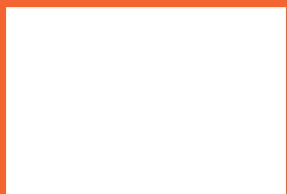




SustainableEnergy

Welcome

to your environmentally
friendly home ...



e-on



... and to a
different type
of energy company

Together with Barratt Developments, we're investing in the future of our planet by providing sustainable energy solutions for your home. We believe that energy shouldn't cost the earth. Thanks to the way your home is constructed and powered, you'll be using energy from a lower carbon, renewable generation method.

We're one of the country's leading developers of renewable energy sources, operating over 20 windfarms across the UK. Our renewable generation business produces enough electricity to supply all the homes in a city the size of Manchester.

Your home has also been purpose built to utilise low carbon energy from a community heating scheme. The document enclosed with this welcome pack gives you details of the technology you have,

the cost savings you may make compared to a traditional system and who to contact for further information if you have more questions.

But being energy efficient isn't just about renewable power. There are a number of ways in which you can save energy around your home - from turning appliances off standby to making sure you're getting the most from your heating system.

In this booklet you'll find energy saving tips and advice on -

- How to keep safe in your new home
- How to read your energy meter
- How to complete your new homeowner details
- How to earn **free** Tesco Clubcard points

Go Green

helping the environment



When you move into your new home, you'll already be doing your bit for the environment. Your home is using Go Green electricity that's been designed to help you reduce your impact on the environment.

The Go Green tariff will match your electricity consumption with electricity generated from 100% renewable sources - UK certified wind farms and hydro power stations. These sources have no net impact on CO₂ emissions and do not contribute to global warming.

energy saving

ideas around the home

Our team of energy experts has put together some top tips for using less energy around the home. That means lower bills for you and less impact on the environment.

Here's a few ideas that can help reduce your bills and reduce the impact you have on the environment.



For more energy saving information visit

[eonenergy.com/gogreen](https://www.eonenergy.com/gogreen)

or call

0500 2010 00

Monday to Friday 8.30am to 6.00pm

Insulation

Drawing your curtains at dusk will stop heat escaping through your windows and reduce cold draughts.

Fridge freezers

Don't allow more than 6mm of ice to build up in your freezer.

Dishwashers

Always run your dishwasher with a full load.

Electrical appliances

Don't leave the television on standby and when boiling your kettle, don't put in more water than you need.

Lighting

Low energy lightbulbs last up to 10 times longer and cost about 80% less than standard bulbs.

Cooking

Cook your vegetables with just enough water to cover them.

Laundry

Don't dry clothes on the radiators as covering them will lower the temperature of the room.

Heating

Turn down your central heating thermostat by 1°C You could save up to 10% on your fuel bill.¹

Water heating

Don't wash your hands under a running tap. Put the plug in.

¹ Source - Energy Savings Trust



you're in safe hands

Today's electrical and heat appliances are built to very high standards. However, occasionally things go wrong. In these circumstances it's important that you know what to do. Here are a few tips to help keep you safe around the home.

What to do if your electricity supply goes off

- First check to see if your neighbours' supply is also off
- If it is, you'll need to contact your local distributor - the number is in your local telephone directory
- If your neighbours' supply is on, you may have a faulty appliance in your home
- Switch off all your electrical appliances, then reset the trip switch in your fuse box
- Switch all your appliances back on, one by one - the appliance that causes the supply to go back off is likely to be faulty

What to do if your heat supply goes off

- If your heat supply goes off, contact your property management company in the first instance. They will assist you in restoring your supply
- If your property management company is unable to assist, contact E.ON on the emergency number below

Your emergency number is

0845 302 4312

join the club and save on your shopping



With E.ON you can enjoy the benefits that come with Tesco Clubcard points.

If you're an E.ON electricity customer, each year you'll receive 500 Tesco Green Clubcard Points for taking Go Green electricity.¹

Use your points to get

- Money off groceries
- Hotel breaks
- Magazine subscriptions
- Special treats
- Tesco Clubcard deals



If you already have a Tesco Clubcard, enter your Tesco Clubcard number on the Direct Debit Mandate form in the back of this booklet. The points you get for your electricity will be added to your Clubcard account.

If you don't have a Tesco Clubcard, pick up a card at any Tesco store and register to start earning your Tesco Clubcard points.

¹ Terms and Conditions apply. Details at eonenergy.com/Tesco.

Tesco Clubcard points do not apply to Heat Customers



so what's next?

It's really important that

- You complete the Direct Debit Mandate form in the back of this booklet
- You include the meter reading that Barratt provided you with when you completed on your new home

Useful tip

Make a note of the meter readings on the pocket in the back of this booklet so you can check them on your first statement.

If you need any help on electricity call us on

0845 059 9905

Monday to Friday 8.00am to 8.00pm

Saturday 8.00am to 6.00pm

If you need any help on heat call us on

0845 302 4312

Monday to Friday 9.00am to 5.00pm

or email

heat@eon-uk.com



save more with dual fuel

Heat customers supplied by a community heating scheme will pay for energy by Variable Direct Debit.

For electricity, fixed monthly Direct Debit is a convenient way of paying.

You'll get a discount if you take both heat and electricity.

Variable monthly Direct Debit

Heat customers need to pay by Variable Direct Debit, this means you only pay for the amount of heat you use each month.

Fixed monthly Direct Debit

- Electricity customers can pay by fixed monthly Direct Debit and receive a discount
- Greater control of your finances - pay the same amount each month
- Flexible payments - you choose the date you want to make your monthly payment
- Easy to set up - just complete the Direct Debit Mandate form in the back of this booklet and we'll do the rest

heat webshop special offers



We've created some special offers so that, as one of our privileged customers, you can save money while being energy efficient. Visit our webshop to see the complete range of products available.

Shown below are just some of the products available. You'll need the promotional code **G1510** to get your 10% discount. There is no restriction on how many times you can use this code.

For all our offers visit us online at

eonshop.co.uk



Dusk to Dawn Nightlights



Solar Security Light



Eco Kettle



Energy Saving Monitor



tips for reading your meter

Heat meter

Your heat meter is a Smart Meter. It will send information electronically to us so that it never has to be read by you or a meter reader.

We take meter readings daily and will send you an accurate monthly bill.

If you would like your meter to be read, contact us on 0845 302 4312. We will arrange this for you.



Electricity meter

- Read the numbers from left to right
- If there is a flashing digital display, a reading will be displayed every eight seconds
- If you have a meter with more than one reading, then please ensure that you provide us with all the readings

thank you
for taking the time
to complete this form

Don't forget to pop it in the post - we'll do the rest

Sustainable Energy
E.ON Energy Solutions Limited
Newstead Court
Little Oak Drive
Annesley
Nottinghamshire
NG15 0DR

Registered Office
Westwood Way
Westwood Business Park
Coventry CV4 8LG

Registered in England and Wales
No 3407430

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