

Your Home Energy

SUPPLIER INFORMATION



Your energy supplier:



Customer services:

Tel: 0333 777 0777
Mon - Fri: 8:30am - 5.30pm
Saturday: 9am - 4.30pm
Bank Holidays: 10am - 4pm

Prepayment meter enquiries:

Tel: 0333 003 5644
Mon-Fri: 8.30am - 8pm
Saturday: 9am - 4.30pm
Bank Holidays: 10am - 4pm
For emergency prepayment issues outside our opening hours call 0333 220 0233

Book a smart meter:

When our engineers are operating in your area, we'll send you a message to invite you to book an appointment. Register your interest in a smart meter online.

Submit meter readings:

App, online or call customer service number

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

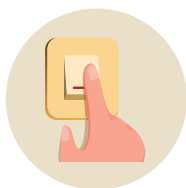
If you have an electrical emergency, for example a power cut, call 105. This will connect you to the electrical network operator in your area. It's available 24 hours a day, seven days a week, and it's free of charge.

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.