

Bright ideas

Helping you
save energy
and money

British Gas



Your energy experts

Saving energy is easier than you think

When you save energy, you save money and you help the environment. This guide provides practical ways to help you reduce your energy bills and your carbon footprint.

If you need any more information or advice, call our Energy Efficiency Advisers on **0800 072 8629**. Or, write to us at:

British Gas, Energy Efficiency Advice, FREEPOST SCE 11607,
Southampton SO14 OUA

or visit us at britishgas.co.uk/energy-efficiency

Contents

How to save gas	4
How to save electricity	7
Ways to further reduce your energy bills	8
here to HELP	9
Our commitment to energy efficiency	10
How to prevent carbon monoxide poisoning	12
Useful contact details	14
If you have a complaint	15

Energy savings that soon add up

See how much money you can save by installing energy efficient products.

	Annual saving on energy costs
Cavity wall insulation	around £120
Loft insulation	around £155
Loft insulation top up	around £45
Draught proofing	around £25
Hot water tank insulation	around £30
Primary pipework insulation	around £10
Boiler and controls	around £210
A+ rated fridge freezer	up to £34
A+ rated fridge	up to £12
A rated dishwasher	up to £20

Source: Energy Saving Trust. The savings shown are approximate, provided for illustrative purposes only and based on a gas heated semi-detached house with 3 bedrooms.

How to save gas

Insulate your home

- One of the biggest savings you can make on your energy bills is through insulating your home. Installing loft insulation could save you around £155 a year and cavity wall insulation around £120 a year*. Together the savings add up to around £275 a year.
- If you are a British Gas customer, aged 70 or over or in receipt of qualifying benefits you may be entitled to free insulation through our here to HELP scheme. See page 9 for further details and how to contact us.

Insulate your hot water cylinder

- If you have a hot water cylinder, check that it is fully insulated. If not, invest in an insulating jacket that is at least 75mm (3" thick).

Insulate your pipe work

- Hot water pipes should also be insulated to prevent heat loss. Pre-formed pipe insulation is available from most DIY shops.

Upgrade your boiler

- New gas condensing boilers are much more efficient than old ones. If your boiler is over 15 years old, consider replacing it with a new gas condensing boiler with heating controls.

Adjust your thermostat

- Reduce the temperature in your home by just 1°C and you could reduce your heating bill by 10%. Turn the thermostat down just a little and see if you notice any difference (it'll take a few hours to adjust). Keep turning it down until you reach the lowest temperature you feel comfortable with.

Note: Remember the recommended temperature is 18°C – 21°C.

The recommended temperature for young children and older people is 21°C.



Only use your central heating when you need it

- Set your central heating timer to turn on 30 minutes before you get up or arrive home, and turn off 30 minutes before you leave for work or go to bed.
- Turn radiators off in rooms you don't use and close doors to rooms that are not in use.
- When you go away, turn the room thermostat to low and leave the heating on to protect against frost and burst pipes. It will only come on if the house gets too cold.

Check your water temperature

- If you have a thermostat on your hot water system, it may be heating your water more than necessary. The normal level for hot water is 60°C (140°F).

Put foil behind your radiators

- Putting reflective foil behind your radiators can reflect heat back into your room and increase the efficiency of the radiator.

Use a hot water thermostat

- Have a separate clamp-on thermostat and control valve fitted to your hot water cylinder and set the temperature to 60°C.

Draught proof your home

- Fit draught proofing around windows, outside doors and skylights. Fill gaps between windows and door frames, taking care not to block any ventilation. This can be done yourself or by using a professional installer.

Install a shower

- A shower uses around a third* of the water needed for a bath. Remember that power showers use more energy than standard showers.

Save energy in the kitchen

- Choose the correct size of saucepan for your cooking requirements and remember to put lids on saucepans.
- Turn your oven off 5 minutes before the scheduled end cooking time**.

Stop heat loss through your windows

- Remember to draw your curtains at night – heavy lined curtains, especially those with heat-reflective, insulated linings will help reduce heat loss.
- Don't put furniture in front of radiators as it absorbs the heat and stops it heating the room.
- If you don't have double glazing, stretch a roll of clear film across your window frames in winter – available from most DIY shops. Remember not to cover any ventilation grills.

* www.energysavingtrust.org.uk/what_can_i_do_today/save_water/water_saving_tips_inside_the_home

** Always make sure food is cooked through before eating it.

How to save electricity

Switch off unused lights

- When you're not using lights, remember to switch them off.

Fit energy saving light bulbs

- Replace traditional bulbs with energy saving ones. Energy Saving bulbs last up to ten times as long as traditional ones.

Don't leave appliances on standby

- Appliances like your TV, computer and hi fi continue to use electricity when they are on standby. That glowing little red light is a sign of wasted electricity. The British Gas Standby Saver is a multi plug socket that allows you to use your TV remote control to switch off other appliances, like your hi fi, that are plugged into the socket, helping you save energy. For more details, visit britishgasproducts.co.uk

Fill up your washing machine and dishwasher

- Make sure that you only run your washing machine and dishwasher when they are full.
- If you have a two rate electricity meter and are on a cheaper night electricity tariff, run your washing machine and dishwasher at night.

Make sure you use your washing machine at 30°

- Washing at a lower temperature will save you energy.

Drip dry your clothes

- Spin your clothes then hang them out to dry instead of using a tumble dryer. Tumble dryers use a large amount of electricity.

Check your fridge temperature

- Your fridge should be set to between 3°C and 5°C. Freezers work best at -18°C.

Microwave your food

- Microwaves generally use 10% less energy than a conventional oven, so use your microwave whenever you can.

Choose 'A' rated appliances

- All electrical appliances carry a European Energy Label that rates its energy efficiency. A++ graded appliances are the most energy efficient and 'G' graded are the least.

Ways to further reduce your energy bills

Choose a cheaper electricity tariff

- At British Gas we offer two types of electricity tariff. Our Single Rate tariff charges the same unit price around the clock and is best if you don't use much electricity at night.
- Two Rate Economy 7 charges a cheaper unit price for electricity used at night. If you use appliances at night, such as night storage heaters, it's a great way to save money.
- For advice on which tariff is best for you, talk to our Customer Services Team on **0800 048 0202**.

Pay your bills by direct debit

- You'll also save money if you pay your gas and electricity bills by monthly Direct Debit¹. Again, our Customer Services Team on **0800 048 0202** can help.

If you would like information on additional ways to save, including details on grants you may be entitled to, you can call the Energy Efficiency team on **0800 072 8629**.

¹Monthly Direct Debit is provided free of charge by British Gas Trading Ltd. 0% APR subject to status.

We're here to HELP you save energy and money

Our here to HELP² programme offers a range of products, advice and services to improve your quality of life. If you're a British Gas customer, aged 70 or over – or in receipt of any of the benefits listed below, you qualify for FREE loft and cavity wall insulation:

- Attendance Allowance
- Council Tax Benefit
- Child Tax Credit (income no more than £15,592*)
- Disability Living Allowance
- Disablement Pension (includes Constant Attendance Allowance)
- Housing Benefit
- Income Support
- Income-based Job Seekers Allowance
- State Pension Credit
- Disablement Pension (which includes Mobility Supplement or Constant Attendance Allowance)
- Working Tax Credit (income no more than £15,592*)

For more information, call our here to HELP² programme on **0845 605 2535**, quoting **CP1**, or go to **britishgas.co.uk/freeinsulation**

²here to HELP is not a registered charity

*Correct as at time of printing, January 2009.

We install in Great Britain only. Subject to survey. Not valid in certain areas of North and West Scotland. Offer subject to withdrawal at any time. Successful applicants will only be eligible for measures recommended by the appointed surveyor. Not all properties are suitable for cavity wall and/or loft insulation. Offer only applies where the thickness of existing insulation is less than 60mm.

Our commitment to energy efficiency

At British Gas, we take energy efficiency very seriously, and are investing in a multi-million pound programme that offers a range of grants and discounts to help you save energy. We offer subsidised prices for cavity wall and loft insulation, and we install the most efficient gas condensing boilers with heating controls – adding up to more energy efficient homes that cost less to run.

Expert guidance

Our highly trained Energy Efficiency Advisers are expertly qualified to give you free advice on the best use of appliances, setting your heating controls and practical ways to reduce heat loss. Call our Energy Efficiency Advice Line on **0800 072 8629** between 8am and 5pm, Monday to Friday for more information. Or visit britishgas.co.uk/energy-efficiency

Energy Savers Report

Find out how you could save energy and money – for FREE.

The Energy Savers Report allows you to understand your homes energy efficiency performance, cut your energy use and save money. All you need is a few minutes to fill in our simple online questionnaire. Then we'll work out your home's current energy rating and provide personalised suggestions about how you can reduce your energy bills and consumption, and with our new Energy Planner, you can plot your path to a cheaper greener home. Visit britishgas.co.uk/energysavers

Helping communities become energy efficient

British Gas work with local authorities, Housing Associations, Energy Efficiency Advice Centres, schools and charities to promote energy efficiency. By working closely with communities, we ensure that we provide help in the form of grants and discounts to the people and groups who need it most.

Helping you to be that little bit greener in the home

Over the next few years we're planning to invest heavily to increase our renewable energy generation, largely through offshore wind farms. This investment alone could help us generate enough energy to meet the needs of more than 1 million UK households.

If you would like to do that little bit more for the environment and your community, we have a range of green energy offers, including our greenest tariff – Zero Carbon – which means you will have no carbon emissions from the energy you use in your home.

You can now get green electricity from just £3 extra a month.

For more information, you can call our team on **0800 072 8629** or visit britishgas.co.uk/green

Warming the lives of people living in poverty

Together with several major charities, our here to HELP programme has signed up over 645,000 homes and identified £17m in unclaimed benefits. We have helped households claim an average increase of £1,612 in benefits*.

*All figures quoted as at August 2008

Low Carbon Buildings Programme

British Gas has been appointed by the Department for Business Enterprise and Regulatory Reform as the head of a consortium for the Low Carbon Buildings Programme (phase 2). As a framework supplier with our own consortium of suppliers, we are working to facilitate projects for public sector buildings including schools, housing associations and charitable trusts to reduce the carbon footprint and energy bills of these organisations. Grants are available on solar photovoltaic, ground source heat pumps, biomass boilers, wind turbines and solar thermal hot water.

Generation Green

We have also launched a new schools programme which rewards schools for being greener. Around 8,000 schools have already signed up, which means kids are learning that if they make small changes to save energy today, they can look forward to a greener tomorrow. For every green action they perform such as calculating their school's carbon footprint, or appointing a lights monitor, they'll earn Green Leaves. Once they've collected a certain number of leaves, their school can get inspirational green rewards, ranging from wormeries and educational kits to new bikes. For more information visit generationgreen.co.uk

There is one thing more important than saving energy. Saving lives.

How to prevent carbon monoxide poisoning in your home

Carbon monoxide is a highly poisonous gas that is potentially lethal to people and pets. It is produced by burning fossil fuel such as coal, wood or natural gas without sufficient air. Around 30 people die each year from carbon monoxide poisoning, and many more are seriously injured.

If you have a faulty gas appliance or one that is installed incorrectly or if your air vent, flue or chimney is blocked, carbon monoxide can escape unnoticed, into your home.

Because you cannot smell, see or taste carbon monoxide, it's very difficult to detect. The danger is that you can feel ill without realising the true cause. You may feel worse when your gas appliances are in use.

Symptoms of carbon monoxide poisoning are:

- **Persistent headaches**
- **Dizziness**
- **Feeling sick and/or vomiting**
- **Confusion**
- **Extreme tiredness**

Three simple safety checks

- Look for signs of staining, sooting or discolouration on, or around, your gas boiler, fire or water heater
- Keep vents in doors, walls or windows clear and make sure your chimney isn't blocked with birds' nests or other debris



- Check pilot lights and other gas flames that normally burn blue. If the flame changes to yellow or orange, carbon monoxide might be present

If you notice anything wrong, STOP USING the appliance immediately, open windows and doors to ventilate your home and call the National Emergency Helpline on **0800 111 999** (24hrs). You should also seek medical advice.

Install a carbon monoxide alarm

To be extra safe, install a carbon monoxide alarm. Make sure you install one with an audible alarm approved to BS EN 50291:2001 and carries a British Standard or approved mark, such as a kitemark. Just like a smoke alarm, if it detects a dangerous level of carbon monoxide in your home, an alarm will ring.

For more information on carbon monoxide alarms call **0845 640 0100** and quote ref. **CMM1**.



Home Energy Care Free Gas Safety Checks

Most of the time, gas is a safe fuel. But it can be dangerous if you have a faulty appliance or there is a gas leak. The Home Energy Care Free Gas Safety Check (FGSC) is a special service provided by British Gas to some of its customers, which is carried out within 28 days of registration. The benefits of having regular checks is the security of knowing your gas supply is safe and won't lead to ill health or potentially fatal results. To find out more or to see if you qualify, just call us on **0800 072 8625**.

A faulty gas appliance or installation may lead to a gas escape. If you smell gas, call the National Emergency Provider 24-hour emergency service immediately on **0800 111 999**, textphone **18001 0800 371 787**.

Useful contact details

British Gas Customer Services Team For general customer assistance, support and advice	0800 048 0202
Home Energy Care team	0800 072 8625
British Gas Customer Services Centre (Textphone) If you are hard of hearing or speech impaired and use a Textphone	18001 0800 072 8626
British Gas Energy Efficiency Advice Line For energy efficiency advice and information on green tariffs	britishgas.co.uk/energy-efficiency 0800 072 8629
here to HELP For insulation grants to households claiming Government benefits or over 70	0845 605 2535
NEA (National Energy Action) For impartial advice on reducing energy costs and consumption	0845 727 7200
Energy Action Scotland For impartial advice on reducing energy costs and consumption	0141 226 3064
Energy Saving Trust For impartial advice on reducing energy costs and consumption	0800 512 012
Home Energy Efficiency Scheme (HEES) uk-energy-saving.com/home_energy_efficiency_scheme For information on grants to improve your home's energy efficiency.	
Warm Front	0800 3166 011
Warm Deal (Scotland) For impartial advice on reducing energy and availability of grants	0800 316 1653
Government Helpline for Small to Medium Businesses For general advice and assistance for small and medium businesses, including energy reduction	0800 585 794
Gas Safety Advice (Health and Safety Executive) For advice on using gas safely	0800 300 363
CORGI (Council of Registered Gas Installers)	0800 915 0480
Local Energy Advice Centres For expert energy advice close to your home	0800 512 012
National Emergency Provider	0800 111 999

If you have a complaint

Occasionally we get things wrong, please tell us so we can put them right. If you are not satisfied with our service, please take the following steps.

Step 1 Contact us by phone: **0800 072 8632**. Online: [britishgas.co.uk/complaints](https://www.britishgas.co.uk/complaints) or by post: **Complaints Management Team, British Gas, PO Box 3054, Eastbourne BN21 9FD**.

If you have a Pay as you go meter call **0800 072 8633**.

Step 2 If you are not happy with the resolution of your complaint, please contact **Andy Eley, Head of Complaints**, by post: **British Gas, PO BOX 1577, Southampton SO18 9EX**, by phone: **0800 107 0184** or via email: britishgas.customerrelations@centrica.com

If your complaint relates to a problem with the delivery of your gas or electricity, we will pass it on to your network supply operator to investigate and, of course pass on any response or compensation due to you.

Naturally, we want to resolve your problem immediately, however if we are unable to achieve this we will aim to reach resolution with you within 14 days. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken - this may include a goodwill gesture or compensation.

Independent Advice

If you have followed **steps 1 and 2** and your complaint remains unresolved after 8 weeks or if we have issued you with a deadlock letter, you can bring your case to the Energy Ombudsman by phone: **0845 055 0760**, textphone: **18001 0845 051 1513**, via www.energy-ombudsman.org.uk or by post: **Energy Ombudsman, PO Box 966, Warrington, WA4 9DF**.

The Ombudsman is an independent body, established to provide a free of charge service to impartially resolve customer complaints in cases where the customer and supplier cannot agree on final resolution. Their final decision is binding on the Energy Supplier, and not you as the customer.

Advice?

Consumer Direct, the government's helpline for consumer advice, offers clear, practical and impartial help and advice, you can call on **08454 04 05 06** or go to www.consumerdirect.gov.uk

If you would also like to view a copy of the "Gas & Electricity (consumer complaint handling standards) Regulations 2008", please visit the OPSI (Office of Public Sector Information) website at www.OPSI.gov.uk

If you have special requirements.



If you're hard of hearing or speech impaired and use a Textphone, call **18001 0800 072 8626**.



If you'd like to receive this information in another format such as large print, Braille or audio, call the British Gas Home Energy Care Team on **0800 072 8625**.

If you speak a language other than English, tell us when you call and we'll arrange for an interpreter to help you.

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Calls free from BT Calling Plan. Mobile and other providers' charges may vary.

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