

ENERGY ADVICE



Our approach on saving energy

We know that rising gas and electricity prices are a real cause for concern for many of our tenants. Our energy team can support you to take simple steps towards reducing your energy bills without making your home less comfortable.

What we mean by advice on saving energy

We offer tenants the following free advice on saving energy:

- ▶ Home energy checks to help you understand how you use energy in your home and the changes you could make to save money.
- ▶ Help with comparing energy suppliers so that you can see if you are getting the best price for your gas and electricity - it only takes a few minutes to find out how your supplier compares to others, but could save you hundreds of pounds in the long run.
- ▶ Information about grants and other funds that could help you to reduce the amount of money you spend on energy, for example by making your home more energy efficient.

Energy saving tips:

- ▶ Keep curtains drawn at night
- ▶ Blinds do not stop heat escaping
- ▶ Make sure all appliances are switched off when you go to bed or leave your home.
- ▶ If your central heating system is timed to come on only when you are in the house and off when you leave, switch the heating off 30 minutes before you leave the house. The radiators will still stay warm until you leave.



- Use energy saving lightbulbs – they use 80% less energy, so each one can save you around £10 a year. (You can request one at our reception desk at Emily House)
- Fit radiator panels behind radiators that are on outside facing walls so that warmth is reflected back into the room instead of being absorbed by the walls – they are cheap and you can fit them yourself.

What you can expect from our service

We aim to provide you with practical help specifically tailored to you and your home so that you can make small adjustments to use energy more wisely and save you money on your utility bills.

What will happen after you ask for energy advice

We will contact you to discuss your personal situation and if required we can visit you in your home to give advice. Please ensure that you have as many electric and gas bills available, preferably for the past year, so our advisor can calculate your energy use.

How to contact us about energy advice

For more information please visit our website octaviahousing.org.uk or contact our energy team on the number at the bottom of this factsheet.

For more general advice please contact:

Energy Saving Trust (for information on savings and grants available)

E: energysavingtrust.org.uk

T: 0300 123 1234

Simply Switch (For assistance on switching utility companies)

E: simplyswitch.com

Energy Helpline (For advice and tips on switching utilities and related matters)

E: energyhelpline.com

My Home Energy Switch

The National Housing Federation offer a free, impartial, switching service specifically set up for social housing tenants called My Home Energy Switch.

Visit www.nhf.billscutter.com or if you prefer to speak to someone over the phone, you can call them free on 0800 0014 706.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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