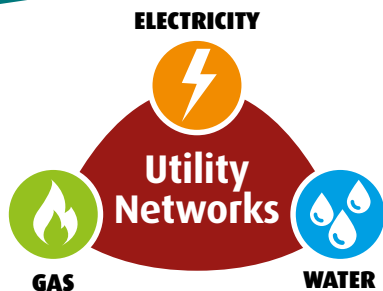


Useful tips to keep you safe and save you money



Experts from electricity, gas and water companies team up to share tips, knowledge, info and advice...



Working together – for you

Do you know who to call to fix a power, water or gas problem in your road?

Here's a clue: it's not necessarily the company you pay your bill to

To make life easier a host of utility companies are working together to give you the information you need. Experts from local electricity, gas and water companies have teamed up to share tips, knowledge, info and advice based on what customers said they wanted to know.

In this guide you'll find out who to contact, how to get the support you or your family need, and access lots more useful information to help keep you safe and warm. It's not just about emergencies either, because we've included how to read your meter, use energy and water more efficiently, and how to 'switch' your energy supplier – so it could even save you money.

This guide is supported by all the organisations listed below. Keep it somewhere safe so that you'll have everything you need if a problem ever happens at your home or business, and rest assured we'll be here to help.



What to do in an emergency



Safety around the home



Giving you priority



Saving you money



Useful contact details



**POWER CUT?
CALL 105**



Power cuts are not always possible to predict, however there are some precautions you can take if you are without power

- If electricity is crucial for any medical equipment you have, please contact us now so we can put you on our Priority Register for assistance during any power outage
- Make sure you have multiple torches along with extra batteries
- In addition to a mobile phone, keep a plug-in telephone that does not require electricity – remember that with cordless phones you may not be able to make phone calls once the batteries are dead
- Keep an eye on any elderly or ill neighbours, or anyone you know in a potential vulnerable situation.

Keeping safe near electrical equipment

Overhead electric lines, underground cables, substations and other electrical equipment are SAFE in normal conditions.

Stay safe near...underground cables and overhead power lines

- Before you start any work, for example, erecting a marquee, installing fence posts or building a conservatory, please contact us on **0800 056 5866** for advice or to obtain cable records
- Overhead power lines are often uninsulated (bare) and can carry high voltages. They can look like telephone wires, but never assume this is the case. Most overhead power lines are supported by poles
- Don't light fires beneath overhead power lines. This could cause the line to break and fall down
- Always assume that the lines are live.

Stay safe near...substations

- If you lose any personal property, for example, a ball, in a substation, DO NOT go in to get it. Simply call us on 105 and we will recover your property for you safely.





If you smell gas or are worried about gas safety, you can contact the National Gas Emergency Service by calling 0800 111 999 or via textphone (minicom) on 0800 371 781. You can get in touch at any time, day or night, 365 days a year. This call is free.

During the call, the operator will ask you to follow these steps:

- Turn off the gas supply at the meter. Unless the meter is located in a cellar or basement – in which case, do not enter
- Open doors and windows to ventilate the property
- Put out naked flames and don't smoke
- Don't turn on or off any power or light switches
- Don't enter the cellar or basement if the smell of gas is in there. If it is, evacuate the building.

Once the operator has this information, a gas engineer will be sent to the property. They will require immediate access, but please keep everyone else away from the property.

Our gas engineers will make the property safe. If any additional work is needed on appliances, such as cookers, boilers or fires, this has to be carried out by a Gas Safe Registered engineer. You can find details of Gas Safe Registered engineers at www.gassaferegister.co.uk



**Smell gas?
0800 111 999**





You can take some simple steps to reduce the risk of leaks caused by frozen pipes such as insulating water tanks and lagging pipes, valves and fittings and fixing dripping taps.

If a pipe bursts...

- Turn off the stop tap and boiler
- Open all taps to drain the system quickly
- Block off and soak up any escaping water with thick towels
- Call a qualified plumber
- If water has leaked near electrics, switch them off at the mains
- Once the pipework is repaired, turn off the taps to avoid further flooding.



Report a leak
Call your water company

Water is essential to life and it's important to water companies that all customers have access to clean water and the safe removal of waste water. We're also very serious about the environment, so finding and repairing leaks is critical. We take this very seriously and although leaks on private supply pipes are your responsibility, we will be happy to offer help and advice at any time.

If you have been advised that the leak on your private supply pipe is not covered under our free repair policy, you will need to arrange the repair yourself. You may be covered for the repairs under your household insurance policy so please check this first. If you are a tenant, contact your landlord who may be responsible for the repairs.

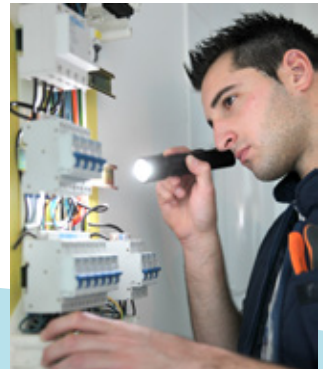
For a list of approved plumbers in your area who can repair your leak, or for more information about the Water Safe Scheme please visit **www.watersafe.org.uk** or telephone **0333 207 9030**.





Electricity improves our daily lives – but only when used safely. Don't create hazards by overloading sockets, and never ignore warning signs like burning smells, sounds of arcing (buzzing or crackling), fuses blowing or circuit-breakers tripping. Damaged plugs, sockets and flexible cables can cause electric shocks, burns and fires. For you and your family's safety:

- Check the plug and socket for burn marks, sounds of 'arcing' (buzzing or crackling), fuses blowing, circuit-breakers tripping or if it feels hot
- Remove plugs from sockets carefully. Pulling out a plug by the cable puts a strain on it, and could damage the contact between the plug and the socket. This could result in the plug overheating, its wires becoming loose or an electric shock (if the earth wire is disconnected)
- Use plugs with the British Standard safety mark – they have live and neutral pins with insulating sleeves that allow you to put them in and pull them out of sockets safely
- Always replace damaged cables immediately. Touching exposed live wires may give you an electric shock or you could even be killed
- Drying clothes on an electric heater, with water dripping onto live parts, is particularly dangerous and could cause an electric shock or fire. Many electrical appliances, such as heaters, have ventilation slots to prevent overheating. If these slots are covered up, the appliance could overheat and catch fire, or if water drips in, there is a risk of electric shock
- Never drill or fix nails in walls without knowing what's behind them – walls and partitions conceal electrical cables and gas and water pipes
- Keep your appliances well maintained.





Gas appliances should be safety checked and serviced at least once every year, unless otherwise specified by the manufacturer. A thorough service on your boiler and gas supply will include a range of tests and checks to ensure that the appliance is operating safely.

An accredited Gas Safe Engineer can help you ensure you get a high quality service and that your appliance is maintained safely.

Have a carbon monoxide alarm installed.

Carbon monoxide is not only a potentially dangerous gas, it's also incredibly hard to detect as it is both odourless and colourless. Carbon monoxide alarms detect and alert you to the presence of the poisonous gas, and should be fitted in your home.



In addition to this, you should always remain vigilant for common symptoms of carbon monoxide poisoning.

These include:

- A headache
- Feeling sick and dizzy
- Feeling tired and confused
- Being sick and having stomach pain
- Shortness of breath and difficulty breathing.





Being in and around water is great fun, but water can be very dangerous. Have fun, but always keep safe. There are dangers that can kill in and around the home and you should always be vigilant near lakes, reservoirs, rivers, canals, ponds and the sea. Here are a few things you should remember:

- Watch children when they are in or around water at all times, without being distracted. Keep very young children within arm's reach of an adult
- Keep rain water butts covered and empty buckets after use. Once bath time is over, immediately drain the bath
- Keep doors to bathrooms and laundry rooms closed
- Garden paddling pools should be drained immediately after use. Store them upside down so they don't collect water
- Install fences around home swimming pools. A pool fence should surround all sides of the pool and be at least four feet tall with self-closing and self-latching gates
- Know what to do in an emergency. Learning CPR and basic water rescue skills may help you save a child's life.





Why pay more than you have to? It is worth checking your bills regularly to see what you are paying and whether you can get a better deal to save money and energy.



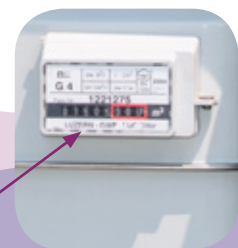
Making sure you pay for what you use

- Providing your energy supplier with regular meter readings will ensure that you only pay for what you use
- Look for the 'E' for estimated or 'A' for actual or 'C' for customer. If they have been estimated for a long time you may find that you are paying too much or too little
- If you don't have a smart meter or a water meter at your home you might be able to make savings by having one fitted. Speak to your energy or water provider.

How to read your meter

Your meter tells you how much electricity, water or gas you have used. There are two parts to a meter reading – the number on your meter and the measurement that your meter is using.

The number		
Put down all the numbers even if they are 0s, ignore any numbers after the point or if they are in red		
The measurement		
All electricity is measured in kWh (kilowatt hours).	Water is measured in cubic metres. One cubic metre is 1,000 litres.	Gas is measured in cubic feet or metres then converted to kWh for your bill.
This meter reads 3340 kWh	This meter reads 00545m ³	This meter reads 01505m ³



The serial number for your meter



Switching

Switching is the process of changing your gas or electricity company or the deal you have with your company (your tariff). Switching online gives you access to the best deals and can also be easily done over the phone. You could save up to £300 for one or two hours work!

Top tips for super switching

Ask the site to show all deals – not just the ones they can help you switch to.

Check the deal – how long does it last and when can you change to a different deal?

Check the gas and electricity deals separately and the ‘Dual Fuel’ option – how much it would cost to pay for both gas and electricity together?

Exit fees – does it cost money if you leave the tariff early?

Did you know?

- You can still switch whilst on a prepayment meter and get a better deal
- If you like your current energy company, it's still worth checking that you are on the best tariff. Why not give them a call?
- Your energy supply will not be disrupted by changing your energy supplier
- That some deals are only available if you use Direct Debit or manage your account online. If you're not sure about this or want to find out more about how you can pay, give the company a call and get more information.





Worried about debt?

It's important that you speak to your energy or water provider to discuss what options are available to you; these could include flexible payment plans or meter options, but if you are finding it difficult to manage, you may be eligible for support.

Need help to pay your water bills?

- Flexible payment plans
- Free water meter installation
- Water efficiency devices
- Social tariffs to reduce the bills of eligible customers
- Support with debt.

Citizens Advice

03444111444

www.adviceguide.org.uk

Debt Advisory Centre

debtadvisorycentre.co.uk

Energy Saving Trust

www.energysavingtrust.org.uk

National Energy Advice (NEA)

www.nea.org.uk/advice

National Debt Line

www.nationaldebtline.org





Energy and water efficiency advice

A family of 4 living in a 3 bedroom semi detached home **saved £365** by changing the way they used energy and water in the home, and an **additional £200** on average by checking they are on the best tariff.

In your kitchen, saving you on average per year £65

- Use a bowl when hand washing dishes
- Use a bowl when washing food instead of leaving the tap running
- Use full loads in washing machines
- Only fill your kettle as much as is needed
- Fully load your dish washer and use the Eco setting.

In your living room, saving £205 per year

- Don't put your appliance on standby, turn them off
- Change to LED bulbs – they last longer and use less electricity
- Set your thermostat between 18°C and 21°C
- Turn out the lights when not in use
- Regularly bleed your radiators
- Use curtains and draft excluders.

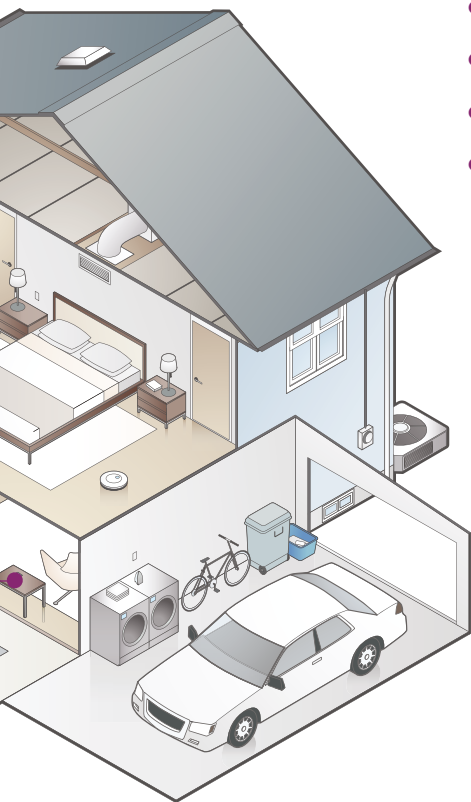


Information from CSE and the Energy Saving Trust. For more tips, see: www.cse.org.uk/mythbuster





For energy advice contact the national **Energy Saving Advice Service** (provided by the Energy Saving Trust) on **0300 123 1234** (national call rates apply).



In your bathroom, saving £95 per year

- Turn off the tap when brushing your teeth
- Shower rather than taking a bath
- Take shorter showers – get a shower timer
- Use a plug in the basin when washing your face or shaving.

Outside your home

- Use water resourcefully in the garden
- Use a water butt to collect rainwater and use to water plants
- Don't let your hosepipe run unnecessarily; by fitting a trigger hose gun it will allow you to turn the water on and off easily
- Repair dripping taps both inside and outside your home
- Line dry your clothes, especially in the summer.

If you would like advice on water saving devices that can be used in your home, contact your water company or visit their website (details can be found at the back of this leaflet).



Would you need extra support during a power cut or loss of gas supply? We can help.

Do you or someone you know, maybe a relative, friend or neighbour need extra support in the event of an outage?

By telling us about your additional needs we can tailor the support we provide to you when you need it most.

You can join our Priority Services Register by contacting your energy supplier, gas or electricity network company who will ensure that your information is kept and shared to provide you extra support when you need it.

Our services include:

- Dedicated number and specialist team to support you and your family during an outage
- Nominated contact person to receive updates in the event of a power cut or gas outage
- Practical on site support during an outage
- Weather alert text and voice messages when we expect poor weather to help you prepare.



If you would like to register your home contact us on:

0800 169 9970

ukpowernetworks.co.uk/priority



ELECTRICITY



GAS



Providing you with water...

We will take extra care not to interrupt or restrict the supplies to customers who we know have specific health, family and other special requirements.

However sometimes we may have to turn off or restrict water supplies so that we can carry out essential repairs or because of an emergency. You can help us to provide the best possible service by letting us know in advance if an interruption to the water supply would cause you particular problems.

How your water company can help.

If you or someone you know needs a helping hand, we've a range of priority services available. Here are some of the ways we can help.

Dependant on water for medical purposes

It's important that you tell us if you need access to water for a medical condition. If there's a burst or a leak that affects your property we will make every effort to contact you to let you know what's going on.

Restricted mobility

If you find it hard to get around, or are in a wheelchair, we can bring you bottled water or help you get a standpipe or tanker if something is wrong with the water supply.

Restricted sight or hearing

We can send your bill and our communications in alternative formats. Please let us know if you need us to provide information in another way.

Carers

If you would like someone else to deal with your bills on your behalf just let us know.

Security against bogus callers

Set up a password with us, so that our field operative will need to tell you this if they need to visit your property.





Electricity

Call us free on **105** or
0800 31 63 105

Text **POWER** and your postcode
to **80876**

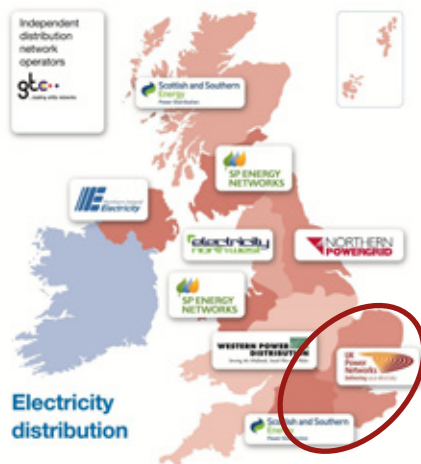
Web: ukpowernetworks.co.uk

Twitter: @UKPowerNetworks

Facebook: UK Power Networks

using your textphone dial

18001 0800 31 63 105



Gas

Smell Gas? **0800 111 999**

Cadent

Call: **0845 835 1111**

Email: wecare@cadent.com

Web: cadentgas.com

Twitter: @cadent

Facebook: Cadent

SGN

Call: **0800 912 1700**

Email: customer@sgn.co.uk

Web: sgn.co.uk

Twitter: @SGNgas

Facebook: SGNgas





Water

Contact numbers for these organisations:

Affinity Water

Call: **0345 357 2407**

Web: affinitywater.co.uk

Twitter: [@affinitywater](https://twitter.com/affinitywater)

Facebook: Affinity Water

Anglian Water

Call: **0800 771 881**

Web: anglianwater.co.uk

Twitter: [@anglianwater](https://twitter.com/anglianwater)

Facebook: Anglian Water

Essex & Suffolk Water

Call: **0800 526 337**

Web: eswater.co.uk

Twitter: [@eswater_care](https://twitter.com/eswater_care)

Facebook: Essex & Suffolk Water

South East Water

Call: **0333 000 0002**

Web: southeastwater.co.uk

Twitter: [@sewateruk](https://twitter.com/sewateruk)

Facebook: South East Water UK



Southern Water

Call: **0800 820 999**

Web: southernwater.co.uk

Twitter: [@southernwater](https://twitter.com/southernwater)

Facebook: Southern Water

Thames Water

Call: **0800 714 614**

Web: thameswater.co.uk

Twitter: [@thameswater](https://twitter.com/thameswater)

Facebook: Thames Water

