

You've Got The Power!

To save money on your energy bills

www.bbbc.org.uk



Energy Saving Top Tips



Change to LED bulbs – they last longer and use less electricity

FACT: Switching from an old-fashioned lightbulb to an LED lightbulb can save you around £12 per year for each lightbulb, based on you using the lightbulb for five hours per day. We have lots of bulbs in our homes, so this can really add up!



Only fill your kettle as much as is needed

FACT: Kettles are very energy intensive. We use them to make tea, coffee, and for cooking every day. Filling your kettle with only what you need saves time and therefore money.



Save water and save energy – get a shower timer

FACT: Spend one minute less in your daily shower and save between £5 to £10 per year on energy costs. Not to mention water is soon going to be metered so you'll save even more!

Get a shower timer and other water saving gadgets from Thames Water

www.thameswater.co.uk



Don't put your appliances on standby, turn them off

FACT: items on standby make up about 10% of a typical home's electricity bill – that's £50-£86 a year.

Information from CSE and the Energy Saving Trust

For more tips, see: www.cse.org.uk/mythbuster



Turn it down

Turn your washing machine setting from 40 C to 30 C. If your house is above 18 C, try turning your room thermostat down by 1 C.

FACT: 1 C cooler can save 10% of your heating costs!



Dry your hair naturally

FACT: Appliances that heat up tend to use the most electricity so limiting how much you use them saves loads!

RULE: the higher the power rating (W) of the appliance and the longer you need to use it for, the more expensive it is to run.

You can find out how much it costs to run the appliances you have at home using an online calculator such as:

www.switchwise.co.uk/electricity-cost-calculator

The only information you need is:

The power rating of your appliance

You can find this either on the packaging or on the appliance itself. It is shown in Watts (W). If you can't find this, there is a list of common appliances at:

www.bit.ly/1TgUe7n

The unit price of your electricity

This will be on your bill and will be in pence (p). If you can't find this, use 40p as an average.

based on 2022 energy price increases

If you made all of these changes, you could save money on your energy bill every year. It's worth saving energy!

Bill Health Check

Energy bills can be confusing!

There are four steps to make sure you're paying the right amount.

- The name** - is the bill in your name?
- Meter readings** - are they estimated readings?

Look for '**E**' for '**estimated**' or '**A**' (actual) or '**C**' (customer) next to the number. If they have been estimated for a long time, you may be paying for more energy than you use – do a meter reading and call your energy company to tell them the number.

- Meter serial number** - is it the same as the number on your meter?

This number appears very close to your meter readings on your bill.

- Are the **other tariffs** suggested on the bill cheaper?

See the 'Could you pay less?' section of your bill for other options.



How much do you owe?

BALANCE – after they add everything together, what you owe

CREDIT – that means you've paid for more than you've used and the company owes you money

DEBIT – that means how much you owe the company

How to read your meter

Your meter is a box which tells you how much gas or electricity you have used.

There are two parts to a meter reading - the number on your meter and the measurement that your meter is using.



The number

Put down all the numbers, even if they are 0s - But ignore any numbers after the point or if they are in red



The serial number for your meter

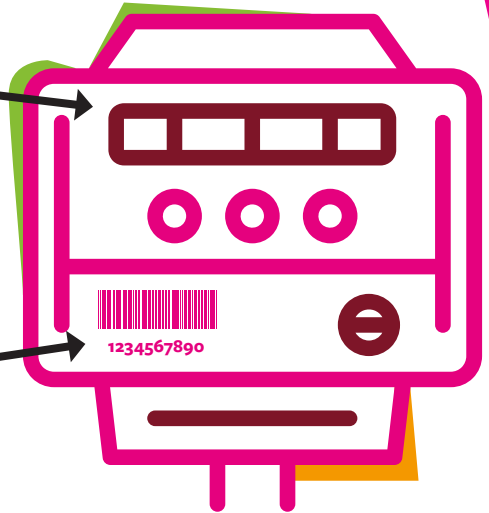
under the barcode



The measurement

All electricity is measured in kWh (kilowatt hours).

Gas is measured in cubic feet or metres then converted to kWh for your bill



Also see our 'Reading your Meter' and 'Understanding your Bill' leaflets.

Citizens Advice have examples of more meters at

www.bit.ly/2dvlx159 and more bills at www.bit.ly/2coSvTn

Switching Journey

Five steps to changing your energy provider



01

Collect all your documents

You will need:

- Your last bills for gas and electricity.
- An up-to-date meter reading.

02

Use a registered switching website to compare your energy bills

There are lots of independent switching websites.

Including www.uswitch.com.

Find the full list at <https://tinyurl.com/38ur3px9>

03

Put in your postcode, energy usage and energy provider

From your last bill, you should know your energy provider for gas and electricity and how much energy you have used in kWh.

Look for your “annual consumption” or “personal projection” for the best estimate of your energy usage possible.

04

Compare the different tariffs on the website

Ask the site to show all deals – not just the ones they can help you switch to.

Find out:

How long does the deal last? When can you change to a new deal?

Does it cost money to leave the tariff early?

How will you pay? Sometimes deals are only available for Direct Debit customers or people with online accounts.

Check gas and electricity separately and the ‘Dual Fuel’ option – paying for both together.

Why not call to check their customer service and talk through the options?

You could call your current provider to see if they can match your offer.

05

Finally you need to enter your bank details if you are paying by Direct Debit and confirm that you’re happy to switch.

You should receive an email confirming you’ve switched. Keep this email safe!

It’s cheapest to pay by Direct Debit.

Deal with damp

These are some of the first signs you might have a problem with damp.

**Puddles on the
window sill**

Steamed up windows

**Peeling
wallpaper**

Black spotty mould



Damp is bad for your health – particularly affecting breathing problems. It can result in mould and affects your property.

Fortunately there are six key ways to deal with damp. Little changes can make a BIG difference.

- **Get rid of moisture**
- **Stop damp air getting into other rooms**
- **Let the fresh air in**
- **Ensure every room is warm**
- **Insulate your home**
- **Wipe and clean up water and mould**

Get rid of damp & stop moisture getting into other rooms

In the kitchen when you're cooking

- Only boil what you need
- Use an extractor fan
- Open the windows
- Keep the door closed
- Use a lid on pans

In the bathroom when you're washing

- Use an extractor fan if you have one
- Keep the door closed
- Put cold water in the bath first
- Take shorter and cooler showers!
- Open windows and leave them open after
- Don't leave wet towels lying around
- Wipe down and mop up

Drying clothes

If you can't dry your clothes outdoors...

- Use an airing cupboard if you have one
- Open the window
- Hang clothes in a warm place near a window or a fan but don't cover your radiators
- Consider using a dryer though be aware of high bills
- Make sure the tumble dryer pipe goes outside
- Don't do lots of washes in one day

Let the fresh air in

- Keep vents clear and open
- Have a gap between your furniture and the walls to let air circulate
- Keep an air flow through your home
- Open one window at one end of your home, one at another, for at least 30 minutes a day

Ensure every room is warm

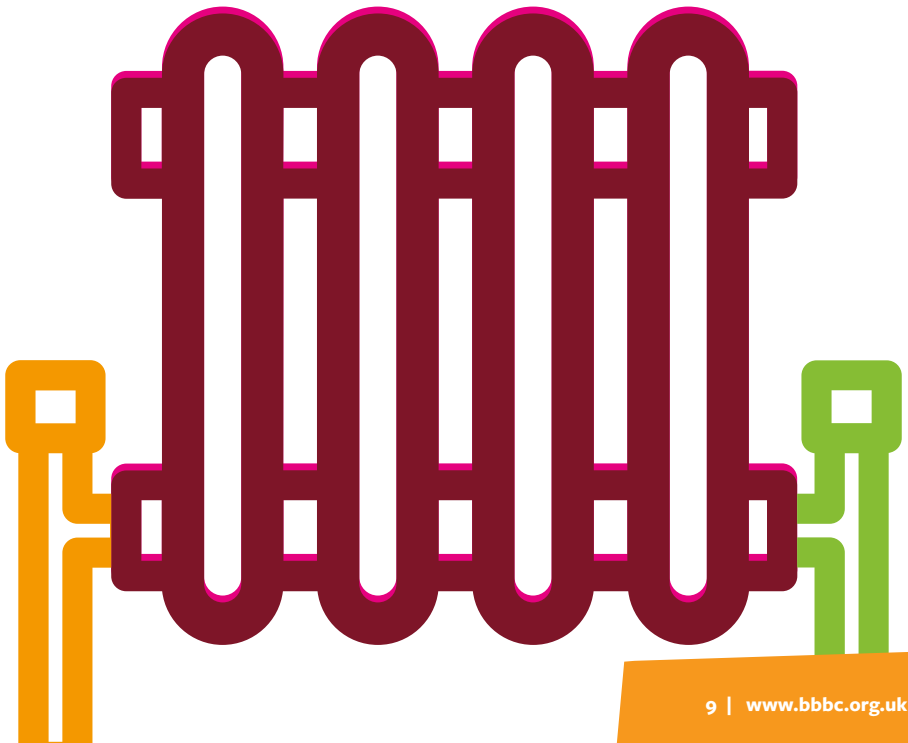
- Let your radiator sing! Use a key to bleed it regularly and don't cover it
- Heat each room at least a little bit
- Use thick carpets and curtains. This reduces the cold surfaces damp likes to stick to

Insulate your home

- Put foil behind the radiator
- Use draught excluders to keep cold air out
- Fill in gaps and cracks

Wipe and clean up water and mould

- If you get wet windows, wipe them each morning
- Spray with anti-fungal wash to finish cleaning
- Use mould- resistant paint which can stop mould coming back
- Clean off mould using spray with bleach



Keeping the home warm

**We lose heat through walls, floors, doors, windows and rooves.
It costs money to replace heat.**

The easiest way to reduce heat loss is to get rid of draughts - where air escapes when you don't want it to.

That means that you can encourage air to flow through your home the best way to deal with damp too.

Here we focus on easy tips which could keep your home warmer and save money on your heating bills.

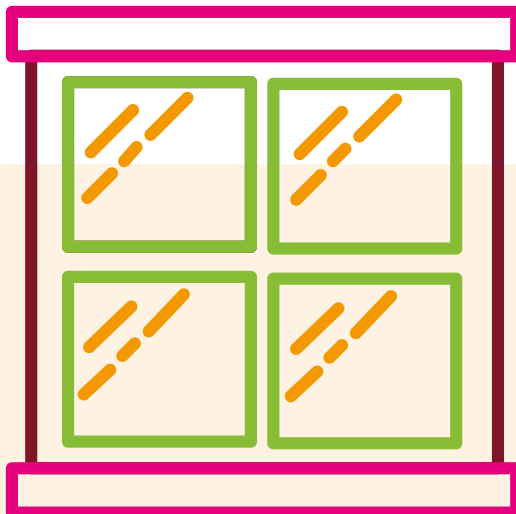
Professional insulation

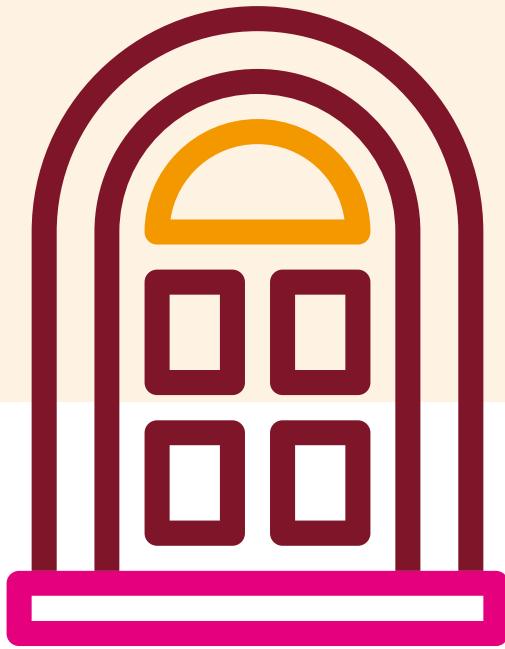
Larger works, such as insulating the external walls, floors and roofs (where applicable) are more expensive to do and will need permission from a landlord, but can save you significant amounts of money. Things to investigate are:

**Cavity Wall and Solid
Wall Insulation**

Loft and Floor Insulation

Double Glazing





DIY draught-proofing

Start draught-proofing with easy and cheap methods!

- **FREE!** Close your curtains when it gets dark to keep in the heat
- Stick secondary glazing film (around £7, a bit like cling film) to your bedroom or living room windows.
- Get thermal linings for your curtains
- A curtain over the door helps reduce heat loss
- Put foil behind the radiator. It reflects heat back into the house
- Don't fill in air vents – you still need some way for damp air to escape.
- Use draught excluders on doors
- A thick carpet will reduce heat escaping through the floor
- Letterbox brushes reduce heat escaping through the door
- Use seals around doors and windows too, so warm air doesn't escape
- Fill in any cracks in walls, floorboards, around windows and gaps around fittings- you can use foams and putty, and even tissue!

Carbon monoxide - What is it?

Carbon monoxide (CO) is a poisonous, colourless, odourless and tasteless gas, so it's difficult to detect. It's produced when fuels including gas, oil, coal or wood don't burn properly due to:

- an incorrectly fitted gas appliance
- a poorly maintained gas appliance
- a blocked flue, chimney or vent
- a disposable or gas BBQ that's not properly extinguished.

Gas appliances which can cause CO include:

- Free-standing gas heaters
- Gas fires
- Gas cookers
- Boilers and water heaters.

Stay safe in 3 steps:

01

Identify the danger Know the signs & symptoms to look out for.

02

Test your appliances Have your appliances serviced by a Gas Safe registered engineer every year.

03

Install a CO alarm Fit an audible alarm in your home.

Symptoms



Headaches Nausea Breathlessness Collapse Dizziness Loss of consciousness


If your symptoms lessen or disappear when you're out of the house, it might be carbon monoxide poisoning. See your doctor if you have any health concerns, or dial 999 in an emergency.

Signs

If you spot any of the signs below, it doesn't definitely mean that there is a release of CO, but it's better to be safe than sorry.

Things to look out for:

- Gas flame appears 'floppy' and burns orange or yellow rather than mostly blue.
- Pilot light frequently blows out.
- You see or smell smoke or have excessive condensation in the room where you have a gas appliance.
- There is soot or yellow-brown staining on or around an appliance.



If you're concerned about any of the below, call the National Gas Emergency Service on 0800 111 999.

Protecting your home

01

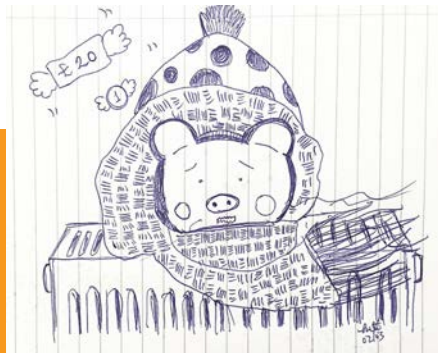
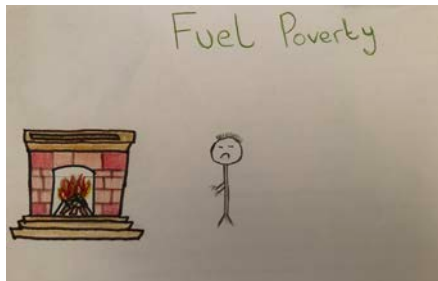
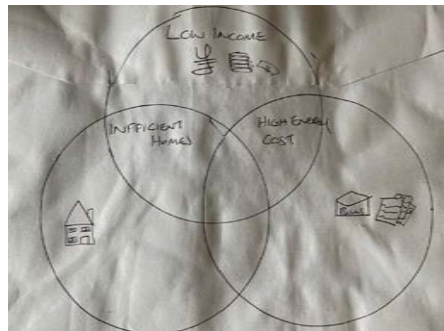
Get your gas appliances serviced every year. Think about what gas appliances you have, and get them checked by a qualified Gas Safe Register engineer once a year and make a note of the date. Keep this leaflet handy.

02

Fit an audible carbon monoxide alarm You can buy one relatively cheaply from most local DIY stores and supermarkets. Always make sure they comply with British Standard Kitemark BS EN50291-1 (for home use) or BS EN50291-2 (caravans, camping and boats).

For information on Gas Safe registered engineers in your area please visit www.gassaferegister.co.uk or call **0800 408 5500**.

Fuel poverty in pictures -drawn by Empower You Too Energy Champions, Class of 2022



Tower Hamlets Services

There are many places you can go to for more information and support with energy

Advice Centres

To find out more about the advice services in Tower Hamlets, visit www.thcan.org.uk

Energy comparison

websites such as www.uSwitch.com and <https://tinyurl.com/38ur3px9>

Energy Saving Trust Home Energy Check -

Online tool to help you find ways to reduce your bills. Visit energysavingtrust.org.uk

Tower Hamlets Energy Community Power

Using the collective buying power of residents to get affordable energy deals.

Visit www.towerhamlets.gov.uk or call 0800 508 8364

Contact your energy provider

for help with reading your meter and accessing the Warm Home Discount and Priority Services Register, support for older, chronically ill or disabled people. Their details should be on your bill.

East End Energy Fit

Help with utility debts, reducing energy bills and accessing discounts and grants including for white goods and household items.

eastendenergyfit@bbbc.org.uk

or 020 8709 9745

Your housing officer or **your Housing Provider's advice services**

LEAP

Home visits from an energy advisor for those on low incomes or experiencing health issues.

Contact: leap@agilityeco.co.uk

0800 060 7567

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