



Energy

efficiency

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Our Codes of Practice are available in a variety of different formats. Please contact the Customer Service Centre on 0845 059 9905 or Minicom freephone 0800 056 6560 for a copy in:

- braille
- large print
- audio cassette
- alternative language.



Introduction

At E.ON we want to help everyone save energy and money. This Code of Practice is designed to help you use energy more efficiently. It should help reduce your bills and improve the comfort in your home, as well as benefiting the environment.

We offer a range of advice and information to suit everyone's needs. Any advice we give you under this Code is free. There's no need to buy anything from us.

How energy efficiency can help everyone

The information in this leaflet has been supplied by our Energy Efficiency Advice team, all of whom are qualified to City & Guilds standard. They can offer you valuable advice on:

- **ways in which you can use energy more efficiently**
- **whether you qualify for an energy efficiency grant, available through E.ON or one of many regional and national bodies**
- **a range of energy saving measures and how to put them into action. (We may be able to arrange for an Energy Efficiency Advisor to visit you at home).**
- **the efficiency of appliances (where information is available).**

As energy experts, we could help save you money with energy saving advice. This is particularly beneficial for customers experiencing payment difficulties.

Find out more about energy efficiency in your home

If you would like free personalised energy efficiency advice, information or literature, call our advice line on 0500 20 10 00.

Find out if you're entitled to financial help

Our Energy Efficiency Advice team can advise you on any financial help which may be available to you, call our advice line on 0500 20 10 00.

Find out if you're eligible for a grant

As part of our advice service, we may ask you to complete a Home Energy Survey. This will help identify any simple things you could do to save energy. We'll also be able to tell you if you're eligible for any energy efficiency grants.

Find out more about energy efficiency in your business

A separate Code entitled 'Efficient use of electricity for businesses' is also available. To request a copy call our Business Energy Efficiency Advice line on 0800 085 8525.



Low-energy light bulbs

Reduce the cost of lighting your home

In most homes lighting accounts for around 20% of the electricity bill (energysavingtrust.org.uk). Standard light bulbs not only waste valuable energy, they also waste money. One of the easiest ways to reduce your electricity bill is to use low energy light bulbs (compact fluorescent lamps or CFLs), especially in areas which are lit for long periods each day.

Long-life light bulbs:

- use up to 80% less electricity than a traditional light bulb and could last up to 10 times longer.
- use up to 70% less electricity than a new standard light bulb and can last up to 5 times longer.
- could save you around £1.70* per year on average, or around £4.70* for brighter bulbs used for more than a few hours a day - compared to a standard light bulb.
- can help reduce your electricity usage, to help save money and benefit the environment.

How to make the most of your energy savings

Low energy light bulbs are ideal for areas of your home that need lighting for long periods, such as lounges, kitchens/diners, halls, landings, study bedrooms and outside lights. Frequent switching on and off may shorten the life of the bulb and only certain ones are suitable for use with a dimmer switch. In some situations, certain lamps give a slightly lower light output than claimed. Ask for advice from your retailer or choose a bulb one size up, eg a 60W instead of a 40W traditional equivalent.

How big can the savings be?

Low energy light bulbs vary in cost depending upon the type and manufacturer. Savings will vary according to the wattage of the bulbs and how often the bulb is used. As a guide, they could save you up to £7.60* per year compared to traditional (or £4.70* compared to new) standard light bulbs.

Added security for your home with outside lighting

As they cost less to run, low energy light bulbs can be a cost effective aid to home security.

A complete range of energy saving lighting

Manufacturers produce low energy light bulbs for most situations offering a range of traditional equivalent outputs from 20W to 100W. Wherever you normally have standard light bulbs turned on for long periods of time, you could be using a quarter of the electricity by replacing them with equivalent low energy light bulbs.

Home insulation and grants

Help and advice which could lower your bills

There are schemes available that can help you reduce the cost of home insulation, heating and other home improvements.



Check for draughts

Draughts can be more than uncomfortable. They waste energy and money. To draught proof your home:

- **check that external doors and windows close tightly (see also 'Replace old or rotten door and window frames' below) and if you have any draughts, fit a draught strip.**
- **fit a flap across your letterbox and draught proof key holes and your loft hatch.**
- **close curtains at dusk to stop heat escaping**
- **fill in gaps in the skirting boards.**

Spending a little money on draught proofing is a relatively cheap but effective way of reducing your home heating bills.

Install loft insulation

One of the best ways to reduce your home heating bills is to insulate your loft. The minimum recommended thickness is 270mm (11") of glass fibre or mineral wool.

If you increase your loft insulation from 50mm to 270mm, it could pay for itself in around three years. If your loft has no insulation at all, insulating it to 270mm should pay for itself in about one year.

Install cavity wall insulation

Around 33% of heat is lost from your home through the walls. If your home is suitable, cavity wall insulation could save you up to £100 a year on your energy bills*. Detached properties suffer the most from heat loss through outside walls. They can actually lose as much as a third of the heat through the walls. Wall insulation can be carried out for most types of home using a specialist installer and It could pay for itself in less than a year.

Replace old or rotten door and window frames

Old windows and doors may be so ill fitting that draught proofing would be pointless. New windows and doors, professionally installed, should offer good protection against draughts.

*Installing cavity wall insulation will reduce your heating bills and we calculate that this could be as much as £270 a year for a 1940's 3 bed semi detached home with a ten year old gas boiler and a gas price of 3.158p/kWh. More modern homes save less. Your individual savings depend on a large number of factors and the £270 quoted should be treated as a guide. Also experience tells us that many customers like to have a warmer home, making it more comfortable. This reduces the saving. But even allowing for this, this form of insulation will prove to be a worth-while investment.

Fit double-glazing

When replacing casement windows, patio or external doors, it's worth considering installing double-glazing. This provides an effective barrier against heat loss.

Insulate the hot water cylinder and pipes

An uninsulated hot water cylinder may keep the towels aired, but you have paid for that lost heat. A new lagging jacket (80mm) can pay for itself in less than 12 months. Insulating exposed primary hot water pipes prevents wasteful heat loss and can pay for itself in less than two to three years.

Safety reminder

- When insulating your home, it's important to ensure you still have adequate ventilation.
- Never restrict the flow of air through airbricks, roof ventilators, fireplaces or chimneys.
- Always use gas and electricity in a safe manner and use a reputable installer.

You may qualify for a grant

You may be able to obtain a grant to help pay for the work to improve the insulation in your home.

E.ON and many of the other electricity and gas suppliers operate energy efficiency schemes as part of their Carbon Emission Reduction Target. For more information contact the Energy Efficiency Advice team on 0500 20 10 00.

Efficient home and water heating

How to reduce your water heating bills

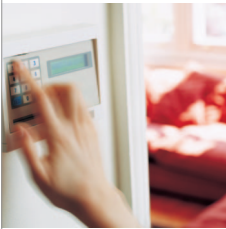
- If you use electricity to provide your hot water, you might benefit from one of our off-peak cheap rate electricity tariffs, such as Economy 7. These enable you to use electricity at a cheaper rate and could save you money, compared to our standard electricity costs.
- Today's pre-insulated cylinders keep water hot for longer, ensuring as little heat loss as possible and so saving money.
- The best savings can be had if the jacket is 80mm thick
- Insulate all exposed hot water pipes to avoid wasteful heat loss
- Check the setting of your immersion heater or thermostat to ensure that you're not heating your water to a scalding temperature. For most people a setting of 60°C/140°F is adequate.
- If your sink is a long way from the hot water cylinder, it may be cheaper to heat small amounts of water where it's needed by using a local water heater.
- Avoid washing your hands or cleaning dishes under a running hot water tap. Instead, put the plug in the sink or, better still, use a bowl.
- Most showers use far less hot water than a bath and so taking one instead of a bath could help you save money.



How to make the most of your home heating

- The faster heat escapes from your home, the more heat your system will have to produce to keep your home warm and the higher your heating bills will be.
- If you insulate your home properly, your heating system will actually need to produce less heat, therefore you save energy and money.
- A modern heating system should have thermostats controlling space and water heating and, whenever possible, programmers or time switches should be used.
- If you're using electricity for heating, storage heaters are preferable to radiant fires and fan heaters as they make full use of off-peak, cheap rate electricity.
- If you have a gas, oil or solid fuel system, consider fitting thermostatic valves to radiators and turning room thermostats down by just one degree can help you save energy.

Safety maintenance of fuel-burning appliances



- Avoid carbon monoxide poisoning by ensuring that fuel-burning appliances have the correct level of ventilation.
- Don't allow chimneys or air vents to become blocked.
- Have your heating system or fuel-burning appliances serviced regularly.
- If you have any doubts about the safety of your appliances you should contact an approved gas engineer for a safety check.

Useful facts on heating and hot water costs in your home

- A high efficiency or A-rated boiler with a full set of heating controls could save you around a quarter of your heating costs. If your boiler is more than 15 years old, you may benefit from a replacement boiler. For more information about the efficiency of boilers visit boiler.org.uk
- An uninsulated or poorly insulated hot water tank will be costing you money. Most tanks are insulated with foam, but if your tank is not insulated it's worth investing in a good quality tank jacket.

Buying electrical appliances

An A-rated appliance is the most efficient and, although you may initially pay more for the appliance, in the long run it should save you money through lower running costs. It's worth asking your retailer for more information when you buy the appliance.

Our top 10 energy efficiency tips

- Draw curtains at dusk to stop heat escaping and to reduce draughts.
- Replace an old, inefficient fridge-freezer with an A-rated model.
- Avoid drying clothes on radiators as it lowers the room temperature, making your boiler work harder.
- Use low energy light bulbs. They could last up to 10 times longer than equivalent traditional standard bulbs and can provide the same lighting for about a quarter of the running cost (5 times longer and around a third of the running cost for new standard light bulb).
- Increase your loft insulation to the Government's recommended level of 270mm or 11" of fibreglass or similar insulation.
- If you have a cavity wall which isn't insulated, get insulated.
- Try to avoid leaving TVs, DVD players and other electrical appliances on standby, rather than switching them off, as this wastes lots of energy. Where possible use a standby saver device.
- Use a kettle that has a water level gauge to ensure you only heat the amount of water you need.
- Try not to overheat your house. Turning your central heating thermostat down by just 1°C can help you save energy.
- If you have an old tank lagging jacket, fit a new 80mm (3") jacket over it. It will pay for itself in a matter of months.



The cost of electricity

Electricity is charged to you in units known as kilowatt-hours or kWh. Electricity meters measure these units (kWh) as they are used. To work out the amount of electricity used from one period to another, simply take a reading off your meter at the required times, subtract the larger reading from the smaller, and this will be the number of units used. If you're unsure about how to read your meter or how to calculate the units used, please contact us for advice.

Electrical appliances have a rating in Watts (W) or kilowatts (kW) shown on a label somewhere on the appliance. Always remember a kilowatt is only another name for a thousand Watts. For example, a 1kW (1,000W) fan heater runs continuously for 1 hour consuming a kilowatt hour of electricity.

Low-energy long-life light bulbs consume very little energy. On average an ordinary household light bulb will use five times the electricity to do the same task and last up to 12 times longer than traditional bulbs.

The cost of gas

Gas meters measure the volume of gas passing through them, but working out how much energy you've used is slightly more complicated. The volume of gas must be converted to its energy equivalent (kilowatt-hours or kWh). However, the quality of the gas varies and measurements are taken each day to work out the energy content. For full details on calculating your gas charges from what you have used, please refer to your gas bill, or ask us for details.



Help and advice

For advice and information, call us on any of the numbers shown below. If you feel your enquiry hasn't been resolved satisfactorily, please ask to speak to a manager or call our Complaints team on 0845 300 6301, if you are a business please call 0845 055 0065.

To help us improve service quality, we may record phone calls from time to time.

Contact us

Customer Service: 0845 059 9905

Energy efficiency advice: 0500 20 10 00

Minicom service: 0800 056 6560

E-mail: domestic@eonenergy.com

Address: E.ON, PO Box 7750 Nottingham NG1 6WR

Translation service

We offer a translation service via the telephone. For more information please contact our Customer Service Centre on 0845 059 9905.

Note

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. This Code of Practice complies with Condition 25 of the Electricity Supply Licence, and Standard Condition 25 of the Gas Supply Licence, both granted to the Company by the Secretary of State. Ofgem will measure our performance against this Code of Practice. Monitoring returns are provided quarterly and procedures have been agreed and set down separately.

Information on how we're performing can be obtained free of charge, on request, from our Customer Service Centre.

We also publish and operate Codes of Practice on:

- **complaints to the company**
- **services for prepayment customers**
- **access to your home or business**
- **payment of bills and guidance for customers in difficulty**
- **help and advice for customers with special needs.**

You can obtain all these documents free of charge, on request, from our Customer Service Centre. Call 0845 059 9905.

Useful contacts

Advice groups

The following organisations may be able to give specialist advice and information:

Age UK

Address: **Astral House,
1268 London Road
London SW16 4ER**

Telephone: **0800 009 966**

Website: **ageuk.org.uk**

Energy Supply Ombudsman

Address: **PO Box 966,
Warrington WA4 9DF**

Telephone: **0330 440 1624
01925 530 263**

Fax: **0330 440 1625
01925 530 264**

Textphone: **0330 440 1600
0845 051 1513**

Website: **energy-ombudsman.org.uk**

Email: **enquiries@energyombudsman.org.uk**

National Debtline

Telephone: **0808 808 4000**

Website: **nationaldebtline.co.uk**

Energy Saving Trust

Address: **21 Dartmouth Street,
London SW1H 9BP**

Telephone: **0800 512 012**

Website: **est.org.uk**

Citizens Advice Bureau

Telephone: **020 7833 2181**

Website: **adviceguide.org.uk**

The Disabled Living Foundation

Address: **380-384 Harrow Road,
London W9 2HU**

Telephone: **0845 130 9177**

Website: **dlf.org.uk**

Consumer Direct

Telephone: **08454 04 05 06**

Website: **consumerdirect.gov.uk**

Warmfront

Telephone: **0800 316 2805**

Website: **warmfront.co.uk**