



Making a positive difference
for energy consumers

How to save money and use less energy

**This guide will help you reduce
your gas and electricity bills.**

**It shows you ways to cut your
energy use, and ways to pay
less for the energy you do use.**

How can I use less energy?

Make your home more efficient

Home improvements such as better insulation can reduce your energy bills. To see what a difference they can make, start with a home energy check. Visit hec.est.org.uk for details.

Also try the Home Heat Helpline. This is a national helpline run by the six main energy suppliers. It advises on benefits, grants for home insulation, reduced tariffs and special payment options. Call the helpline free on **0800 336699**, or visit its website, www.homeheathelpline.org.uk

Then look into government initiatives that may be able to help pay for home improvements:

- In England, Wales and Scotland, the Energy Companies Obligation (ECO) and the Green Deal.
- In Wales, Nest.
- In Scotland, the Home Energy Efficiency Programme Scotland (HEEPS).

For England and Wales, call **0300 123 1234**.
In Scotland, call **0808 8082282**.



Follow these tips to avoid wasting energy

1. Use a timer on your central heating system. Set the heating and hot water to come on only when required.
2. If you have a hot water tank, set the cylinder thermostat to 60°C (140°F).
3. Close your curtains at dusk to stop heat escaping through the windows. Check for draughts, too.
4. Always turn off the light when you leave a room.
5. Use energy-saving light bulbs.
6. Don't leave appliances on standby or laptops and mobile phones on charge unnecessarily.
7. When washing up, washing or drying by machine, try to fully load the appliance. One full load uses less energy than two half loads.
8. Try to only boil the water you need.
9. Turn taps off properly – in a single week, a dripping hot tap can waste enough hot water to fill half a bath.
10. Dry your clothes outside during nice weather.



How can I pay less for the energy I use?

Make sure you're on the best tariff

Your supplier

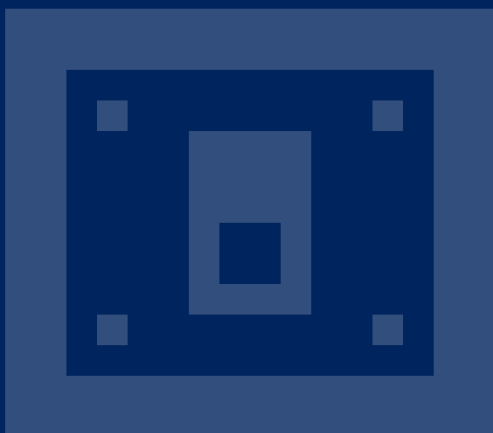
Talk to your supplier or look at their website to see what tariffs they have available. They can have up to four core tariffs for gas and four for electricity.

Our recent changes mean your bill must include personalised information about your supplier's cheapest tariff and how much you could save. The bill will also give you estimated costs for the next year.

Other suppliers

Use a price comparison website to see if another supplier can make you a better offer. We keep a list of accredited comparison services on our website, www.ofgem.gov.uk

See our **'How to switch energy supplier'** leaflet for information on the switching process.



Check whether you're eligible for a rebate

Warm Home Discount

Some energy suppliers offer rebates and assistance to people who are of pensionable age, are disabled, have severe health problems or are on a low income. Call your supplier to see if you qualify, or visit www.adviceguide.org.uk

Winter Fuel Payment

You could get between £100 and £300 to help pay your heating bills if you were born on or before 5 January 1952. This is the Winter Fuel Payment.

You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction or Child Benefit). If you qualify but don't get paid automatically, you'll need to make a claim.

Check whether you qualify by calling the Winter Fuel Payment helpline on **08459 151515**.



Further information

Read our more detailed booklet on getting the best energy deal: www.ofgem.gov.uk/publications-and-updates/energy-best-deal-booklet-2013-14

If you need advice about your energy bills, visit your local Citizens Advice Bureau or www.adviceguide.org.uk

Or contact the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language).

For textphone, dial **18001** followed by the helpline number.