Your Electricity, Gas and Water

How to save money, reduce waste and stay safe at home



Infrastructure North

Northern Gas Networks

NORTHERN POWERGRID

NORTHUMBRIAN WATER *living water*

YorkshireWater

About us

In your region Northern Powergrid, Northern Gas Networks and either Yorkshire Water or Northumbrian Water are responsible for making sure you have a safe and reliable supply of electricity, gas and water to your home.

Together, we work in partnership as **'Infrastructure North'**, a coalition of utility companies who have joined forces to help serve our customers in the north of England.

There are lots of ways you can use your electricity, gas and water more efficiently to reduce your energy bills whilst helping the environment. Together we've created this booklet to give you some top energy saving tips room by room in your home as well as some potentially life-saving advice about staying safe in your home.

This document has been reviewed for Clear Print by RNIB.



Emergency Contact Information

To report a power cut, call 105.



Report a gas emergency to the National Gas Emergency Service by calling 0800 111 999.

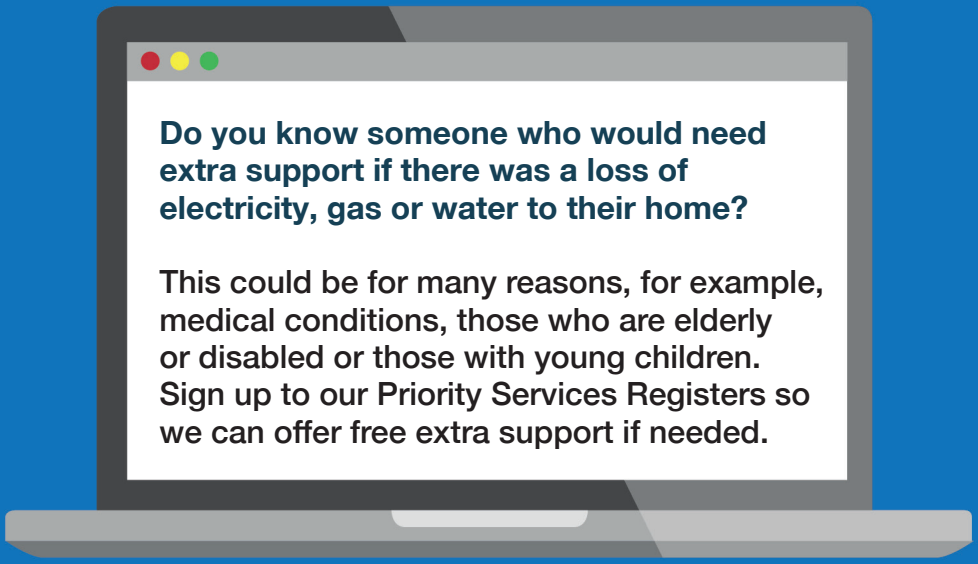
To report a water leak to Yorkshire Water, call 0800 573 553 or visit yorkshirewater.com/report.

To report a water leak to Northumbrian Water call 0345 717 1100 or visit nwlcommunityportal.co.uk/leaks.

In an emergency call Northumbrian Water's emergency leak line on 0800 393 084.



Priority Services Register



NORTHERN POWERGRID

Northern Powergrid
Priority Services Register
Register for additional help during a power cut.

northernpowergrid.com/care
or call **0800 169 2996**

NORTHUMBRIAN WATER *living water*

Northumbrian Water
Priority Services Register
Register for additional help in the event of interruption to water.

nwl.co.uk/your-home/your-services.aspx
or call **0345 717 1100**

We all need a little extra help from time to time - major life changes like a **death in the family**, **losing a job**, **divorce** or **illness** can all have a major effect on our ability to cope.

If you have **mobility issues**, **visual** or **hearing impairment** or just don't feel you would be able to manage without help if there was an interruption to your water, gas or electricity supply, please let us know. Telling us how we can support you if there is a problem means we can provide the help you need when you need it.

We all offer this free service – so if you sign up to the Priority Services Register and things go wrong, we know what to do to get you through until the supply is back on.

Northern Gas Networks

Northern Gas Networks
Priority Services Register
Find out if you're entitled to a free gas connection and additional home energy support.

northerngasnetworks.co.uk /priority-customers or call **0800 040 7766** option **3**

YorkshireWater

Yorkshire Water
Priority Services Register
Let us know about your accessibility needs and how we can help to ensure you have water during an emergency.

yorkshirewater.com/ priority-services
or call **0800 138 7878**

Carbon Monoxide - The Silent Killer



You can't see it, taste it, or smell it, but it can kill. 30 people in the UK die from Carbon Monoxide (CO) poisoning every year as well as 200 hospital admissions and 4000 visits to A&E.*

Fit a Carbon Monoxide alarm around gas appliances or open fires and be sure to test regularly.

Every home should have an audio CO alarm. They're available from local DIY stores and supermarkets for around £15. Your energy supplier may also be able to provide you with one.

CO is a poisonous gas produced by the incomplete burning of gas, solid fuels and liquid petroleum gas (LPG).

It happens when an appliance, such as a boiler or fire, has been incorrectly fitted, badly repaired or poorly maintained. It's important to get your gas appliances serviced every 12 months. CO can also occur if flues, chimneys or vents are blocked.

What does it do to my body?

When you breathe in CO (even small amounts) it gets into your blood stream and prevents your red blood cells from carrying oxygen which can cause your body tissue and cells to die. If inhaled over a long period of time, CO can cause serious harm to health including brain damage, paralysis or even result in death.

*Figures taken from the NHS

Stay safe and healthy

Spotting the signs

- If you have a gas cooker the flame should be crisp and blue. Lazy yellow or orange flames mean you need to get your cooker checked
- Dark staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation visible on windows

Please be aware of some of the Carbon Monoxide (CO) risks outside the home in particular leisure activities, such as:

- Caravanning
- Camping/Festivals - don't bring barbeques into tents to keep warm
- Boating
- Allotments

Recognising the symptoms

CO poisoning is difficult to self diagnose as many of the symptoms are shared with common illnesses such as colds and flu or food poisoning.

The main symptoms to look out for are:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness

If you suspect CO poisoning or smell gas, call the National Gas Emergency Service on **0800 111 999**.



Water for health

Water helps every cell in our bodies stay healthy and it is important to drink water to keep our minds and bodies active.

Water in blood helps deliver food, oxygen and other useful things your cells need to keep going.

By drinking plenty of water you can help to prevent a range of problems from headaches to kidney problems.

Why not try a healthier option?
Many artificial drinks are high in sugar, caffeine and artificial additives.



Did you know water makes up over two-thirds of the healthy human body?*

* Statistic from the NHS

Next time you make yourself a drink, try these healthier options:

- ✔ Replace your usual cup of tea or coffee with a glass of water.
- ✔ Keep a jug of water in the fridge with a supply of lemon slices.
- ✔ Liven up a glass of water with a squirt of lemon or lime juice.
- ✔ If you're out and about during the day, carry a re-usable, non-plastic bottle of tap water so you can have a drink whenever you want.

Stay safe and healthy



Drinking plenty of water helps you:

- Concentrate better and make your brain more efficient
- Stay healthy
- Have healthier skin and fresher breath
- Feel fresh and more alert
- Perform better at exercise and sports
- Prevent headaches and dizziness



Lack of water (dehydration) can lead to:

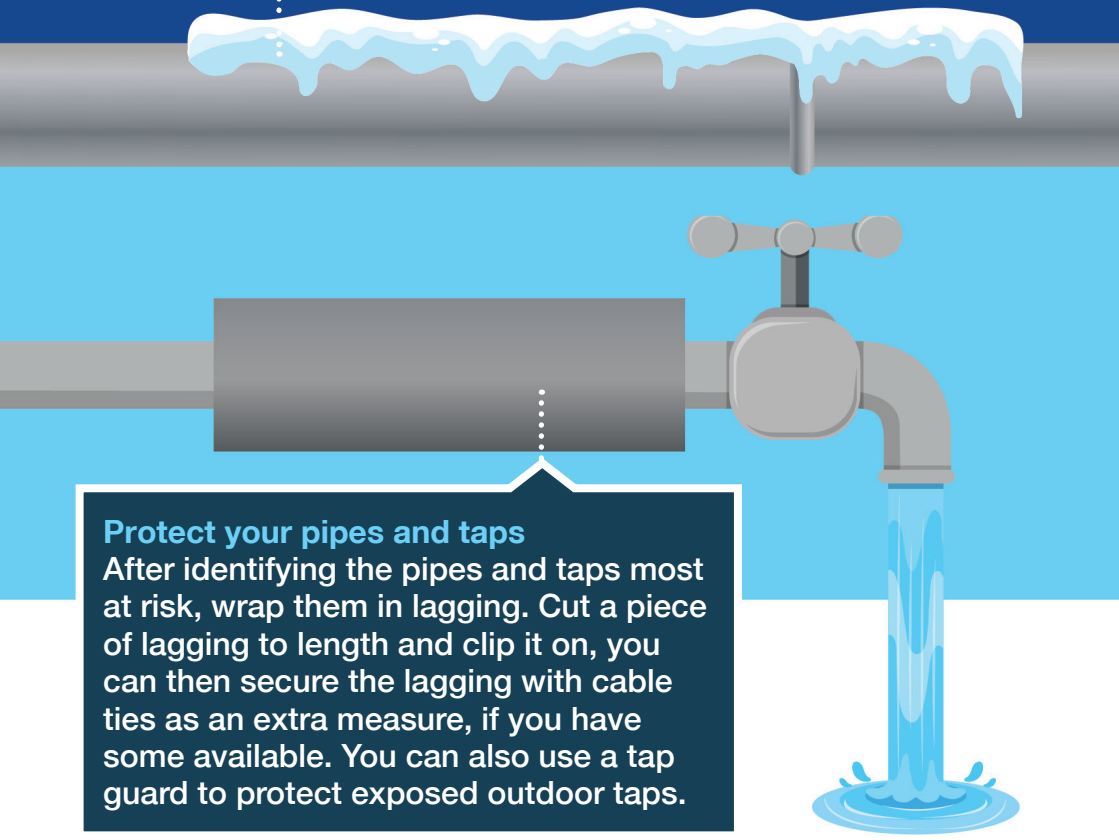
- Tiredness
- Headaches
- Difficulty concentrating
- Unhealthy skin and hair
- Smelly breath
- Health problems
- Not performing to the best of your ability at sports
- Collapse/loss of consciousness
- Constipation (particularly in elderly)

Frozen pipes

A cold, frosty spell could cause pipes to freeze, and then burst. If there's a freeze, and then a thaw, burst pipes will waste water and could also result in damage to your home and belongings. A few simple precautions can help keep everything safe and dry.

Spot the potential problem areas

Keep an eye out for any pipes, taps, cisterns, tanks and water meters in unheated areas that might be exposed to freezing temperatures. This includes lofts, garages and outhouses.



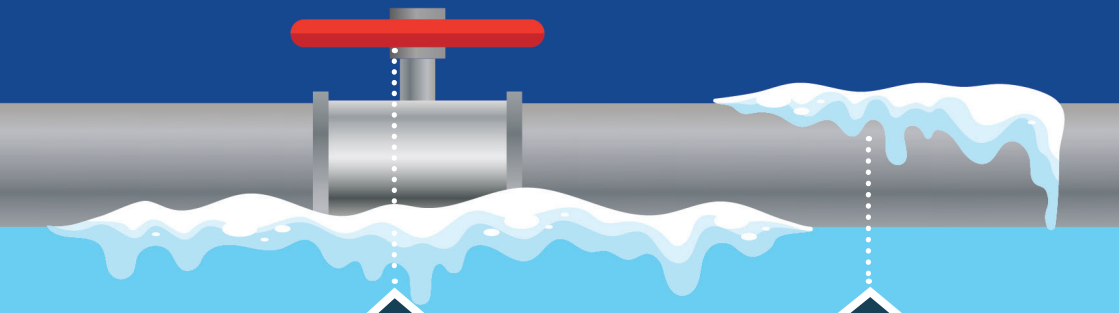
Protect your pipes and taps

After identifying the pipes and taps most at risk, wrap them in lagging. Cut a piece of lagging to length and clip it on, you can then secure the lagging with cable ties as an extra measure, if you have some available. You can also use a tap guard to protect exposed outdoor taps.

Keep your central heating ticking over

Heating a home is expensive, but so is a burst pipe. If you can, try to leave your heating on constantly at a low temperature. If severe weather is forecast, set the heating to your usual level, day and night.





Get to grips with your stop tap

Shutting off the stop tap is the first thing you'll need to do if your pipes freeze and then burst. They are usually located under your kitchen sink. It's worth checking now where your stop tap is. Make sure you're prepared and know where your stop tap is beforehand.

If the condensate pipe from your boiler freezes this winter, follow this simple advice to thaw it: To thaw frozen boiler pipes, hold a hot water bottle or heat wrap around the pipe. Alternatively, pour hot, NOT boiling, water over the frozen end of the pipe. If the boiler fires up, it's fixed. If it doesn't, pour hot water on the pipe again. If your pipes are still frozen, call your supplier.

In your kitchen

We use lots of appliances in the kitchen so little changes can make a big difference to the amount of energy and water you use.

Boiling water for pasta or vegetables in the kettle takes less time and uses less energy. Remember only boil the amount of water you need.

Use a bowl when hand washing your dishes saves up to **18 litres** of water a day.

When washing food use a bowl and save up to **7 litres** a day.



Wait to switch on your dishwasher until you have a full load and save up to **2 litres** a day.

Make sure your washing machine has a full load and you will save up to **8 litres** a day of water.

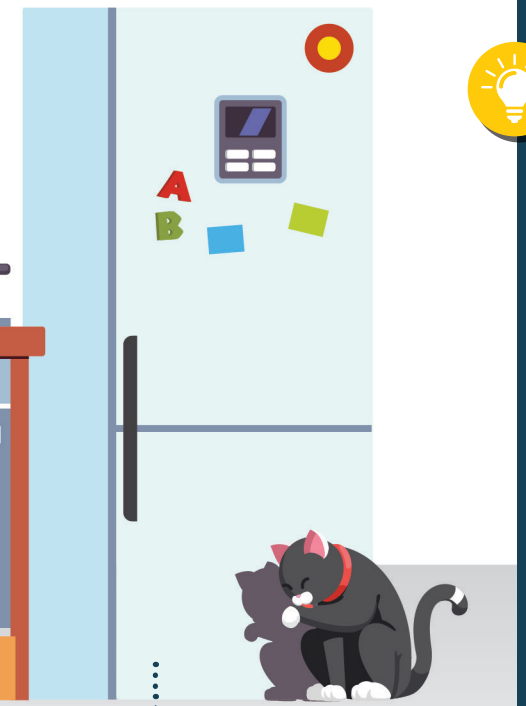
Gas hobs are more energy efficient than electric but slow cookers and microwaves are by far the most efficient.

*based on Northumbrian Water's water and sewerage charges, potential savings are estimated and subject to change.

Potential savings in your kitchen:

£32.32*

per year.



Regularly defrost your freezer to make sure it's operating at full efficiency.

Top tip

Be energy savvy with your cooking.

Turn off the heat a couple of minutes before your food is cooked, especially if you have an electric cooker as they take a lot of time to cool down.

Here's a bright idea...

Gas is one of the most cost effective ways to heat your home and water.

If your home isn't already connected to the mains gas network you may be able to get a free connection.
To qualify you need to;

- live in an existing property,
- meet an assessment criteria of your household income and heating costs, or
- have someone living in your home who receives certain benefits

For more information and to check if you meet the requirements call Communitas Energy CIC on **0113 426 1616** or **visit ce-cic.org.uk**.

In your bathroom

Long soaks in the bath, electric toothbrushes and razors and any bathroom luxuries, can all affect energy efficiency.

Repair a dripping tap and save up to **9 litres** a day.

Fill a basin when washing your face or shaving rather than letting the tap run and save up to **12 litres** a day.

Potential savings in your bathroom:

£65.56*

per year.



Take a shorter shower and save up to **18 litres** a day.

Turn off the tap when brushing your teeth and save up to **32 litres** a day.

Be conscious of when you're switching your immersion heater on and off. Make sure it is not on 24 hours a day.

*based on Northumbrian Water's water and sewerage charges, potential savings are estimated and subject to change.

A leaking toilet is one of the most common causes of unexpectedly high water use but they can be hard to see as the water often runs from the toilet cistern into the back of the pan.

The sound of a constant trickle is an obvious sign but some leaks are silent and easy to miss. A leaking toilet could be wasting an average of 215 litres of water a day. If you have a water meter and this is left undetected it could add an extra £200 on to your water bill.

Yorkshire Water or Northumbrian Water will repair your leaking toilet for free.*

*In some circumstances it may not be possible to repair the toilet. When this occurs the technician will provide you with advice on what needs to be done. This service is free for all Yorkshire Water and Northumbrian Water customers.

Here's a bright idea



Did you know that you can order a free water saving kit from your water supplier?

Contact Northumbrian Water or Yorkshire Water depending on where you live to be sent a pack that includes:

- a shower timer
- tap aerator kit
- a shower saver and
- a 'save-a-flush'

to help reduce your water use and bills.

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nwl.co.uk/your-home/using-water-wisely.aspx
or call **0345 266 0585**

YorkshireWater

yorkshirewater.com/savewater
or call **0345 124 2424**

In your living room

There are so many electronic devices that we can use smartly and efficiently to help save electricity and money.

Turning off electrical appliances like a TV, phone and chargers at the wall will save you money.

Use energy efficient light bulbs to save money.

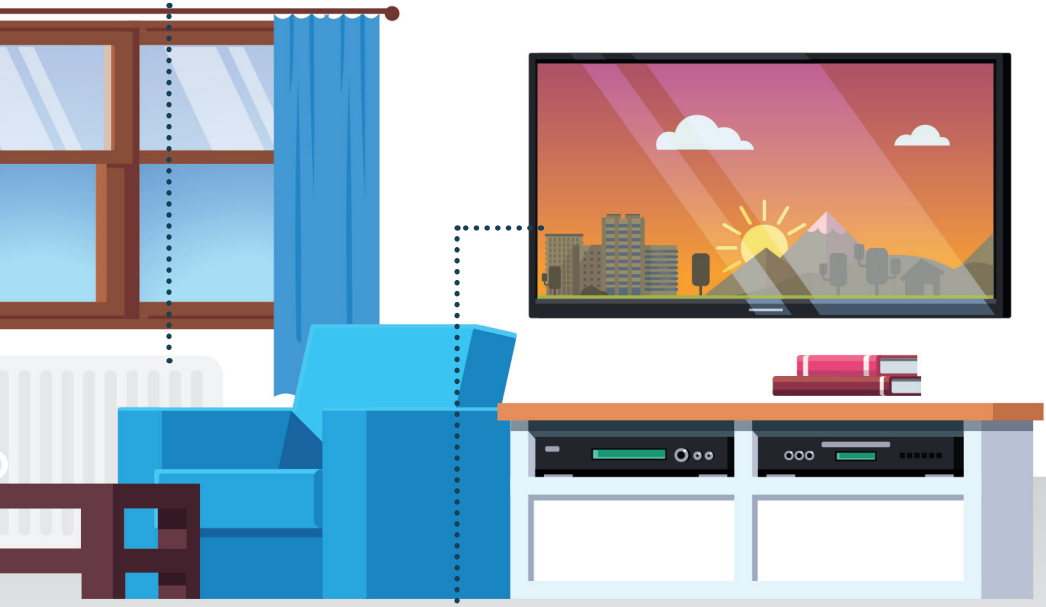


If you have an open fireplace that's out of use, try a chimney balloon to prevent loss of warm air. You can purchase these from your local builders merchants.

Draw your curtains at dusk to stop draughts and heat loss.

Keeping your home warm is important for your health. To avoid potential health problems, keep the room you spend most time in between 18°C and 21°C (64°F and 70°F). The best temperature for other rooms is 18°C (64°F).

Fit radiator foils behind radiators on external walls to direct heat into the room and move furniture away from radiators and heaters.



Look at turning the brightness down on your TV - the brighter the setting the more energy is being used.

If there's a power cut

POWER CUT? CALL 105

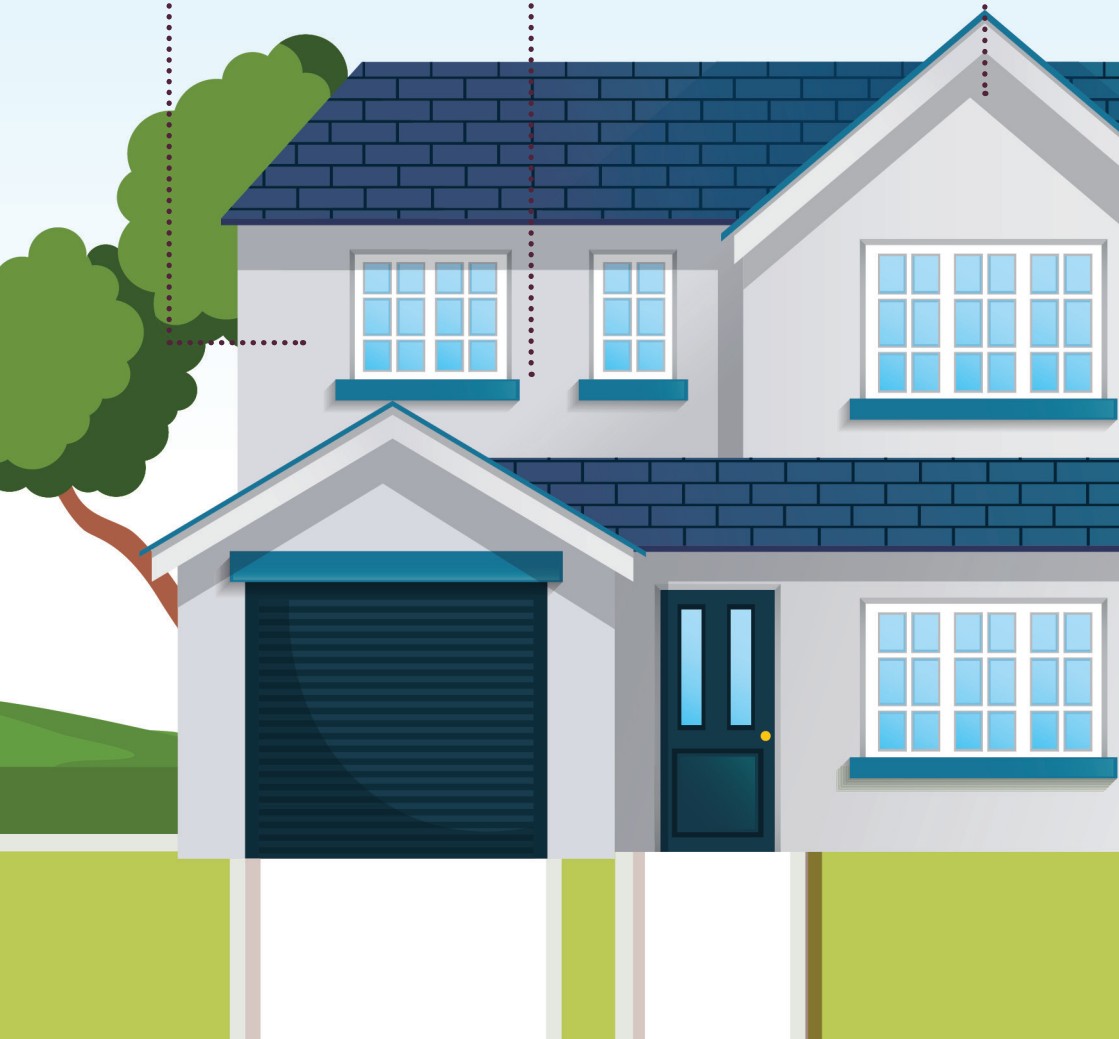
call 105 or visit **northernpowergrid.com** to stay updated.

Outside your home

Installing double glazed windows, if not already fitted, could save from **£50 to £130 per year*.**

Most heat is lost through walls installing cavity wall insulation could save you up to **£245 per year*.**

Loft insulation can save you up to **£250 per year*.**



Stop draughts by using sealants, brushes and rubber strips around doors and windows. This could save around £20 per year*.

Dry clothes outside when you can.



*Potential savings are estimated and subject to change.

Approximately 90,000 litres of water falls onto a typical roof in any one year, that's enough to fill 473 water butts.

Capture some of this water by placing a water butt by sheds, greenhouses, and conservatories.

Not only will this provide you with a source of water without having to tap into your home's supply, rainwater is better for your plants.

Water Butts are available from both Northumbrian Water and Yorkshire Water's websites.

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nwl.co.uk/your-home/using-water-wisely.aspx

YorkshireWater

yorkshirewater.com/savewater

Do you need any extra help?

If you're finding it difficult to pay your bills, contact your supplier as soon as possible to see how they can help.

Check your water supplier's social tariff for support with your bills.

Yorkshire Water
Visit **yorkshirewater.com/billhelp**

Northumbrian Water
Visit **nwl.co.uk/your-home/your-account/difficulty-paying.aspx**

For further advice and support you can contact the following organisations for help:

Citizens Advice are there for independent advice on debt and energy issues.
Visit **citizensadvice.org.uk** or find your local branch in the phone book.

Christians Against Poverty offer debt counselling and help.
Visit **capuk.org** or call **01274 760 720.**

Simple Energy Advice can give you impartial advice on bills and energy issues.
Visit **simpleenergyadvice.org.uk** or call **0800 444 202.**

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