

# Your Home Energy SUPPLIER INFORMATION



**Your energy supplier:**



**Customer services**

Tel: 0333 202 9804  
Mon - Fri 9am - 5pm

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**Prepayment meter enquiries**

Tel: 0333 200 7788

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**Book a smart meter**

Create an account online or call customer services to book an appointment

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**Submit meter readings**

If your customer account number starts with an A or BGX then call 0330 054 5340. If your customer account number starts with 85 then call 0330 100 0056.

## In an emergency

### Gas

If you smell gas, think you have a gas leak, or are worried about carbon monoxide, call the National Gas Emergency line 0800 111 999. It's open 24 hours a day, seven days a week and you won't be charged for any checks or repairs to your gas supply or meter.

### Electricity

If you have an electrical emergency, for example a power cut, call 105. This will connect you to the electrical network operator in your area. It's available 24 hours a day, seven days a week, and it's free of charge.

# Tips for saving money

## BY REDUCING ENERGY USE



### Switch appliance off



Don't leave appliances in standby mode, switch them off at the wall = save around £35 per year.

### Turn thermostats down



Turn down your main thermostat by 1 degree = save around £60 per year.

### Wash clothes on 30°



Cut back on the use of electrical appliances and wash at 30° = save around £9 per year.

### Shower time



Reducing the time spent in the shower by 1 minute = save a family of four around £75 a year.

### Kettle use



Only fill the kettle with the amount of water required = save around £6 per year.

### Turn taps off



Turn off the tap whilst brushing your teeth = save up to 200 gallons of water per month.

### Washing up



Use a washing up bowl rather than running water = save around £25 per year.

### Turn lights off



Turn off lights when you're not using them or leaving a room = save around £15 per year.