



**KeyRing**  
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# Top tips for saving money on your energy bills



This guide is about ways you can save money on your energy bills.

It has ideas about using less power and getting help with your bill.

If you need any help with any of the information there are contact details at the end of the leaflet.

## Using less energy



Insulation helps to keep your house warm by keeping the heat in. It is like a blanket for your house!

Get loft and wall insulation.

If you own your home or rent privately, you may be able to get help with this.



Put on a jumper or use a blanket if you get cold.



When you wash your clothes, you can turn the temperature down on the washing machine.



Using a tumble dryer is expensive.

If you can, dry your clothes on the washing line, radiator or clothes horse.

Leave a window open to stop the room getting damp.



Electric heaters are very expensive to use. If you have central heating (radiators) these are usually cheaper to use, especially if your boiler is new.



Close your curtains as soon as it gets dark because it helps to keep the heat in.



A thermostat controls the temperature in your home. Turn it down if your house is too warm.

It should be between 18 and 21 degrees - but don't let your house get too cold!



Leaving electrical things on 'stand by' costs money. Turn switches off at the wall if you can.

Do not turn things like your fridge or freezer off at the wall. These need to be on all the time to work.



If you are cooking on the hob, put a lid on the pan.

This keeps the heat in and you can turn the heat down which saves money.



Using a microwave to cook is cheaper than using the oven.





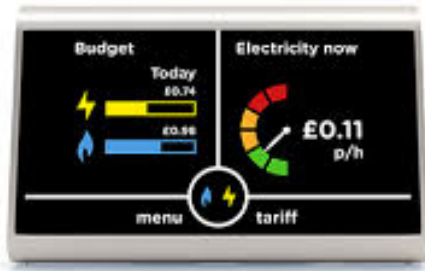
Don't fill your kettle to the top. If you are only making one drink, you only need a little bit of water.



Your kettle may have measuring lines to help or use a cup to put just the right amount of water in.

## Getting help with your bill

	<p>If you have a low income, you may be able to apply for a 'warm home discount'.</p> <p>This is a payment once a year of £140 to your electricity bill. Contact your energy supplier for more information.</p>
	<p>Change your energy supplier or ask them if you are on the cheapest rate.</p> <p>You could save money by paying by direct debit and getting your bills online only.</p>



Ask your energy supplier for a smart meter.

A smart meter tells you how much electric you are using so can help you save money.

It can send meter readings to your company.



Having a water meter fitted can save you money because you only pay for what you use. It is usually free.

Ask your water company for more information.



## Who can join the PSR?

### Households who:

- Have someone aged over 60, or someone under five living with them
- Have someone who is living with a chronic medical condition or registered disabled
- Have someone who has any other specific needs that means they need extra support, including but not only:
  - Being blind or partially sighted
  - Deaf or hard of hearing
  - Speech difficulties or a non-English speaker
  - Poor or no sense of smell

Ask your supplier to be put on their Priority Services Register.

This lets the company know that you might need some extra help if there is a power cut.

This is a free service and you can get extra support if there is power cut. They may also read your meter, if you find this difficult to do.



If you owe your energy company money, ask for help.

They may be able to arrange a payment plan or apply to an energy trust to clear the debt.

# Making a complaint about your energy supplier



If you have a complaint about your energy, you should contact your supplier first.



They should listen to what you say and do something about it.



If you are not happy with what they say, you can call the Energy Ombudsman who may be able to help you.

**0330 440 1624**

[www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy)



## Other people who can help

 <p><b>energy saving trust</b></p>	<p>Energy Saving Trust:</p> <p>Call: <b>020 7222 0101</b></p> <p><a href="http://www.energysavingtrust.org.uk">www.energysavingtrust.org.uk</a></p>
	<p>Warm and Well North Yorkshire</p> <p>Call: 01609 767 555.</p> <p><a href="http://www.warmandwell.org.uk">www.warmandwell.org.uk</a></p>
	<p>Yorkshire Energy Doctor</p> <p>Call: 01757 249100</p> <p><a href="http://www.yorkshireenergydoctor.org.uk/">www.yorkshireenergydoctor.org.uk/</a></p>
	<p>Citizen's advice bureau</p> <p><b>03444 111 444</b></p> <p><a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a></p>

# Thank you

This guide was made by the North Yorkshire Learning Disability Partnership Board.

Thank you to all the people who helped us make this guide, including North Yorkshire self-advocates and the Yorkshire Energy Doctor.

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