

Code of Practice on the efficient use of electricity

Energy Saving at Home

Energy saving information
and advice from Power NI



Energy saving
Running costs
Insulation
Heating



power ni
part of enErgia group

Lets tackle energy costs together

Power NI knows that customers are keen to find out ways to save money and energy in their homes because of rising energy costs and also to be more environmentally friendly.

This handy guide will help you to think about where you use energy at home and suggest ways to help you save.

You can find out more on our website:

www.powerni.co.uk/help/energy-guides/energy-saving
or contact us on **03457 455 455**.

We're here Monday to Friday 9am - 5pm.



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Energy saving tips that cost nothing

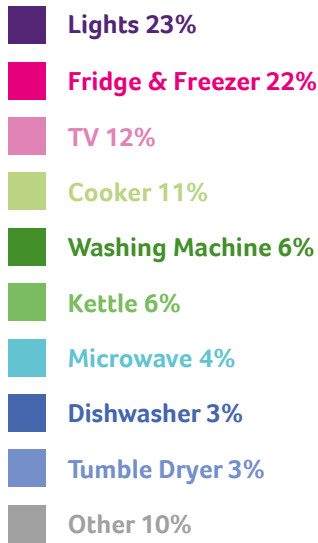


Start using these energy saving ideas around your home and you should see a reduction in your energy bills. The more you apply, the more you'll save.

- Turn off games consoles/TVs/iPod docks when not in use – if they are on standby they still use energy.
- Turn lights off when a room is empty.
- Switch to energy saving light bulbs - they use around a quarter of the electricity and will last ten times longer than an ordinary bulb.
- Don't leave the fridge door open and try to avoid putting hot or warm food straight into the fridge, as this increases the energy required to keep the contents cold.
- Defrost your freezer frequently and check the door seals. If possible, keep the freezer in a cool room or garage.

- Use a lid on saucepans where possible, as the contents heat up faster and use less energy.
- Turn the room thermostat down by 1 degree – it could save you around £30 a year on heating costs.
- Make sure radiators are not obstructed by sofas or other furniture.
- Draw curtains at dusk to stop heat escaping from your home.
- When using a washing machine, use a low temperature setting and only wash full loads where possible - one full load uses less energy than two half loads.
- In summer, dry your clothes outside rather than using a tumble dryer.
- When drying your clothes indoors use a clothes rail, not a radiator. Using a radiator blocks heat from the room.
- Overfilling your kettle costs money - only boil the water you need.
- When buying electrical appliances, choose the most energy efficient (A rated), rather than the least energy efficient (G rated).
- A standard shower uses around 40% of the water needed for a bath.
- Unplug phone chargers/laptop chargers once the appliance is fully charged.

Take a look at the electricity usage in a typical household



Lights use more electricity than anything else in a typical household, so why not switch to energy saving light bulbs today?

To calculate the running cost of any light or appliance, you will first need to find out the wattage.



- An energy saving light bulb, for example, is 20 watts.
- To convert this number to kilowatts (kW), you simply divide by 1000 (20 watts ÷ 1000 = 0.02kW).
- Multiply this number by the time the appliance is running for (For 2 hours, multiply by 2 or for 15minutes, multiply by 0.25).
- 0.02 kW x 5 hours means you have used 0.1 kWh of energy.

Now you have calculated the amount of energy used, you can calculate how much it will cost you.

- To do this, you multiply the energy used (0.1kWh) by the unit cost (each unit of electricity costs approximately 31.72p).

Appliance Running Costs

Generally, most of the electricity we use at home is to run lighting and a wide range of appliances. This guide provides an indication of how much various appliances cost to run. These costs depend on their function and efficiency. Although different models will vary, this should provide you with a rough guideline.

GENERAL APPLIANCES	POWER RATING (watts)	COST TO RUN FOR ONE HOUR*
Computer console	250	7.9p
Television	100 – 500	3.2p - 16p
Kettle	2,500	79p
Toaster	1,000	32p
Iron	1,000	32p
Shower	4000 – 7000	£1.27 - £2.22
Hair drier	2000	63p
Vacuum cleaner	350 – 1000	11p - 32p
HEATING, COOKING		
3 bar electric fire	3000	95p
Immersion heater	3000	95p
Cooker – 1 ring	1400	44.4p
– Oven only	2150	68p
– Oven & rings	7750	£2.46
WHITE GOODS		
Washing machine	2500 – 3000	79p - 95p
Refrigerator	100 – 150	3p - 4.8p
Freezer	150	4.8p
Dish washer	2500	79pw
Microwave	600 – 800	19p - 25p
Tumble drier	5000	£1.59
LIGHTING		
1 x 100 watt light bulb	100	3p
1 x energy saving bulb	20	0.06p
Strip light	20 – 65	0.06p - 2.1p

*Costs are based on an approx. cost of 31.72p per unit

Energy Saving Measures

Insulation

Cavity Wall Insulation

What can it do for my home?

Save up to £115 each year off your energy bills by installing Cavity wall insulation*

What is it?

The walls of most homes have two layers of bricks, internal and external, with a small air gap or cavity between them. Cavity wall insulation involves filling this gap with insulation material.

Loft Insulation

What can loft insulation do for my home?

By installing loft insulation, you could save up to £150 each year off your heating bills*

What is it?

Loft insulation is one of the easiest and most cost effective ways to improve your home's energy efficiency. It is a man-made material, which comes as a rolled quilt, and is laid down between and over the joists on the floor of your loft, so it is quick and easy to install.



*Source: Energy Saving Trust.

Heating

New boiler

With home heating making up about 60% of your annual energy bills, it can really make sense to upgrade your boiler to a new, more efficient one.

Why get a new boiler?

- A new boiler heats the water for your home and your radiators quickly and efficiently
- Many homes use oil or gas boilers for their central heating, but if your boiler is over 15 years old, then it is probably due for an upgrade
- Rather than worry about your boiler breaking down just when you really need it, enjoy complete peace of mind with a brand new boiler

Help Available

Customer Care Register

By joining our confidential customer care register you could benefit from the services that we offer.

- **Password scheme** – if you are worried about bogus callers, you can give us a password to use each time we call.
- **Carers contact service** – if someone helps you manage your bills, we can post your bills directly to them. We can also contact them if we need to reach you at any time.
- **Braille bill** – if you are blind we can send a copy of your bill and all other correspondence in Braille.
- **Talking bill** – if you are blind or partially sighted, we can phone you with details of your bill. You will get the opportunity to ask any questions you may have.
- **Large print bill** – if you have a sight difficulty, we can send a copy of your bill and all other correspondence in large print.

We also work closely with a wide range of experts that may be able to support you further.

Advice NI

Freephone the advice helpline on **0800 915 4604** or email advice@adviceni.net

Christians Against Poverty

Freephone the debt advice helpline on **0800 328 0006** available Monday to Thursday 9.30am - 5.00pm and Friday 9.30am - 3.30pm

Macmillan Cancer Support

Freephone the support line on **0808 808 0000** (8am - 8pm daily) or visit www.macmillan.org.uk

Age NI

Freephone the advice helpline on **0808 808 7575** available Monday to Friday 9am - 5pm or email advice@ageni.org for information on practical support and free benefit checks for older people.

Bills



Discounts

Energy Online

Save up to £60* a year with our paperless billing service

- Keep track of your balance, bills and payments day and night
- Enter your own readings and avoid estimated bills
- Reduce your carbon emissions by receiving no more paper bills!

Register today at www.powerni.co.uk/energyonline

Keypad

Get FREE** electricity and no more bills with 'pay as you go' Keypad

- 2.5%** discount off all your electricity
- Keypad reward - receive FREE electricity each time you top-up £50 or more via online or app!
- 24/7 top-up via online, app or phone – you can also top-up at any Post Office or PayPoint outlet
- Free installation and no rental fee

Sign up today by calling 03457 455 455

Keypad+

Upgrading to Keypad+ allows customers to send top ups straight to your Keypad meter from your smartphone app, removing the need to key in lengthy top up codes along with other benefits.

To find out more, call us on 03457 455 455 or check out powerni.co.uk

Direct Debit

Save up to £40 per year and help spread your costs

- Up to £40 savings a year with monthly direct debit***
- Up to £26 savings a year with quarterly direct debit****
- A quick and easy way to pay in manageable amounts

Call us today on 03457 455 455 to sign up – it only takes a few minutes

*All discounts are off the Power NI standard Home Energy unit rate, see the Power NI website for current rate. The maximum discount would be obtained by a customer spending £250 each quarter on electricity.

** Energy Online monthly Direct Debit customers get 6% discount off standard rate up to £15 per quarter, up to £60 a year.

*** When a top-up is eligible for Keypad Reward, the cost per kWh is reduced to reflect the free electricity received, e.g. £50 credit will give users the amount of electricity that normally costs £51.

**** Monthly Direct Debit customers get a 4% discount up to £10 per quarter, equivalent to £40 per year.

***** Quarterly Direct Debit customers get 2.5% discount up to £6.50 per quarter, equivalent to £26 a year.

Contacts

Power NI Customer Helpline: 03457 455 455
www.powerni.co.uk
email: home@powerni.co.uk

For energy saving advice:

The NI Energy Advice Line service offers free comprehensive advice and support on how to save energy in the home and on assistance available.

NIHE - NI Energy Advice Line: 0800 111 44 55
www.nihe.gov.uk/Community/NI-Energy-Advice

Other Useful Numbers

Consumer Council: 0800 121 6022
Disruption to electricity supply
(NIE Networks): 03457 643 643

Customer Helpline on 03457 455 455

Lines open Monday to Friday 9am-5pm. Calls recorded for quality assurance

www.powerni.co.uk

The Codes of Practice are available free of charge.

Alternative formats and languages may be available on request.

The Consumer Council

Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN

Call: 0800 121 6022

Email: contact@consumercouncil.org.uk

Web: www.consumercouncil.org.uk

