



Helping you save energy and money

Everything you need to know about saving energy at home





Hello

Everyone wants to use less energy but where do you start? We hope this handy guide will give you a clear idea of the simple things you can do and also help you plan for any future changes you might want to make, like loft insulation. You'll be surprised at how quickly you can make a big difference to your energy use and bills.

If you have any questions you can't find answers to here, or simply want more tips, we've got more information online at sse.co.uk/beinggreen. Or call us on **0800 072 7201***. One of our specially trained advisers will be happy to help.

Jacqui Maxwell

Head of Customer Service

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*We're here to help between 8am to 8pm Monday to Friday and 8am to 6pm on Saturday.

†The energy saving and consumption information in this booklet is provided by the Energy Saving Trust as a guide to illustrate how householders could save energy and money.



Little things that help make a big difference

Saving energy can be surprisingly easy. Just getting rid of draughts is a great start. Here's a list of things you can do yourself:

- Stick draught strips around windows and doors
- Put covers on your key-hole and letter-box
- Get a threshold sealer (one of those brushes that fits on the bottom of your door) and some squirty silicone sealant to fill gaps around skirtings, floorboards and window frames
- And, a final one for everyone with hot and cold water pipes in the loft – make sure they are lagged to stop them freezing in the winter

What about a smart meter?

Smart meters are the next generation of electricity and gas meters that send us regular meter readings automatically.

They can help you save energy and money by tracking the energy you use in pounds and pence. Ours come with a Smart Energy Tracker that provides up-to-date, real time information about the energy you're using on an in-home display.

To find out more, check your eligibility, or book an appointment to have a smart meter installed, **visit [sse.co.uk/smart](https://www.sse.co.uk/smart)**

The best thing you can do to help yourself?

Insulation

For most people, heating your home uses more energy than anything else. This is where the biggest potential for savings is. Get your home well insulated and you'll be saving money – and it doesn't have to be expensive. Here's a quick look at the two main kinds of insulation:

Loft insulation

Did you know up to 25% of the heat in your home is lost through the roof? That's your money floating away. Simply installing insulation to the recommended level (270mm) could save you up to £215[^] a year, depending on how much insulation you may already have. And you can even do it yourself if you're good at DIY. Or, if you go for a professional installation and receive income-related benefits, you could get the work done at a discounted price.

To find out more just have a chat with our Home Services experts on **0345 078 3248***.

Cavity wall insulation

If your home was built after 1930, the chances are the external walls are made of two layers with a gap or cavity between them. Cavity wall insulation fills that gap, keeping the warmth in to save energy. It could save you up to £250[^] a year on your heating bills and your home could be cooler in summer too.

Even if your house has solid walls, it's still possible to improve the insulation. So why not call our Home Services experts on **0345 078 3248*** to find out more and to see if you qualify for these cost saving measures at a discounted price.



Insulation. Let's talk money

Okay, here's the important bit; how much can it save per year?

Full draught proofing (windows and doors)

Up to £25[^] a year (plus you'll be able to turn your thermostat down saving you even more)

Draught proofing a chimney

Up to £15[^]

Loft insulation (to 270mm)

Up to £215[^]

Cavity wall insulation

Up to £250[^]

Solid wall insulation

Up to £415[^]

Insulating a timber floor

Up to £65[^]

Putting a jacket on your hot water tank (no insulation currently on hot water tank)

Up to £80[^]

Primary pipe insulation

Up to £7[^]

[^]These savings are based on estimates provided by the Energy Saving Trust for a typical detached, gas-heated home in England, Scotland and Wales.

Double Glazing

Unless you're planning to change your window frames anyway, it's not cost effective to put in double-glazing just to save energy. What you can do instead though is fit simple secondary glazing panels or add some thermal linings to your curtains. That'll help and be much cheaper than replacing your windows.

Don't forget, if you're eligible, you could benefit from getting additional insulation installed at a discounted price.

Contact our Home Services experts on **0345 078 3248*** or visit **sse.co.uk/BeingGreen/ECO** to learn more.

Heating and hot water tips

Just making a few tiny changes can help you save energy and cash. Try these tips and see how quickly you notice the savings:

- Turning your central heating down by 1°C could cut your heating bill by up to £75[^] per year
- Try to keep the temperature of your home between 18 and 21°C
- Place foil behind your radiators to reflect heat back into the room
- Set your heating to go off half an hour before you leave the house or go to bed and come on again half an hour before you need it. That way, you'll still be cosy but the heating won't stay on unnecessarily when you don't need it to
- Avoid drying washing on radiators. It makes your heating system work harder, and could cause condensation, which could create a damp problem in your home
- If your boiler's over 15 years old, you could make savings by replacing it with a new, more efficient one. It will save you money in the long run
- Have your boiler and gas appliances serviced regularly by a qualified professional to ensure they're working safely and efficiently
- Buy thermal-backed curtains or use detachable linings to keep your rooms warmer in winter and cooler in summer
- Avoid using portable heaters as a main heat source. They are good for a top-up, but using them for a long period of time is very expensive
- Heat only the areas of your home that you need to

Boiler advice

Modern A-rated boilers are around 35% more efficient than older models. If you upgrade an old gas boiler with an A-rated condensing boiler with a programmer, room thermostat and thermostatic radiator valves, you could save up to £305^a a year.

Types of boilers

In the UK today all new boilers installed must be 'condensing' boilers. These more efficient boilers recover heat from the exhaust gases which would otherwise be lost up the flue. There are two common types of condensing boiler:

- **Combination (or 'combi') boilers** – these supply hot water for both radiators and taps and they do it almost instantly, with no hot water tank
- **System or open vent boilers** – these supply hot water to feed radiators and a separate storage tank

Financial help for a warmer home

Boilers account for more than half of what you spend in a year on energy bills, so an efficient boiler makes a big difference. To find out more just have a chat with one of our Home Services experts on **0345 078 3248*** or visit [sse.co.uk/BeingGreen/ECO](https://www.sse.co.uk/BeingGreen/ECO) for more information.

If you meet the eligibility criteria we will arrange for an assessment to take place in your home with one of our specially trained advisors. Once this appointment has taken place we will be able to confirm if you are eligible for a discounted price on installation.

Other areas of your heating and water system to look at

Installing and correctly using a programmer, room thermostat and thermostatic radiator valves could save up to £150^a a year.

Programmers

A good programmer lets you control when your central heating and hot water go on/off. The best ones let you control each element individually and some are linked to a thermostat.

Room thermostat

A room thermostat will switch off your heating when your room gets to the right temperature. We recommend setting it between 18 and 21°C.

Cylinder thermostat (if you have a separate hot water tank)

This is similar to a room thermostat. It will switch off your water heater when it gets to the temperature you set. We recommend 60°C. That's hot enough to kill off harmful bacteria – any hotter and you'll waste energy and be at risk of scalding.

Thermostatic radiator valves

These let you control the temperature of each room separately. They're smart, sense the air temperature and switch radiators on and off automatically.

Heating pump

Your central heating pump moves the hot water, heated by the boiler, around the radiator system. It uses electricity too. Replacing an old pump with a new A-rated one could save you money. A central heating installer will be able to tell you if you would benefit from a new pump.

Gas. Keep yourself safe

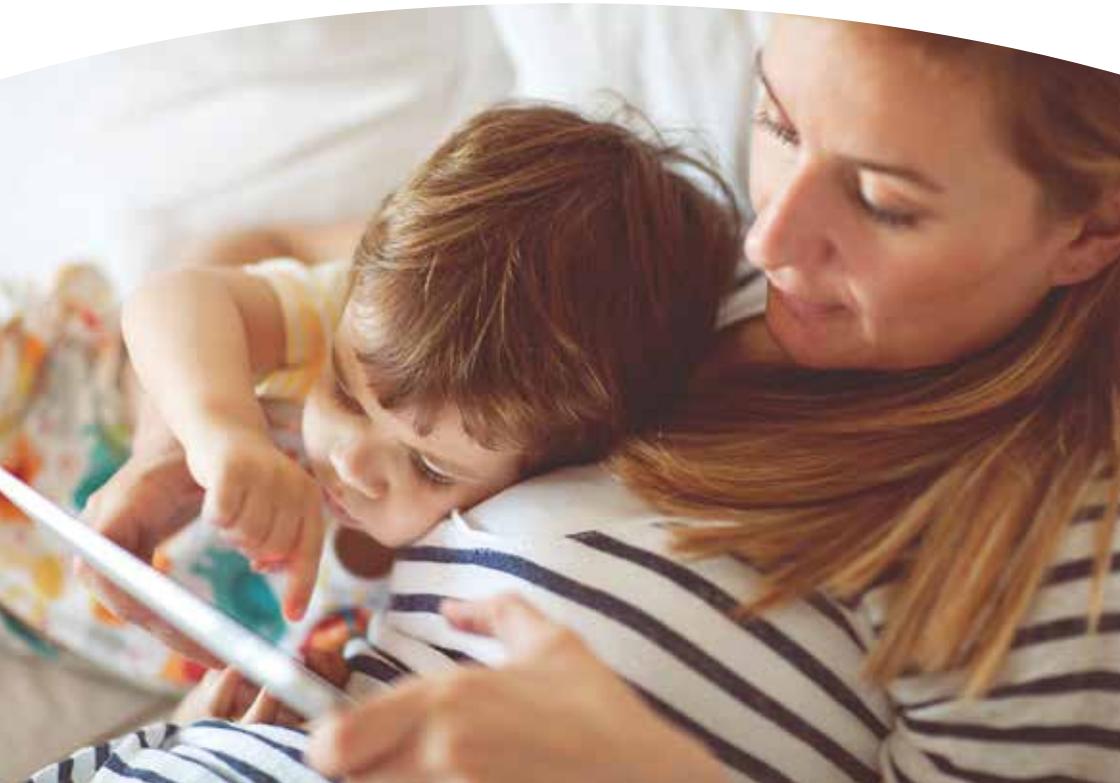
Carbon monoxide is a highly poisonous gas and can kill very quickly. It has no colour, taste or smell so the chances are you won't know it's there.

Carbon monoxide is produced when gas doesn't burn properly. This could be down to poor fitting, a faulty appliance or not enough ventilation.

You should make sure your boiler and appliances are serviced regularly. Also, have a think about the fresh air supply in your home. Draught proofing is a good way of saving energy but these appliances need a supply of fresh air to burn safely. So make sure ventilation bricks, grilles or outside flues are kept clear.

For total peace of mind, you should fit an audible carbon monoxide alarm.

For more information on our SSE Boiler and Heating Cover call us on **0345 078 3248***.

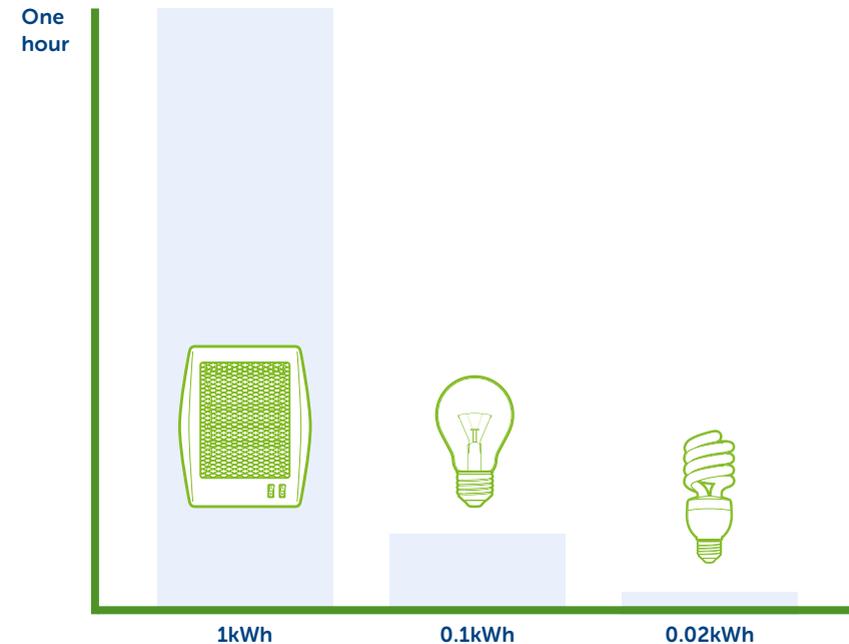


Concentrate on items that use the most energy first

If you understand energy ratings and how energy usage is measured you can focus on cutting back on the appliances that cost you most.

Here's how it works: All household appliances are given a power rating in Watts (W) or kilowatts (kW) (1kW = 1000 Watts). The higher this number, the more electricity the appliance will use.

The amount of energy used by an appliance is measured in kilowatt hours (kWh). For example, a single bar electric fire with a 1kW power rating will use one kWh of electricity in one hour. A 100 Watt light bulb (that's one tenth of the wattage) will use 0.1kWh of electricity in an hour or 1kWh every 10 hours. Have a check of your light bulbs and appliances to see how much they're using.



What are your appliances and lighting costing you?

Upgrading your appliances can reduce your energy bills. Take your fridge for example – it's on all the time. If you've got an old inefficient fridge, it could be wasting your money – all day, everyday.

Understanding energy ratings

Most common appliances sold in the UK such as fridges, washing machines and electric ovens must have an energy efficiency label. You can check this to see what you can expect from your machine.

The label rates how efficient the appliance is on a scale from A (most efficient) to G (least efficient). In the EU, refrigeration appliances can even go up to A+++ . If you're thinking of buying a new one, check the label.

Cash saving tips for fridges/freezers:

- Don't put your fridge or freezer next to a cooker or in direct sunlight
- Make sure air can circulate around the back
- Don't leave the fridge door open for longer than you need to
- Never put hot food in a fridge or freezer. It warms the whole fridge so let it cool first
- Defrost your fridge or freezer regularly. Check the manufacturer's instructions for more details
- Check for gaps in door seals that could let warm air in. You can do this by putting a piece of paper in the door – if you can easily remove the paper with the door closed, it is not sealed properly and will be letting warm air into the fridge
- Use a thermometer to check that your fridge or freezer is at the correct temperature. Check the manufacturer's instructions for more details
- Get more ice-cream! Freezers work most efficiently when they're tightly packed. So fill any space with bread or bottles of water





Lighten your lighting bill

Your lights use around 15% of your total household electricity. Energy saving light bulbs are a quick fix.

There are two main types of energy efficient light bulbs, Compact Fluorescent Lamps (CFLs) and Light Emitting Diodes (LEDs). If you've tried them before and been disappointed we recommend trying again; they're cheaper now, their 'warm up' times are much better and there's much more choice available too. And, they can make you a decent saving. Each conventional bulb you change to an LED bulb of the same brightness could save you up to £6[^] a year.

Other lighting tips:

- Turn off lights you don't need – leave enough on for stairs and hallways though
- Remember to open curtains and blinds during the day to let in natural light
- Use light coloured lampshades – they give out the most light
- Avoid halogen spotlights. They're one of the most expensive types of lighting
- Fluorescent tubes are an efficient form of lighting. They're a good choice for kitchens
- Fit timers and automatic sensors to lights, especially outside



Do your laundry for less

Top tips:

- Put a full load of washing into your washing machine or tumble dryer
- Save energy by washing at lower temperatures. A 30° wash can use around 40% less energy than washing at higher temperatures. Many washing powders and detergents are specifically designed to work at lower temperatures
- Dry your washing outside whenever you can. It'll dry much quicker than you'd expect and will smell great too
- If you use a tumble dryer, spin your clothes in the washing machine first. They'll dry more quickly
- Make sure the filters in your tumble dryer are fluff free
- Pop a 'dryer ball' in the tumble dryer to separate clothes and help them to dry quicker
- Plan your ironing so you don't have to keep changing the temperature. Start with clothes that need a cooler setting. Finish with clothes that need the hottest setting

Cook up some savings

- When you're cooking vegetables use just enough water to cover them
- Always put a lid on your pan
- Where possible, simmer instead of boiling
- Always use the right size of pan for your cooking ring
- Try using pans that can divide into sections so you can cook several items at once
- Cut food into smaller pieces to speed up the cooking time
- Cook big batches of food and freeze what you don't need that day
- Avoid repeatedly opening the oven door while you are cooking
- Your microwave uses a lot less energy than your oven. Some fresh food can be cooked in the microwave in a fraction of the time and for a fraction of the cost. Take jacket potatoes for instance – an hour in the oven, five minutes in the microwave
- Never use a cooker to heat a room
- Make toast in a toaster, not under the grill
- Only fill kettles with as much water as you need. But make sure you cover the element if you use an electric kettle
- Defrost food in the fridge overnight rather than using the microwave



Avoid pouring money down the drain

Tips for saving water:

- Turn off the tap while you're brushing your teeth. A running tap can waste over 6 litres of water per minute
- Only put your dishwasher or washing machine on when you've got a full load. And use the economy programmes whenever possible
- Get dripping taps fixed. Just one could be wasting up to 315 litres of water a year
- Make sure you know where the main stop valve is for your property. It could save you a fortune if a pipe springs a leak
- Ask your water company about a water displacement device (usually called a hippo or save-a-flush). They simply fit into your cistern, and save nearly 3 litres of water every time you flush
- The humble watering can is a hero. In contrast a garden sprinkler can use up to 1000 litres of water per hour. If you must use a sprinkler, put it on in the morning or late at night when less water will evaporate before reaching the roots of your plants

Showering you with tips

- Some power showers use more water and energy in five minutes than it would take to fill a bath. Clever 'low flow' shower heads can save you cash by mixing air with water to give you the feeling of an invigorating shower while using 30% less water.

Standby for more savings

Households in the UK spend around £30[^] a year powering appliances that are left in standby mode. These include TVs, broadband routers, satellite television and game consoles.

If you have lots of devices with a standby setting, a standby reduction device might be a good idea. It allows you to switch off multiple devices with a single switch. Easy.





Micro-renewables – every little bit helps

Being smart about your energy use will help you cut your bills and your carbon footprint. You can go further though. Have you thought about generating your own green energy at home? As well as solar panels (there's more info about these over the page) here are a few other ways you can be greener.

Air source heat pumps

Air source heat pumps absorb heat from the outside air. They use a principle similar to that of a domestic fridge to extract heat even when the outside temperature is as cold as -15°C . The pumps are great for properties with electric, coal or oil heating systems.

Solar thermal panels

Solar thermal technology uses energy from the sun to warm the water in your hot water tank. Your existing boiler or immersion heater is then used to heat the water further so that it reaches the desired temperature. A solar thermal installation can provide up to 70% of the hot water you need.

Ground source heat pumps

Ground source heat pumps use pipes buried in your garden to extract heat from the ground. This is then used to heat radiators, underfloor or warm air heating systems and hot water in your home. And, the great thing is, they don't need any maintenance.

Gas guzzlers

Here's a rough guide to what uses the most gas in your home. It uses kilowatt hours (kWh) to measure everything and if you check your bill you can see what that actually costs.

Gas kWh(s):

APPLIANCE	USAGE	kWh(s)
Cookers/Ovens		
Cooker	1 week – family of 4	34
Grill (on full)	1 hour	4
Hob (on full)	1 hour	3.5
Hob (on low)	1 hour	0.25
Oven (gas mark 7)	1 hour	1.5
Oven (gas mark 2)	1 hour	0.1
Heating		
Radiant/convactor gas fire (on full)	1 hour	4
Radiant/convactor gas fire (on low)	1 hour	1
Wall heater (on full)	1 hour	2
Decorative-effect open fire	1 hour	3.5
Instantaneous water heater	1 day's use	11

Electricity eaters

Here's a rough guide to what uses the most electricity in your home.

Electricity kWh(s):

APPLIANCE	USAGE	kWh(s)
Lighting		
Fluorescent strip light (40W)	25 hours	1
Light bulb (60W)	16.5 hours	1
Light bulb (100W)	10 hours	1
Low-energy light bulb (20W)	50 hours	1
Entertainment		
42" LCD TV	6.5 hours	1
DVD Home Cinema System	16 hours	1
TV (colour, 28 inch widescreen)	12 hours	0.25-0.5
Stereo system	8-10 hours	1
DVD player	24 hours	1
Digital set-top box	24 hours	0.25-0.5
Games console	8 hours	1
Video recorder	12 hours recording	0.5
Cooking		
Health grill	32 chicken breasts	1
Deep fryer	Up to 1.3kg of chips	1
Microwave (800W)	1.25 hours	1
Slow cooker	8 hours	1
Cooker	1 week's meals for a family of 4	15
Cooker hob	Bacon and eggs for 4	0.5
Conventional oven	Tray of oven chips	1
Fan oven	1.45 kg chicken	3
Cooker grill	430g of pork sausages	0.5
Cooker hood	10+ hours	1
Toaster	60 slices of toast	1

APPLIANCE	USAGE	kWh(s)
Cooking (cont.)		
Sandwich maker	26–54 sandwiches	1
Smoothie maker	100 smoothies	1
Steamer (350W)	1 hour	0.35
Hot Drinks		
Kettle	6 litres of boiling water	1
Filter coffee maker	75 cups of coffee	1
Programmable coffee maker	30 cups of coffee	1
Washing Dishes		
Dishwasher (cold fill)	1 full load	2-3
Washing & Drying Clothes		
Automatic washing machine	Weekly wash for a family of 4	8-9
Twin tub	Weekly wash for a family of 4	11-12
Spin dryer	1 hour	1
Tumble dryer	3.6-5.4kg of sheets and towels	4
Tumble dryer	1 load of synthetics	2
Iron	1 hour	0.5-1
Heating		
Central heating pump	24 hours	0.5-1
Towel rail (250W)	4 hours	1
Oil-filled radiator	2 hours	1
Infra-red heater (1kW)	1 hour	1

Did you know...

Electric immersion water heaters can heat 13 litres of water for 1kWh. If your heater continually heats the water in your tank and doesn't appear to 'switch off' and you find yourself using more electricity than you normally do, check your thermostat and fit a timer.

APPLIANCE	USAGE	kWh(s)
Heating (cont.)		
Panel heater (1.5kW)	40 minutes	1
Convector heater (2kW)	30 minutes	1
Radiant heater (3kW)	20 minutes	1
Under-tile heating matting (750W)	2 hours	1.5
Refrigeration		
Upright freezer	24 hours	1-2
Larder fridge	24 hours	1
Fridge with freezer box	24 hours	1
Fridge-freezer	24 hours	2
American style fridge-freezer	24 hours	1.4
Personal Appliances		
Curling tongs/hair straighteners	1 hour	0.5
Hair dryer (500W)	2 hours	1
Heated rollers	14 times	1
Shaver	Every day for 5 years	1
Shower (9kW)	5 minutes every day for a week	5.25
Cleaning		
Vacuum cleaner (cylinder)	Every day for a week	1
Vacuum cleaner (upright)	2 hours	1
Waste disposer	22.5kg of rubbish disposed	1

Did you know...

Storage heaters are designed to work with specially designed tariffs that provide cheaper off-peak electricity. They store up heat during the cheaper periods for you to use during the day when you need warmth. Convector heaters give warmth as and when you turn them on.

A 2kW convector heater will give you 30 minutes heat for 1kWh.

APPLIANCE	USAGE	kWh(s)
Electric blankets		
Single overblanket	All night for a week	2
Single underblanket	1.5 hours every night for a week	1
Double overblanket	All night for a week	3
Double underblanket	1.5 hours every night for a week	1.5
Garden		
Lawnmower (cylinder)	3 hours	1
Lawnmower (rotary)	1 hour	1
Hedge trimmer	2.5 hours	1
Hot tub (3kW heater)	Pre-heating 6-8 hours	18
Pond pump (40W)	25 hours	1
Other Appliances		
Power drill (500W)	2 hours	1
Battery charger (12V)	30 hours	1
Extractor fan	24 hours	1
Personal computer	3-6 hours	1
Mobile phone, iPod, MP3 charger	100 charges	1

Seeing your savings

This booklet's full of ideas about energy saving. But how will you know if they've worked? Simple. By watching your bill shrink.

Your bill is worked out by us counting the kWh (a kilowatt hour is the same as a unit of electricity) your gas and electricity meters tell us you've used. We then multiply the number of units you've used by the unit rate of the tariff you're on – adding any standing charge and taking off any Direct Debit discounts. Remember though, sometimes we work off estimated readings so if you want to be able to see your saving immediately, contact us with your meter readings (see 'Contact us' on page 34) and we'll be happy to send you an amended bill.



How else can we help?

Visit sse.co.uk or speak to an expert

We've got lots more help, advice and ideas available at [sse.co.uk/beinggreen](https://sse.co.uk). Or you can call us and we'll discuss how you can use energy more wisely, and the grants and schemes available to help you.

To find out how we can help you be more energy efficient call Energyline free on **0800 072 7201***.

Special help and advice for our most vulnerable customers

To make life easier for the elderly, disabled or those with a chronic illness, we have Priority Services – a dedicated helpline offering advice and information about our range of services.

To find out how we can help, call Priority Services free on **0800 622 838***.

Struggling to heat your home and keep warm in winter?

If you are worried about keeping warm or managing your bills we may be able to offer you extra help. To find out more and see if you qualify for energy bill assistance, please call **0800 072 7201***. If you're interested in learning more about the eligibility criteria for discounted energy efficient installations, call our Home Services experts on **0345 078 3248***.

Gas boiler and central heating protection

To give you peace of mind we offer SSE Boiler and Heating Cover. If you have any problems our Gas Safe Registered engineers will maintain your boiler and are on call 24 hours a day, 365 days per year. To find out more, call us on **0345 078 3248***.

Join us

We hope this booklet was helpful. If we don't already supply your gas or electricity, we'd love you to join us. Find out more at sse.co.uk.



Contact us

To join us call Welcomeline on **0345 026 7058*** or visit **sse.co.uk**

Smart meters

To find out about smart meters, check your eligibility or arrange an appointment for a smart meter installation, call us on **0345 0717 892***.

Discounted energy efficient installations

To find out more about getting insulation installed at a discounted price or a more efficient boiler, call our Home Services experts on **0345 078 3248***.

Priority Services

For more information about special services for the elderly, disabled or chronically ill, call Priority Services on **0800 622 838***.

Energyline

For information about saving energy and money, call Energyline on **0800 072 7201***.

Textline

If you have hearing or speech difficulties and use a text phone call Textline on **0800 622 839***.

Meterline

To give us your meter readings call Meterline on **0345 071 7936***.

Independent advice

Energy Saving Trust

The Energy Saving Trust offers independent and impartial advice to help you lower your carbon emissions and cut your energy bill costs. To find out more visit **energysavingtrust.org.uk**.

You can also get government endorsed advice at **eachhomecountsadvice.org.uk**

National Energy Action (NEA)

NEA is a national charity that helps people with low incomes to heat and insulate their homes.

West One,
Forth Banks,
Newcastle upon Tyne,
NE1 3PA

Tel: **0191 261 5677**
nea.org.uk

Other Advice Centres

Citizens Advice Bureau, StepChange Debt Charity and Age Concern are among the agencies offering a wide range of useful information and independent advice. Search online or check your phone book for your nearest office.

*Lines open 8am to 8pm Monday to Friday, 8am to 6pm Saturday. Calls may be recorded and monitored to help improve our customer service.

Terms and conditions

“The information provided in this booklet on energy savings and energy consumption is provided as a guide to illustrate how householders might save energy.

Estimated figures are provided by the Energy Saving Trust. They are based on a typical detached, gas-heated home in England, Scotland and Wales. Figures are based on fuel prices as of April 2018.

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