



# Energy at home

Stay warm and safe in your home by following these simple tips.



Infrastructure  
North

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# Introduction

In your region Northern Powergrid, Northern Gas Networks, Yorkshire Water or Northumbrian Water are responsible for making sure you have a safe and reliable supply of electricity, gas and water to your home.

Together, we work in partnership as 'Infrastructure North', finding ways to best invest in local areas to find solutions to wider social issues.

There are lots of ways use to your electricity, gas and water more efficiently to help the environment and cut your energy bills, so we have created this booklet to give you some top energy saving tips.



# In your kitchen

If you don't keep an eye on your energy usage your kitchen can be a big energy waster.



Use a bowl when washing food and save up to 7 litres of water a day and £5.74 a year.



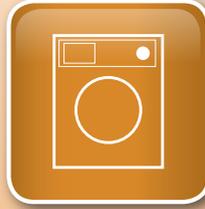
Use the kettle to boil water for pasta or potatoes rather than waiting for it to boil in the pan.



Regularly defrost your freezer to make sure it is operating at full efficiency.



Use a bowl when hand washing your dishes and save up to 18 litres of water a day and £14.77 a year.



Make sure your washing machine has a full load and you will save up to 8 litres a day of water and £6.57 a year.



If using a dishwasher, make sure it has a full load to save up to 2 litres a day and £1.64 a year.

## Top tip..



Be energy savvy with your cooking. Turn off the heat a couple of minutes before your food is cooked, especially if you have an electric cooker as they take a lot of time to cool down.



## Here's a bright idea ...

Gas is one of the most cost effective ways to heat your home and water. If your home isn't connected to the mains gas network but you would like to get connected, you might be able to get a free gas connection. You may qualify if:

You live in an existing dwelling **AND**

You spend more than 10% of your total household income on heating **OR**

A member of your household receives certain benefits **OR**

You live in an area eligible for support, as designated by the energy regulator

To see if you qualify or to request an assessment contact Northern Gas Networks Customer Care Team on 0800 040 7766.

Alternatively for more information visit: [www.ce-cic.org.uk](http://www.ce-cic.org.uk)

# Carbon Monoxide - The Silent Killer

**You can't see it, taste it, or smell it, but it can kill. More than 50 people in the UK die from Carbon Monoxide (CO) poisoning every year and 200 people are left seriously ill.\***

CO is a poisonous gas produced by the incomplete burning of gas and liquid petroleum gas (LPG).

It happens when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. It also occurs if flues, chimneys or vents are blocked.

## **What does it do to my body?**

When you breathe in CO (even small amounts) it gets into your blood stream and prevents your red blood cells from carrying oxygen which can cause your body tissue and cells to die.

If inhaled over a long period of time, CO can cause serious harm to health including brain damage, paralysis or even result in death.

\*Figures taken from the NHS.



## Spotting the signs

- If you have a gas cooker the flame should be crisp and blue. Lazy yellow or orange flames mean you need to get your cooker checked
- Dark staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation visible on windows

## Recognising the symptoms

CO poisoning is difficult to self diagnose as many of the symptoms are shared with common illnesses such as colds and flu or food poisoning.

The main symptoms to look out for are:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness



# In your bathroom

Long soaks in the bath, electric toothbrushes and razors and any other bathroom luxuries, can all affect energy efficiency.



Turn off the tap when brushing your teeth and save up to 33 litres a day and £27.08 a year.



Take a shorter shower and save up to 18 litres a day and £14.77 a year.



Fill a basin when washing your face or shaving rather than letting the tap run and save up to 13 litres a day and £10.67 a year



Repair a dripping tap and save up to 9 litres a day and £7.39 a year.



Ensure that you have an energy saving light bulbs fitted - they reduce energy costs and last up to 10 times longer.



Be conscious of when you are switching your immersion heater on and off. Make sure it is not on 24 hours a day.

## Top tip..



Steam is created when you have a bath or shower and if it's too cold in your bathroom the moisture won't evaporate properly, causing mould and mildew. Ensure that you ventilate and heat your bathroom properly!



## Here's a bright idea ...

Did you know that you can order a free water saving kit from your water supplier?

Contact your water supplier, Northumbrian Water or Yorkshire Water, to be sent a pack that includes a shower timer, tap aerator kit, a shower saver and a 'save-a-flush' to help reduce your water use and bills.

**NORTHUMBRIAN**  
**WATER** *living water*

[www.nwl.co.uk/your-home/using-water-wisely](http://www.nwl.co.uk/your-home/using-water-wisely)  
or call 0345 266 0585

  
YorkshireWater

[www.yorkshirewater.com/savewater](http://www.yorkshirewater.com/savewater)  
or call 0800 822 3922

# Water for health

**Water helps every cell in our bodies stay healthy and it is important to drink water to keep our minds and bodies active.**

Water in blood helps deliver food, oxygen and other useful things your cells need to keep going. By drinking plenty of water you can help to prevent a range of problems from headaches to kidney problems.

## **Why not try a healthier option?**

Many artificial drinks are high in sugar, caffeine and artificial additives. Next time you make yourself a drink, try these healthier options:

- Replace the hot drink with water.
- Keep a jug of water in the fridge with a supply of lemon slices.
- Liven up a glass of water with a squirt of lemon or lime juice.
- If you are out and about during the day, carry a bottle of tap water so you can have a drink whenever you want.



## Stay safe & healthy

### Drinking plenty of water can help you to:

- Concentrate better and make your brain more efficient (13% more)
- Stay healthy
- Have healthier skin and fresher breath
- Feel fresh and more alert
- Perform better at exercise and sports
- Prevent headaches and dizziness.

### Lack of water (dehydration) can lead to:

- Tiredness.
- Headaches.
- Difficulty concentrating.
- Unhealthy skin and hair.
- Smelly breath.
- Health problems.
- Not performing to the best of your ability at sports.
- Collapse/ loss of consciousness.



# In your living room

There are so many electronic devices that we can use smartly and efficiently to help save electricity and money.



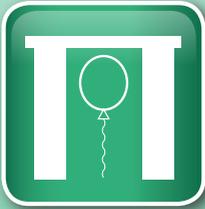
Fit radiator foils behind radiators on external walls to direct heat into the room.



Shutting down appliances like your computer, instead of leaving them on stand by could save you up to £30 a year.



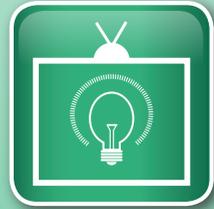
If you're cold watching TV in a t-shirt and shorts, put an extra layer on instead of turning the heating up.



If you have an open fireplace that's out of use, try a chimney balloon to prevent loss of warm air.



Draw your curtains at dusk to stop draughts and heat loss.



Look at turning the brightness down on your TV - the brighter the setting the more energy is being used.

# Top tip..



Lighting accounts for 18% of a typical household's electricity bill. Switch to CFL lights for general lighting and LED's for spotlights and dimmable lights - you could save up to £60 a year.



## Here's a bright idea ...

We depend on electricity and water for a lot of daily activities. Experiencing a power cut or interruption of water can be a massive inconvenience to your life, but for some people it can be much more than that. Northern Powergrid, Northumbrian Water and Yorkshire Water each have a priority services register for customers who, for various reasons, might need extra support in these situations. For more information or to register please visit:

	<a href="http://www.northernpowergrid.com/priority">www.northernpowergrid.com/priority</a> or call 0800 169 9507.
	<a href="http://www.nwl.co.uk/yourhome/yourservices">www.nwl.co.uk/yourhome/yourservices</a> or call 0345 717 1100
	<a href="http://www.yorkshirewater.com/helpinghands">www.yorkshirewater.com/helpinghands</a> or call 0800 1 38 78 78

# Keeping safe inside-out

**You can avoid serious dangers associated with electricity in and out of your homes by following this advice.**

## **Hazards outside the home**

- Do not ignore the 'DANGER OF DEATH' sign.
- Avoid playing with kites near overhead power lines.
- Do not fish where your rod or line may come close to an overhead power line.
- Never climb electricity pylons or poles.
- Never enter electricity substations.

## **Safe use of electricity around the home**

- Always turn the power off before working on any appliance
- Never use electrical equipment that has a worn flex. Get the flex changed by a competent electrician.
- When using equipment outdoors, for instance DIY tools, use an RCD safety switch specifically designed for the purpose.

If you see anything that looks unsafe on Northern Powergrid's network or substations, call to prevent someone being hurt on:

**Northeast and North Yorkshire:** 0800 668877

**Yorkshire and northern Lincolnshire:** 0800 375675



## Targeting metal theft

The theft of metal from electricity sites is not a victimless crime. The impact of a metal theft incident can be widespread and highly disruptive in a number of ways:

- Electrocutation risk to public and staff from contact with damaged live equipment.
- Risk of fire and damage to electrical appliances within homes.
- Power interruption and loss of electricity to homes and businesses.

To report a crime anonymously,  
call Crime Stoppers.



# Outside your home

Although you may not think so, energy efficiency extends outside your home too. There are a few things you can do to save energy and money.



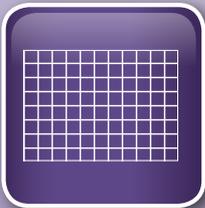
Dry clothes outside when you can.



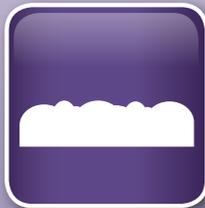
Stop draughts by using sealants, brushes and rubber strips around doors & windows. This could save you up to £30 a year.



Most heat is lost through walls - you could install cavity wall insulation which could save you up to £160 a year.



You could get paid for the energy you generate with solar panels.



Fully insulating your loft can save you £200 a year and topping up to 270mm could save you £60 a year.



Look into changing if you don't already have double glazed windows. It could save you £135 a year.

# Energy eaters & savers...

Do you know what the energy savers and eaters are in your home?

## Energy eaters



### Flat screen plasma TVs

cost around £95 a year, or 658 kilowatt hours (kWh) in energy. LCD TVs are much more efficient at just 199 kWh and £29 a year.

**Fridge-Freezers** use about 427 kWh of power a year, at a cost of £62. Keep it free of ice to ensure it is running as efficiently as possible.

**Tumble dryers** use almost 400 kWh a year, at a cost of £57. When the weather is good, try drying your clothes outside.

**A cooker with an electric hob** uses about 317 kWh, costing £46 a year. Gas hobs are more energy efficient.

**A full-size dishwasher** uses 294 kWh, which adds £42 to annual bills.

## Energy savers



**Microwave ovens** can be more cost effective for cooking small items using 56 kWh of energy and costing £8 a year as oppose to an oven which uses 290 kWh and costs £42 a year.

**Grills** use 21.9 kWh a year which costs about £1.86 to run - cheaper than your toaster at £3.18 a year.

**Slow cookers** use a little more energy than a light bulb and will cost you 10p an hour to use - a third of the price of using your oven.

**Laptops** typically use 85% less electricity over a year than desktop PCs which could save you up to £17 per year.

## Smart meters

**Smart meters** replace the traditional meters we currently have in our homes. They enable accurate bills, near real time information on energy use in pounds and pence, and greater control over the way we buy and use energy. Between now and 2020 every household in England, Scotland and Wales will be offered one at no additional cost. Contact your energy supplier today about installing your smart meter.

# More helpful information

There are lots of organisations that can give you more help and advice.

<b>Northern Powergrid</b>	<b>Priority Services Register</b> Register for additional help during a power cut.	<a href="http://www.northernpowergrid.com/priority">www.northernpowergrid.com/priority</a> or call 0800 169 9507.
<b>Northern Gas Networks</b>	<b>Customer Care Team</b> Find out if you're entitled to a free gas connection.	<a href="http://www.northerngasnetworks.co.uk/freeconnections">www.northerngasnetworks.co.uk/freeconnections</a> or call 0800 040 7766
<b>Northumbrian Water</b>	<b>Extra Care Register</b> Register for additional help in the event of interruption to water.	<a href="http://www.nwl.co.uk/yourhome/yourservices">www.nwl.co.uk/yourhome/yourservices</a> or call 0345 717 1100
<b>Yorkshire water</b>	<b>Helping Hands</b> Register for additional help in the event of interruption to water.	<a href="http://www.yorkshirewater.com/helpinghands">www.yorkshirewater.com/helpinghands</a> or call 0800 1 38 78 78
<b>National Helplines</b>		
<b>National Debt Line</b>	Provides a step by step guide to help with debts as well as a web chat service.	Call 0808 808 4000 <a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a>
<b>Money Advice Service</b>	Offers advice and guides to help improve finances.	0300 500 5000 <a href="http://www.moneyadvice.service.org.uk">www.moneyadvice.service.org.uk</a>
<b>StepChange Debt Charity</b>	Free, tailored advice for problem debt and access to a debt management plan.	Freephone 0800 138 1111
<b>Talk about Debt</b>	A national debt advice charity offering free, confidential support and advice to anyone worried about their debts.	0800 644 6089 <a href="http://www.talkaboutdebt.co.uk">www.talkaboutdebt.co.uk</a>
<b>Smart Energy GB</b>	The voice of the smart meter rollout. It's their task to help everyone in Great Britain understand smart meters, the national rollout and how to use their new meters to get gas and electricity under control.	<a href="http://www.smartenergyGB.org">www.smartenergyGB.org</a>

## Energy Trust Grants

### British Gas

Prefers service users to fill it in online at:  
<https://bget.app.charisgrants.com/home/index>

Alternatively it can be printed out at:  
[http://www.britishgasenergytrust.org.uk/downloads/user-downloads/BGET\\_App\\_Form\\_05-11.pdf](http://www.britishgasenergytrust.org.uk/downloads/user-downloads/BGET_App_Form_05-11.pdf)

*NB: Anyone can apply*

### E.ON

Apply online at:  
<https://www.eonenergy.com/for-your-home/help-and-support/energy-fund>  
or call 03303 80 10 90.

*NB: Anyone can apply*

### EDF Energy

Apply online at:  
<https://edfet.app.charisgrants.com/home/index>

Alternatively it can be printed out at:  
[http://www.edfenergytrust.org.uk/downloads/user-downloads/EDFET\\_App\\_Form\\_05-11.pdf](http://www.edfenergytrust.org.uk/downloads/user-downloads/EDFET_App_Form_05-11.pdf)

*NB: Only customers can apply*

### Npower

Apply online at:  
<https://npef.app.charisgrants.com/home/index>

Alternatively it can be printed out at (it's a freepost address):  
<http://www.npowerenergyfund.com/docs/npowerappform.pdf>

*NB: Only customers can apply*

### Scottish Power Hardship Fund

Administered by Social Enterprise Direct

More information at:  
<https://www.scottishpower.co.uk/customer-services/bills-payments/payments/helping-you-pay-your-bill/help-and-advice/hardship-fund>

Apply online at:  
<https://www.sedhardship.fund/>  
or call 0808 800 0128

*NB: Only available to Scottish Power customers. It is a requirement that they have made contact with a recognised debt advice agency, such as National Debtline prior to applying for any funds.*



Working together to help tackle social issues that affect communities throughout the region.

