'. 1 unit of electricity = 1 kilowatt hour. Therefore a 1 kilowatt heater could be used for 1 hour for 1 unit of electricity. The figures below are some more examples of what you get for 1 or more units. Please note that these figures give an average usage guide. Actual usage will depend on the age and efficiency of appliances.

<b>100W light bulb</b> 10 hours' use for	1 unit
<b>60W light bulb</b> 16 hours' use for	1 unit
<b>20W low energy light bulb</b> 50 hours' use for	1 unit
<b>Iron</b> 2 hours' use for	1 unit
<b>Fan heater (2kW)</b> provides an hour's warmth for	2 units
<b>Washing machine (automatic)</b> average weekly wash (family of four) for	10 units
4kg (9lb) cottons (with pre-wash) washed at 90°C for	2½ units
1.8kg (4lb) synthetics washed at 50°C for less than	1 unit

<b>Tumble dryer</b> 4kg (9lb) cottons for	2½ units
<b>Microwave</b> reheat 5 pre-cooked chilled meals for	1 unit
<b>Cooker</b> one week's meals for the average family – about	20 units
<b>Kettle</b> nearly 15 pints of boiling water for	1 unit
<b>Fridge</b> 24 hours' use for	1 unit
<b>Fridge/freezer</b> 12 hours' use for	1 unit
<b>Freezer (upright)</b> 12 to 24 hours' use for	1 unit
<b>Vacuum cleaner (upright)</b> 1 hour's cleaning for	1 unit
<b>Television (colour)</b> 6 to 9 hours' use for	1 unit
<b>Immersion heater</b> 1 hour for	3 units

## WHAT IS THE AVERAGE ENERGY USAGE FOR HEATING, WATER HEATING AND COOKING?

This depends very much on the efficiency of your heating system, the heating controls which are installed and how well your home is insulated. The cost of cooking will depend on the number of people in your household, the cooking appliance used and the amount you cook at home.

The following tables show average annual energy consumption for heating, water heating and cooking, by both gas and electricity, for three different types of property.

<b>Gas</b>	
<b>2 bedroom mid-floor flat 1966-76</b>	
<b>Gas fired central heating</b>	
<b>2 people</b>	<b>kWh</b>
Heating	10,079
Water heating	4,523
Cooking	952

<b>Electricity</b>	
<b>2 bedroom mid-floor flat 1966-76</b>	
<b>Storage heating/immersion heater</b>	
<b>2 people</b>	<b>kWh</b>
Heating	13,133
Water heating	2,821
Cooking	530

The flat has unfilled cavity walls, single glazing and a 50mm jacket on its hot water cylinder.

**2 bedroom mid-terrace house 1966-76**

**Gas fired central heating**

**3 people kWh**

Heating 8,809

Water heating 5,238

Cooking 1,031

**2 bedroom mid-terrace house 1966-76**

**Storage heating/immersion heater**

**3 people kWh**

Heating 9,590

Water heating 2,665

Cooking 602

This house has unfilled cavity walls, single glazing, 100mm loft insulation and a 50mm jacket on its hot water cylinder.

**3 bedroom semi-detached house 1930's**

**Gas fired central heating**

**2 adults 2 children kWh**

Heating 23,571

Water heating 6,746

Cooking 1,507

**3 bedroom semi-detached house 1930's**

**Storage heating/immersion heater**

**2 adults 2 children kWh**

Heating 25,689

Water heating 4,310

Cooking 703

This house has solid walls, single glazing, 100mm loft insulation and a 50mm jacket on its hot water cylinder.

All the calculations above are based on the National Home Energy Rating (NHER) method.

## WHAT IS THE BEST ELECTRICITY RATE?

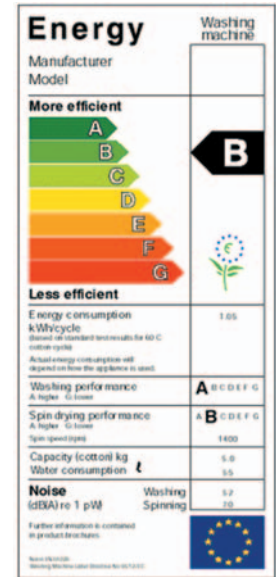
Most residential customers are better off on our General Purpose rate. If you have storage heating, stored electric water heating or domestic appliances – such as a dishwasher or washing machine – which can run on time switches overnight, you could benefit from off-peak electricity rates.

You will need an Economy 7 meter to be installed. If you would like further details please call us on **0800 085 0000\***.

## ENERGY LABELLING FOR HOUSEHOLD APPLIANCES

Many appliances must have an energy efficiency label when they are displayed for sale, hire or hire-purchase. If you are thinking about buying a new appliance it is worth checking the energy efficiency label.

The label includes an 'A to G' coloured scale to show the energy efficiency of the product. 'A' rated products are the most efficient and 'G' rated products are the least efficient. The label also shows the estimated average amount of energy the appliance uses, in kilowatt hours, and other useful information.



## HOW TO OBTAIN GRANTS FOR ENERGY EFFICIENCY IMPROVEMENTS

You may be able to get a grant to help pay for installing energy efficiency measures, under our Energy Efficiency Commitment (EEC) Programme. For details, call us free on **0800 096 7337\***.

### **The 'Warm Front' Scheme**

This scheme is most useful for home owners and people who rent their homes from private landlords. If you receive one or more income-related government benefits, you may be eligible for a government funded 'Warm Front' Scheme grant, to help pay for insulating your home. In some cases, you may be able to get a grant for installing a heating system.

For more details phone free on **0800 316 6011** or Minicom number **0800 072 0156** or write to:

### **Eaga Partnership Limited**

Freepost NEA 12054  
Newcastle upon Tyne  
NE2 1BR

## GETTING INDEPENDENT ADVICE

### **Who else can help?**

#### **Energy Efficiency Advice Centres (EEACs)**

Freephone: **0800 512 012**

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 the Freephone number above.

#### **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 are in your local telephone directory.

## **Foundations**

Bleaklow House

Howard Town Mills

Glossop

SK13 8HT

Telephone: **01457 891909**

This organisation co-ordinates all home improvement agencies nationwide, including Care and Repair agencies.

## **National Energy Action (NEA)**

St Andrew's House

90-92 Pilgrim Street

Newcastle upon Tyne

NE1 6SG

Telephone: **0191 261 5677**

NEA is the national energy charity concerned with the energy needs of low-income households. It provides educational and training material about energy efficiency.

## **The Energy Saving Trust**

21 Dartmouth Street

London

SW1H 9BP

Telephone: **020 7222 0101**

The Energy Saving Trust aims for the efficient use of all forms of energy in the United Kingdom, leading to an overall reduction in total energy consumption and its impact on the environment.

**'Energy Efficiency'** (an Energy Saving Trust Initiative)

Telephone: **08457 277 200**

## OTHER WAYS WE CAN HELP

Because we want to give you the best possible service, we continuously monitor our performance in operating this Code of Practice, and we report every year to OFGEM (the gas and electricity industry's regulatory body), and energywatch (the independent consumer organisation created by Parliament to protect your interests).

If you would like to talk to us about the level of service you have received, please call us free on **0800 085 0000\*** for electricity enquiries and **0800 085 0000\*** for gas enquiries.

**Our telephone lines are open:**

24 hours a day, every day, including Bank Holidays.

## **CODES OF PRACTICE**

This is one of seven booklets. The others are:

- Services for Prepayment Customers
- Priority Customer Advice
- Paying your energy bills
- Making a complaint
- Site access
- Energy efficiency for your business

If you would like any of these booklets, please call us and we will send it to you, free. For your copy, call free on **0800 085 0000\***.

## **PRIORITY SERVICES REGISTER**

If you have any individual requirements, we will do our best to provide special services, such as, for example, text telephone services for Minicom users.

If you rely on your electricity supply for essential medical equipment – such as home dialysis – or if you have equipment like a stair lift, bed or bath hoist, it's important that you tell us. Then we can register you as a Priority Service Customer who depends on a constant supply of electricity.

If you would like to join our Priority Services Register, please call us free on **0800 328 9010\***.

If you would like a copy of our 'Advice for Priority Service Customers' booklet, please contact us.

If you are partially sighted, we can give you a free copy of the booklet on audio cassette or floppy disk. Just call us free for your copy on **0800 328 9010\***.

You can also find advice for Priority Service Customers on our website at [www.edfenergy.com](http://www.edfenergy.com)

If you are deaf and use a text telephone call our Minicom Line free on **0800 085 6780\***.

### **Non-English speaking customers**

If English is not your first language and you would like information in another language, please call us free on **0800 085 0000\*** and we will transfer you to our special language line. This has operators who between them can speak over 100 different languages.

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

## **Guaranteed Service Standards**

Our Guaranteed Service Standards cover a wide range of service activities. It also means, by law, we must provide you with the high standards of service we promise. If we fail, you may get compensation. For further details on Guaranteed Service Standards call us free on **0800 085 0000\***.

## **Keeping your details confidential**

Any information you give us about your circumstances will be kept strictly confidential unless there is a genuine need to pass on your details to other organisations. For example, it may be necessary for us to give your details to distribution companies for power failures and to the metering company to record your specific meter reading requirements.

## HOW TO CONTACT US

### **Energy Efficiency Helpline**

For free advice on the efficient use of energy, Freephone **0800 096 7337\***.  
**(8.30am - 4.30pm, Monday to Friday.)**

### **Customer Enquiry Freephone Helpline**

For residential enquiries, call **0800 085 0000\*** for electricity and **0800 085 0000\*** for gas. **(These lines are open 24 hours a day, every day, including Bank Holidays.)**

### **Priority Services Freephone Helpline**

For general enquiries and emergency services for Priority Service Customers, call **0800 328 9010\***. **(Available 24 hours a day, every day, including Bank Holidays.)**

### **Minicom Freephone Line**

For customers who want to communicate with us by text telephone, please call **0800 085 6780\***.  
**(Available 24 hours a day, every day, including Bank Holidays.)**

### **Emergency Services Freephone**

For electricity supply faults (unless you are a prepayment customer), please call **0800 0280 247\***.

**Prepayment customers call 0800 096 5040\*.**

If you have, or think you have, a gas leak, call **0800 111 999** or Minicom number **0800 371 787**.

**These lines are open 24 hours a day, everyday, including Bank Holidays.**

**If you want to write to us, please send your letters to:**

Correspondence Manager

EDF Energy

FREEPOST 3813

London

WC1V 6AH

You can also contact us via our website: [www.edfenergy.com](http://www.edfenergy.com)

**If you have a complaint**

If you are not happy with how we handle your enquiry, please tell us.

We have a booklet called 'Making a complaint' which you can get by calling us free on **0800 085 0000\***.

### **The booklet tells you:**

- How to contact us
- How we will handle your complaint
- Who will deal with your complaint
- How long it will take to deal with your complaint

### **energywatch**

You should always get in touch with us first if you have a problem, and we will try to help. But, if we haven't been able to sort out your problem, or if you would like independent advice, you should contact energywatch. energywatch is an independent organisation created by Parliament to protect the interests of all residential, commercial or industrial energy consumers. They offer free impartial advice and support about the purchase of gas and electricity. energywatch is the organisation to contact if we have already looked into your complaint and you don't feel we have resolved the matter. Their details are:

Telephone: **0845 906 0708**

Textphone: **0845 758 1401**

Email: **[enquiries@energywatch.org.uk](mailto:enquiries@energywatch.org.uk)**

Website: **[www.energywatch.org.uk](http://www.energywatch.org.uk)**

**You can also write to:**

Regional Director  
energywatch  
3rd Floor  
Artillery House  
Artillery Row  
London  
SW1P 1RT

In certain circumstances, energywatch may refer your complaint to the Office of Gas and Electricity Markets (OFGEM), which is the regulatory body covering gas and electricity, concerned with licensing and competition matters.

The address is:

**Office of Gas and Electricity Markets (OFGEM)**

9 Millbank  
London  
SW1P 3GE

\*Phone calls may be recorded for monitoring and training purposes.

This booklet has been written in consultation with energywatch and has been approved by OFGEM. Under the terms of our licences, we are required to report annually to OFGEM and energywatch our performance against this Code of Practice, and to enable us to do this, we constantly monitor our performance in operating the Code. Our monitoring and reporting will include our performance against any relevant Guaranteed Service Standards, and will include details of any compensation payments that we make. We will consult regularly with energywatch on the type of information that they may want us to report.



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