

Your Home Energy

SUPPLIER INFORMATION



Your energy supplier:



Customer services

- Use the chat service online
- Email via our website
- Call us on: 0330 094 5800
Mon-Fri 8am - 6.30pm
Sat 9am - 4pm

Book a smart meter

Create an account online to register interest for a meter or call customer services

Submit meter readings

Create an account online and provide readings, use the chat service, email via website or call the number above

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

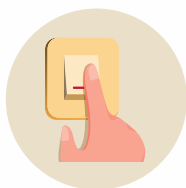
If you have an electrical emergency, for example a power cut, call 105. This will connect you to the electrical network operator in your area. It's available 24 hours a day, seven days a week, and it's free of charge.

Tips for saving money

BY REDUCING ENERGY USE



Switch appliance off



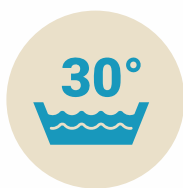
Don't leave appliances in standby mode, switch them off at the wall = save around £35 per year.

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.