

# Home Energy and Water Efficiency in Alvaston, Chaddesden and Spondon



A guide on how to be more efficient with energy and water



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**Derby City Council and Severn Trent Water**  
***'Working together to make your home energy and water efficient'***



# Alvaston, Chaddesden and Spondon Low Energy Neighbourhoods (LENs) Project

Domestic gas and electricity prices have risen by around 150% since 2004 and residents are finding it increasingly difficult to pay their heating bills. To help people living in Alvaston, Chaddesden and Spondon reduce their fuel bills the Council's Climate Change Team is working with the support of Severn Trent Water until March 2015 to provide advice and information about how to use energy and water more efficiently at home and what financial support is available to reduce bills.

This advice and information will be given over the telephone and at advice sessions at local venues, such as the library. There will also be a series of workshops and training sessions, as well as talks and presentations to residents, community groups and key workers. The project will engage with schools and will offer some support for small businesses.

**For more information:** Call the Council's Climate Change Team on 01332 640810 or visit [www.derby.gov.uk/homeenergyadvice](http://www.derby.gov.uk/homeenergyadvice)

## Saving energy

### Tips for keeping warm over winter

It is important for your health that you keep yourself and your home warm during winter. Here are some tips to help keep you warm;

- Set your thermostat at around 21°C (70°F).
- Heat all the rooms you use in the day.
- If you can't heat all your rooms, make sure you keep your living room warm throughout the day and heat your bedroom before going to bed.
- Set the heating timer to come on before you get up and switch off when you go to bed.
- In very cold weather set the heating to come on earlier, rather than turn the thermostat up, so you won't be cold while you wait for your home to heat up.

# Top tips to save energy

## No cost energy saving tips

- Set your heating and hot water controls correctly.
- Reduce your room thermostat by 1°C – this could cut your heating bills by up to 10% - saving you around £65 each year.
- Water doesn't need to be scalding hot. Setting the thermostat at 60°C or 140°F is usually enough to keep you warm.
- Don't leave electrical equipment on standby. Standby can use up to 60% of the electricity that would be used if it were switched on.

## Low cost energy saving tips

- Fit draught excluders on doors, windows and letterboxes that open to the outside. This will reduce the amount of warm air escaping, saving you up to £55 a year.
- Hot water tank jackets cost around £15 and will help your water stay hotter for longer. You will waste less energy heating it and can save up to £45 a year.
- Hot water pipes can also lose heat, so insulate them wherever you can. Insulating hot water pipes can save you an extra £15 a year.
- Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £50 over the lifetime of the bulb.

## Insulation and Heating

- Cavity wall insulation is one of the most cost-effective energy efficiency improvements you can make. It can reduce heat loss through the wall by up to 60% and save up to £140 a year.
- Loft insulation can save up to 30% of your heating costs. This can save you up to £180 a year or £25 if you are topping up existing loft insulation to the current recommended thickness of 270mm (10.5 inches).
- Double-glazing cuts heat loss and also reduces noise and condensation. Savings of up to £170 on bills can be expected each year.
- By replacing an old G-rated boiler with a new high efficiency condensing boiler and improving your heating controls, you could save up to £310 a year.

## Appliances

To pick out energy efficient appliances from the pack, look out for the Energy Efficiency Recommended logo. The blue logo can be found on anything from fridges and washing machines, to dishwashers and light bulbs. It is a sure sign that the appliance being bought is one of the most energy and/or water efficient in its category.



Using an energy efficient fridge or fridge freezer instead of an old inefficient one could save you up to £38 a year and could cut your energy consumption by up to 60%\*.

*\*Source: energy Saving Trust (<http://www.energysavingtrust.org.uk>) – all statistics correct as of March 2013*

**Remember your safety** – Gas, oil and solid fuel appliances need fresh air to function properly and safely. So if you use such appliances NEVER block off ventilation in the rooms they are in!

## Solar Photovoltaic Panels

If you have made your home energy efficient, why not look at generating your own electricity through solar photovoltaic (PV) panels? There are many companies that offer PV panel installations. For impartial advice, Which? provides a checklist of questions if you are considering solar PV visit: [www.which.co.uk/documents/pdf/solar-pv-checklist-pdf-269629.pdf](http://www.which.co.uk/documents/pdf/solar-pv-checklist-pdf-269629.pdf)

# Current schemes to improve the energy efficiency of your home

## The Green Deal

You can make energy-saving improvements to your home or business without having to pay all the costs up front through the Green Deal.

Energy-saving improvements include:

- insulation – e.g. loft or cavity wall insulation
- heating
- draught-proofing
- double glazing
- renewable energy technologies – e.g. solar panels or wind turbines.

The Green Deal means you pay back any work done on your home, through your energy bill over an agreed period of time. A ‘Golden Rule’ means that the cost of the work must be less than the savings you will make on your energy bill from the energy saving improvements.

For a limited time you may be able to claim money back from the government for your Green Deal home improvements through the Cashback scheme. For more information, contact the Energy Saving Advice Service on 0300 123 1234.

## Energy Company Obligation (ECO)

You may be able to get additional help through the Energy Company Obligation for more expensive energy-saving measures, such as solid wall insulation. If you are on certain benefits and own or privately rent your home, you might be able to get help towards the cost of having energy-saving improvements in your home.

You may get all or part of the cost of:

- loft or cavity wall insulation
- boiler repairs or replacements.

To find out more, contact your fuel supplier directly or the Energy Saving Advice Service on 0300 123 1234.



If you are a landlord, you must get your tenants permission before you sign up. If you are a tenant, you must get the permission from your landlord or social housing agency.

## The Green Deal Process

**Get an assessment of your property to see what improvements you are able to make and how much you could save on your energy bills.**

**Choose a Green Deal provider to carry out the work. You discuss with them what work you want done and whether the Green Deal is right for you.**

**If you go ahead with the improvements you must sign your Green Deal Plan – this is a contract between you and the provider stating what work will be done and how much it will cost. The provider will then arrange for a Green Deal installer to do the work.**

**Once the work is done, you'll pay off the money in installments through your electricity bill.**

# Water saving

## Why do I need to save water?

Believe it or not, some areas of the UK have less available water than Spain or Australia. Climate change, a growing population and modern lifestyles will mean that we have even less water available in the future than we do now.

## Are you using more water than you need?

On average, each person in the Severn Trent Water region uses about 130 litres of water a day.

Everyone can use less. If you are using more than this, you can start to save water by following these top tips:

- Have a short shower instead of a bath
- Reduce the time you spend in the shower
- Only use the dishwasher with a full load
- Brush your teeth with the tap turned off
- Use a watering can to water the garden instead of a hosepipe
- Fix dripping taps
- Use a bowl for washing food/vegetables, then use the waste water to rinse out your cans and glass jars ready for recycling
- Use a plug in your sink for face washing and shaving.

If your water use is low, you may want to think about having a free water meter fitted. If you would like more information go to [www.stwater.co.uk](http://www.stwater.co.uk) or call 0845 709 0646.

There are some free products available to help you save water including ShowerSave and Save-a-flush bags.



## Other help available

### Getting a better price for your gas and electricity

Some tips to help you get the best deal from your current energy supplier:

- ring your energy supplier to find out if you are on their best tariff;
- ask about their 'dual fuel' (gas and electricity) discounts;
- consider paying by direct debit and online;
- if you have an economy 7 electricity tariff ask if this suits you.

If you have considered all of the tips above and decide that you would like to switch your energy supplier then there are various price comparison sites that you can visit including Consumer Focus (now Consumer Futures). Here you can find useful information, guidance and things to consider when looking to change your supplier.

Email: [www.consumerfutures.org.uk](http://www.consumerfutures.org.uk) or telephone: 020 7799 7900.

### Help for Residents over 60 years old

If you are 60 years of age or over then you may be entitled to extra help with your energy bills. These include Winter Fuel Payments and the Warm Home Discount Scheme.

**Winter Fuel Payment** – a yearly payment to help people aged 60 and over, with the costs of keeping warm. For more information call the Winter Fuel Payment Helpline on 0845 915 1515, or 0845 601 5613 for minicom users. You can also find more information on this on the Government website: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

**Warm Home Discount Scheme** – In 2013/14 the main fuel suppliers are giving a rebate of £135 off the electricity bills of all residents over 75 who get the Guarantee Credit element of Pension Credit (even if you get Savings Credit) or residents under 75 getting the Guarantee Credit element of Pension Credit. Some of the fuel suppliers also offer this payment to other vulnerable low income customers receiving certain income/disability benefits. Find out more about the Scheme the Government website: [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

## Priority Service Register

The main energy suppliers offer a range of free services to all household gas and electricity consumers who are of pensionable age, have a disability, have a hearing and/or visual impairment or have long-term ill-health. Please note there are some free services that you can only get if you are receiving a means-tested or income-tested benefit. For more information contact your fuel supplier.

## Struggling to pay your water bill?

There is advice available if you are having difficulty paying your water bill. Options may include a payment plan, paying directly through your benefits, having your bill capped (if you have a medical condition which means you use a lot of water) or having a water meter fitted. Call Severn Trent Water on 0845 6043772 to speak to someone who can help.



## Useful contacts

### Citizens Advice Bureau

Provides self-help information on a wide range of issues including advice on energy supplier complaints, enquiries and fuel debt.

**0845 404 0506**

**[www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

### Council's Home Improvement Agency

Help with selecting tradesmen, obtaining quotes, etc. Funding for minor home repairs may be available if over 60. Handy Person Scheme to help some people over 60 with minor jobs around the home.

**01332 640134**

### Derby Advice

Free, confidential advice about benefits and debt.

Open Mon to Fri 1-4pm

**01332 643394**

**[derby.advice@derby.gov.uk](mailto:derby.advice@derby.gov.uk)**

### Derby City Council Home Energy Advice Team

Information and advice over the phone about how to save energy and money, and keep warm. Also advice on the latest home energy grants and discount schemes.

**01332 640810**

### Derby City Council 'Buy with Confidence' scheme

Buy with Confidence is a nationally recognised Trading Standards initiative and is coming to Derby. The aim of the Buy with Confidence scheme is to provide Derby residents with a reliable source of trustworthy local businesses vetted and approved by Trading Standards to ensure they operate in a legal, honest and fair way.

For more information, visit the Buy With Confidence website or contact the Buy with Confidence team on **01332 642424**.



### Severn Trent Water

Severn Trent Water offers advice and support for anyone struggling to pay their water bill.

**0845 604 3772**

**[www.stwater.co.uk/savewater](http://www.stwater.co.uk/savewater)**

**We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 293111 Minicom 01332 640666.**

## **Polish**

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 293111 | Tel. tekstowy: 01332 640666 |

## **Punjabi**

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 293111 | ਸਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

## **Urdu**

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 293111 | پر ہم سے رابطہ کریں۔ 01332 640666