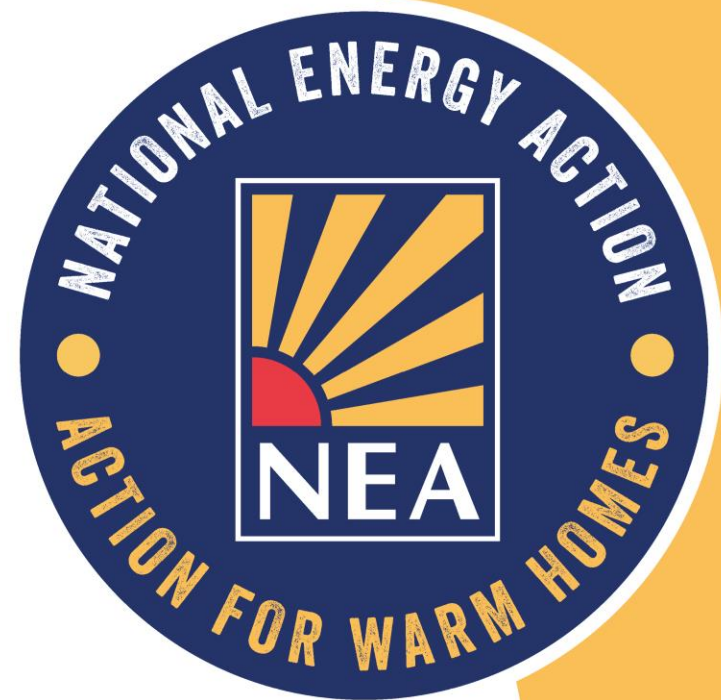


Energy advice

Donna Lonsdale-O'Brien

National Energy Action



National Energy Action

- Is a fuel-poverty charity working to ensure that everyone in England, Wales and Northern Ireland is warm, safe and healthy at home
- Provides free-to-use energy advice
- Provides energy-related training
- Engages in energy-related policy work, and campaigns to overcome fuel-poverty

Low temperatures - impacts on health



- **18-24°C (64-75°F) – no risk to healthy people**
- **Below 16°C (61°F) – less resistance to respiratory infections**
- **Below 12°C (54°F) – increased blood pressure and viscosity**
- **Below 5°C (41°F) – deep body temperature falls**



Who is most affected by cold homes?

Older people

Those on a low income

Those with health issues

Pregnant

Babies and young children

Families

Many
people!



The main impacts linked to living in a cold, (and damp) home are:

Possible direct impacts

- heart attacks/strokes
- respiratory disease
- worsening of existing health condition/slow recovery
- falls/injuries
- poor nutrition
- hypothermia

Possible indirect impacts

- mental health illnesses
- risk of carbon monoxide poisoning



What can you do? **Take control!**

Understand your bills

- Read your meters every month or get a smart meter installed.
- Find out how much your tariff costs per unit of gas/electricity.
- What tariff are you on and is your bill estimated?

Find ways to save energy around your home

- Do an energy audit – what uses energy in your home?

Don't be afraid to call your energy supplier

- Make sure you're comfortable, your phone is charged and you've nothing else planned!

Set up an online account with your supplier to supply meter readings and check bills.

Ask questions and double-check what friends/family advise

Apply for help



Types of meter

Gas meter



Gas dial meter



Electricity digital meter Electricity meter



Electricity Economy 7



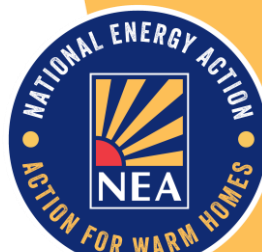
Prepayment electric



Smart meter In Home Display



Images by Sam Jonah, Nigel Jarvis, Steve Jager, Alex Yeung and Cliff Day on Shutterstock



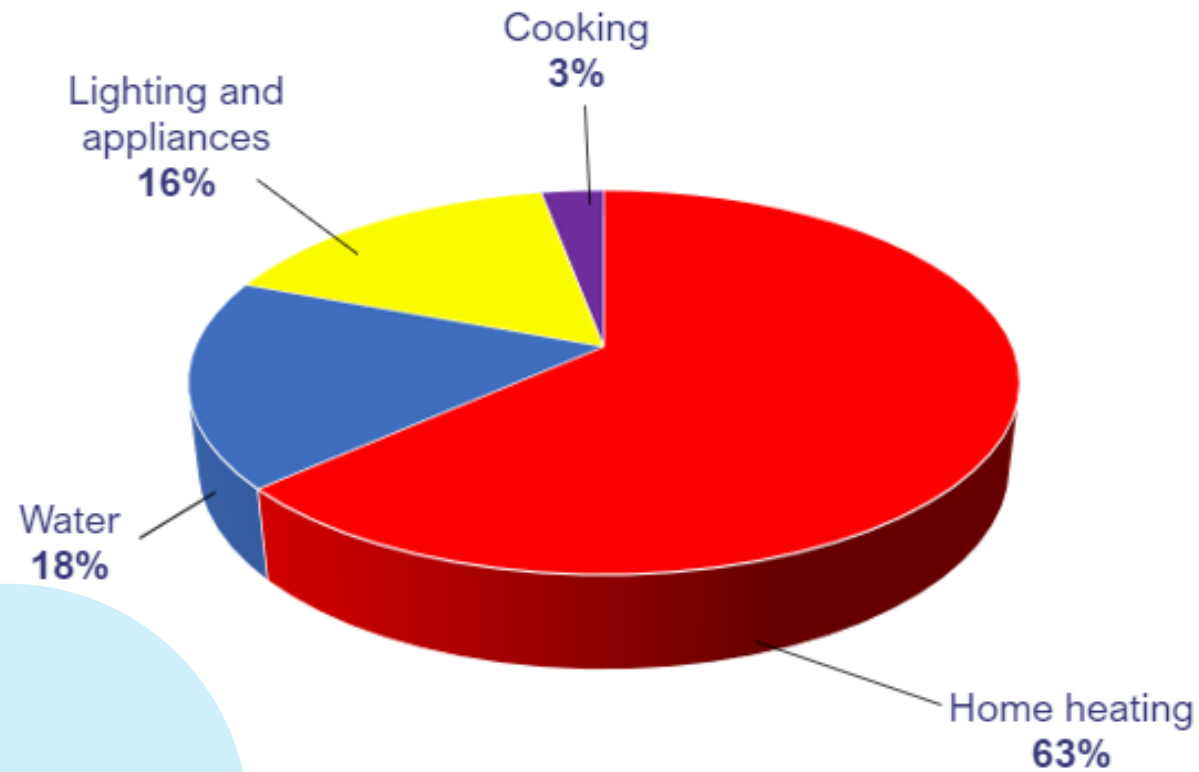
Smart meter and the In-Home Display



- Accurate bills instead of estimated bills
- Can see how much gas and electricity is being used (so you can spot if it is being wasted) in pounds and pence
- No longer need to let strangers into your home to read your meter
- For prepay customers there are lots of ways to top up remotely.



Home energy use



Source: BEIS, Energy Consumption in the UK 2018



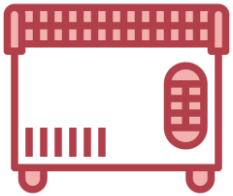
Where does the heat go?



Image by 1000 words on Shutterstock

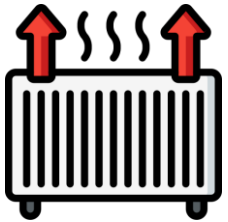


Appliances and their average costs



One Electric Heater

82p/hour



Heating an average
three-bedroom
house with gas
central heating

£1.84/hour

Costs based on Oct 2023 price cap national average
Gas: 6.89p and Electric: 27.35p



Appliances and their average costs



LED 8 Watt (new)
lightbulb

0.22p/hour

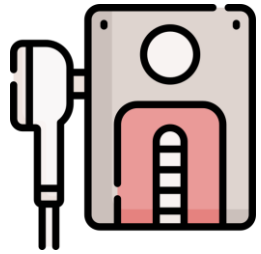


LCD Television

3.4p/hour



Appliances and their average costs



Electric Shower

£2.74 for 1 hour or
45.6p for 10 minutes



Washing machine
40°C

27.4p/hour



Kettle

13.7p for 10 minutes

Kitchen tips

Only boil what you need in the kettle – saves you money and gets you a quicker brew!

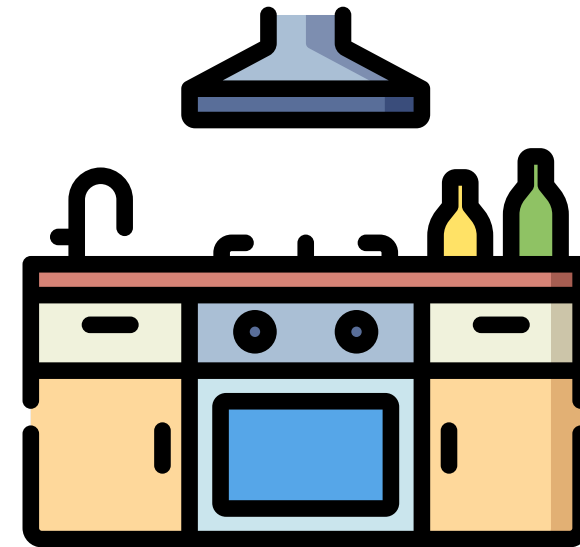
When cooking on your hob, **try boiling the kettle for items like pasta and rice to cut down on heating time.** Or consider an appliance like a rice cooker.

Use lids on pans to heat food quicker and reduce condensation.

Open oven door as little as possible – loses $\frac{1}{4}$ heat every time its opened. Allow air to move freely round the oven so avoid using foil/trays where possible.

Regularly defrost freezer to ensure it runs efficiently. (Remember, fridges and freezers turn themselves off when they reach the required temperature

Consider cooking in bulk, then reheating portions in the microwave. Try not to reheat in the oven if possible.



Low-cost or no-cost tips!

- Get Insulation
- Switch off lights
- Turn off items on standby
- Hot water = 60°C
- Defrost freezer/fridge
- Curtains = Close at dusk and open for sunshine
- Use slow cooker or microwave instead of oven
- Boil only what is needed in kettle
- Limit tumble dryer use
- Move furniture away from heat source
- Don't dry clothes on radiators
- Short showers instead of baths
- Low energy light bulbs
- Regularly service central heating
- Wash clothes on short, cool cycles
- Lids on pans
- Smaller food cooks faster
- Set heating timer instead of constant



Top tips to reduce condensation

Heat

- Keep all temperatures above 15 degrees
- Close curtains when the sun has set, open in the morning

Ventilate

- Make sure air vents are unblocked
- Use ventilator fans or dehumidifier
- Let air move around furniture, especially on an outside wall

Reduce moisture

- Dry washing outside where possible
- Pay specific attention to kitchens and bathrooms

Insulate

- Measures including draught blockers around doors, secondary glazing, hot water cylinder jacket



What help is available?



Priority Services Register (PSR)

A free service from each gas, electricity and water supplier to customers who may need some extra support. You should get added to the PSR if you or someone in your household:

- Is over 65 years old
- Is disabled or has a long-term physical/mental medical condition
- Has a hearing or visual impairment or other communication issues
- Has a mental health condition, which makes it hard to understand the bill
- Cannot top up their prepayment meter due to injury or ill health
- Is financially vulnerable
- Relies on electricity for medical equipment or mobility aids (e.g. stair lifts)
- Needs extra support on a temporary basis e.g. been discharged from hospital, experienced bereavement, domestic abuse or has a new baby or children under five



Priority Services Register (PSR)

Those on the PSR can receive additional services such as:

- Free gas appliance safety check
- Relocation of meter for improved access
- Password protection scheme
- Quarterly meter readings
- Bill nominee scheme
- Advance notice if electricity supply is to be interrupted
- Services for customers with impaired hearing or vision

Apply via your energy supplier on website, app, account portal or on the phone OR www.thepsr.co.uk



Trusts and grants to apply for

British Gas Energy Trust



EDF Energy Customer Support Fund



E.ON Next Energy Fund



Scottish Power Hardship Fund



OVO Energy Fund



Octopus 'Octo Assist Fund'



Shell Energy Fund



Boost Power Energy Bills Support Fund



Water bill savings

Water companies offer the following to help customers:

- Priority Services Register
- Social tariffs
- Support to install water meters
- Caps on metered bills for large families and those with certain health conditions
- Payment matching schemes and trust funds
- Water saving devices

Check what help you can get: www.askbill.org.uk/water/



Home improvements: Grants to help

Funding schemes you may be eligible for:

- Many local and county councils run local energy-related funding schemes
- These can help provide access to unaffordable items like heating upgrades and home insulation

Do ask your council, (you can search for these details online) for details of their current energy funding schemes



Warm Homes Discount, (WHD)

- This scheme changes each year - this year's WHD hasn't been announced
- Customers who qualify should receive a credit of **£150** towards their energy bills between **October 2024 and 31 March 2025**
- You can check the government website **gov.uk** for more information on eligibility, or call the **Warm Home Discount helpline on 0800 030 9322**



Warm and Safe Homes help

National Energy Action has

Warm and Safe Homes helpline
(interpretation and BSL support provided)

Call 0800 304 7158

Or go to www.nea.org.uk/energyhelp

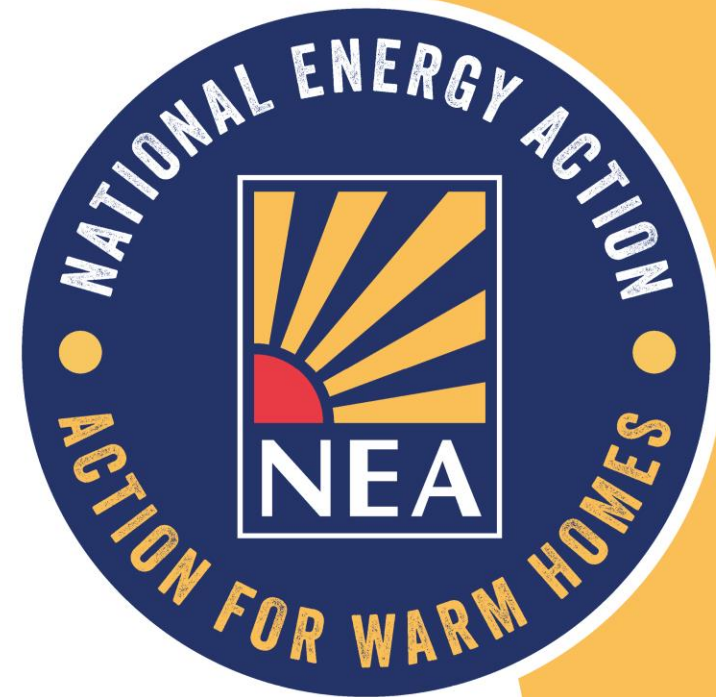
Our leaflets can be translated into over **160 languages** with our **Recite Me** tool, the leaflets can be audible, and has accessibility tools for conditions including vision impairments and neurodiversities like dyslexia.



Thank you for listening

Any questions?

Go to www.nea.org.uk



National Energy Action is an independent charity Registration No. 290511