

Guide to energy efficiency



Jak oszczędzać energię

Energoefektivitātes vadlīnijas

节能指南

छुत्ता ची घुत्त घावे गाडीड

ऊर्जा कार्यकुशलता के लिए दिशानिर्देश

This leaflet is for customers of HomeZone Living, including customers of Bromford Support and those in supported housing.

At HomeZone, we believe we must work to develop and sustain the environment in the communities we serve, so we are trying to make all our homes as energy efficient as possible. There are also many ways you can save energy. Some cost nothing and others cost only a little, for example an energy-efficient light bulb.

We hope this leaflet will help you save money and energy.

Why save energy?

Every time you switch on a light, turn up a thermostat or cook a meal, you use energy. If you use energy sensibly, you save money that you could use for other things. Also, whenever you burn fuel, whatever kind of fuel that is, carbon dioxide is released into the atmosphere and contributes to global warming.

Over a quarter of the carbon dioxide produced in the UK comes from the fuel we use in our homes. By controlling the way you use your heating and appliances, you can reduce the amount of carbon dioxide released and cut your fuel bills without losing warmth or comfort.

Tips on being energy efficient:

Lighting and electrical appliances

- Turn off electrical appliances when they're not in use (including computers and mobile-phone chargers). Don't leave your television on standby – this can use almost as much power as when you are watching it. Switch it off at the set.
- When buying electrical appliances, look for the 'A' sign – the most energy-efficient rating.
- Place your fridge away from the cooker and allow air to circulate behind your fridge.
- Keep the fridge/freezer at the right temperature (2–3°C for a fridge and -15°C for a freezer).
- Defrost your fridge and freezer regularly.
- Don't leave the fridge or freezer door open longer than necessary.

- Never put warm food into the fridge to cool – it makes the fridge work harder and so costs more money. It can also make the other food go bad, which could lead to food poisoning.
- Replace the seal on your fridge if it's faulty – if the seal is broken, your fridge will have to work harder to keep your food cool.
- If you have a dishwasher, try to save the dirty dishes until you have a full load.
- Turn off lights when you don't need them, but remember that dark areas could be dangerous for children or older people
- If you don't need powerful lights, try using a lower-wattage bulb. Keep light fittings clean, particularly any parts that reflect light.
- If dimmer switches are fitted, you can use them to reduce light to the right level and your light bulbs will last longer. However, dimmers won't work with low-energy light bulbs.
- Use the right light bulb for your needs. For example, fluorescent lights are good for kitchens and last longer than spot lights and halogen lamps.
- Low-energy light bulbs use a fifth of the electricity of standard light bulbs and normally last 15 times longer. If you usually leave the hall or landing light on, use a low-energy bulb.

Heating your home

- Keeping your whole house moderately warm is more efficient than heating one room to a high temperature.
- Try not to overheat your home. Controlling your heating properly can make a big difference to your energy bills. By lowering your room thermostat by just 1°C, you can save as much as 10% a year on your bills.

Health note: Remember, it is important to keep warm in winter, especially if you are elderly.

- Fit a hot-water cylinder jacket and insulate all hot-water pipes.
- Thermostatic radiator valves allow you to control the temperature in individual rooms. If you have these valves, use them to lower the temperature in rooms you don't use very often. Adjust the valve to

fit the use of the room. Bedrooms don't have to be as warm as living rooms and bathrooms; when bedrooms are too warm they are difficult to sleep in.

- Don't control room temperatures by opening windows – lower the thermostat setting instead.
- If you have water-filled radiators, fit reflective panels to the wall behind the radiator to send heat back into the room.
- Make sure the thermostat on any water-heating cylinder is not set at a higher temperature than the boiler thermostat. For example, if your boiler heats to 60° C, don't set your heating cylinder above that temperature.
- If you have electric storage heaters, adjust their input and room-temperature settings so the room gets to the temperature you need. If you want help with this, please contact our Customer Services Centre.
- If you have electric panel heaters, set them so the room gets to the temperature you need. If you need help with this, please contact our Customer Services Centre.
- Shelving over radiators can help send heat into the room.
- If you have an immersion heater on Economy 7 or Economy 10, try to switch it on during the cheap-rate period to save money. If the cylinder is fitted with two immersion heaters, set the thermostats at 60–65°C for the night time and 50-55°C during the day.
- Fit lined curtains and draw them when it gets dark. Tuck them behind a radiator to stop the heat escaping through the window.
- Close internal doors before you open any outside door, to stop the heat escaping. Draughtproof all doors and windows - up to 20% of your heating bills can be saved this way.
- Loft insulation can stop over 20% of your heat escaping through the roof. If you have loft insulation, don't store things on top of it. Compressing the insulation makes it less effective – its air pockets keep the heat in.

Laundry

- Use the washing machine with a full load to use water more efficiently. Or set your machine at half load so it will use less water.
- When your washing is only lightly soiled, use a lower temperature. Even 10 % lower can save electricity.
- Most modern fabrics can be washed at 40°C. With new washing powders, you can still get clothes clean at a low temperature.
- If you are washing various fabrics in one load, put your washing machine on the lowest recommended setting. If you have Economy 7, try to use your machine during the cheap-rate period to save more on electricity.
- Use economy wash cycles if your machine has them; you can save electricity and water when you use them for lightly soiled clothes.
- Where possible, hang the washing out to dry. If not, hang it on a clothes horse and open a window slightly to reduce the risk of condensation.
- Spin the washing again once the cycle has finished – this makes it drier when you get it out.
- When using a tumble dryer, set it for five minutes less than normal and see if the washing is dry at the end.
- Sort ironing: first do the things that need the hottest iron, then work down your ironing pile, cooling the iron when needed, and turning it off for delicates at the end.

Cooking

- Keeping lids on saucepans reduces condensation in your kitchen and also cooks food more quickly, saving on gas or electricity.
- Use only as much water as you really need to cook your food.
- Don't overfill your kettle – boil only the amount you need. Buy a kettle with a measuring scale on the side; some will boil as little as one cup at a time.
- Pressure cookers and steamers are energy-efficient ways of cooking and help keep the vitamins in the food.

- Use the correct size of saucepan for the rings on your hob. This ensures that all the heat goes directly through into the contents of the saucepan, cooking more efficiently.
- Turn the ring off as soon as you can to avoid wasting energy. It's also safer.
- Cook small items under the grill and use the oven for larger items or batches of food.
- Newer cookers sometimes have halogen rings. If you have these, make sure you're using the correct flat-bottomed saucepans.
- If you're just making toast, use a toaster – it uses less electricity than a grill.
- Never use a cooker to heat a room.
- Microwave ovens are cheap to run if you cook the food for the right time.

Bathing and washing

- When running a bath, put a small amount of cold water in before turning on the hot tap as this will reduce the amount of steam. If you have young children, this will also help prevent scalding.
- It's cheaper to shower than to have a bath. You can take six showers with the same amount of water as one bath. (It's also quicker, making more time for a family to use the bathroom.)
- Don't wash or shave under a running hot tap – always put the plug in the washbasin. This can save about two litres of water each time.
- Remember to turn off the tap while brushing your teeth. Instead of letting the tap run, use a plastic beaker to hold a little water for rinsing your mouth - this will save about four litres of water each time.

Where can you get more advice and information?

Energyextra

Energyextra is a partnership of housing associations and local councils, including HomeZone. It was set up in May 2000 to give tenants easy access to cheaper gas and electricity.

As part of this service, we can arrange for our energy partner to supply your gas and electricity at competitive rates.

As well as getting you cheaper gas and electricity, Energyextra provides a range of extra services aimed at helping you spend less on energy and increase your household income.

Energyextra services are free to all HomeZone customers.

Free energy advice from Energyextra at your home

Energyextra's home energy advisor can visit you at home. If you're a new tenant, they can tell you how to work your heating system, give advice on how you can be energy efficient in your home, and help you choose the best way to pay your energy bills. For on-the-spot advice on heating systems, payment options and how to make your home more comfortable and cheaper to run, contact them to arrange a free home visit.

Email **homevisit@energyextra.co.uk**

Telephone **0121 561 3845**

Other advice and information

The Energy Saving Trust gives advice on energy efficiency. Visit its website at www.est.org.uk or ring the hotline on 0800 512 012. Most gas and electricity companies also have schemes to promote energy efficiency. Contact your supplier for information.

Switching your energy supplier

By switching your gas or electricity supplier, you could save up to £325 a year. For advice on how to do this, and to find out which deals are best for you, contact the suppliers directly or use one of the free internet services that allow you to compare prices.

Having your gas and electricity from one supplier and switching to monthly direct-debit payments could save you more money.

Useful websites and phone numbers

www.est.org.uk	0800 512 012
www.energywatch.org.uk	0845 906 0708
www.energyhelpline.com	0800 074 0745
www.energylinx.co.uk	0845 225 2840
www.homeadvisoryservice.com	0845 180 0300
www.moneyexpert.com	01942 710 910
www.moneysupermarket.com	0845 345 5708
www.saveonyourbills.co.uk	0845 123 5278
www.simplyswitch.com	0800 011 1395
www.theenergyshop.com	0845 330 7247
www.ukpower.co.uk	0845 009 1780
www.unravelit.com	0800 279 4091
www.uswitch.com	0800 404 7908
www.which.co.uk/switch	0800 533 031

If you have any questions about energy efficiency, contact our **Customer Services Centre on 01543 420 800.**

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Jeżeli mają Państwo problem w zrozumieniu tych informacji lub chcielibyście je otrzymać w innej formie (np. przetłumaczonej, audio, napisane alfabetem Braille'a lub dużą czcionką), prosimy o kontakt w tej sprawie.

Ja jums ir grūti saprast šo informāciju vai arī jūs labāk vēlētos to saņemt citā formātā (tas ir tulkotu, kā audioierakstu, Braila rakstā vai arī drukātu lieliem burtiem), lūdzu, vērsieties pie mums.

如果您在理解本资料方面有困难，或者您更希望我们为您提供一份其它形式的资料（例如，翻译版本、音频版本、盲文版本或大字体版本），请与我们联系。

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ ਜਾਂ ਇੱਕ ਬਦਲਵਾਂ ਰੂਪ ਪ੍ਰਾਪਤ ਕਰਨ ਨੂੰ ਤਰਜੀਹ ਦਿਓਗੇ (ਜਿਵੇਂ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਇਆ, ਆਡੀਓ, ਬ੍ਰੇਲ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ), ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह ये सूचनाएं समझने में कठिनाई हो या इसे किसी और प्रारूप (जैसे अनुवाद, ऑडियो, ब्रेल अथवा बड़े प्रिंट) में प्राप्त करना चाहते हों, तो कृपया हमसे संपर्क करें।

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CUSTOMER SERVICE EXCELLENCE

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



This leaflet is available in large print, audio and other formats and languages. Please ask for details.

www.bromfordgroup.co.uk

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