

Energy and money saving tips

You can spend less on energy and still have a warm and comfortable home. These are some simple and free steps that you can take today.



Lights and appliances



- Turn lights off when you are not using them or leave a room, if it is safe to do so.
- Change old bulbs to LED bulbs. Over time, this will save you money on your energy bills.
- Microwaves, slow cookers, and air fryers are more efficient ways of cooking food than using your oven.
- Switch appliances off or unplug them when they are not being used (such as your TV if you are not watching it) instead of leaving them on standby.
- **Do not unplug or turn off your fridge or freezer.**
- Check the instructions for any appliances you are not sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.



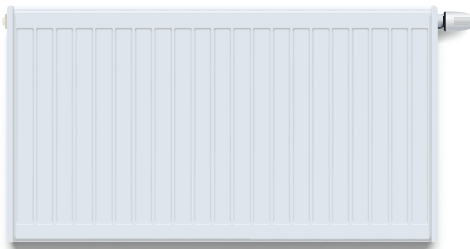
Welcoming Places

are free public places where you can go to get warm, save money on heating costs, avoid social isolation, and receive support and advice.

For more information contact us on 0191 427 7000



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Heating your home

- Close the doors to stop heat escaping from the rooms where the radiators are switched on.
- Heat the rooms you use the most, like your living room, to a comfortable temperature. Usually you should set your thermostat to the lowest comfortable temperature for your needs. For most people, this is between 18°C (about 64°F) and 21°C (about 70°F).
- Make sure you know how your thermostats and timers work. This means setting when heating and hot water comes on and goes off when you need it.
- Keep sofas and furniture away from radiators if you can, so that they more easily heat your rooms.
- Draw your curtains at night to keep the heat in and the cold out.
- Block gaps around windows and doors to keep cold air out and stop warm air from escaping. Make sure you do not block ventilation channels, like wall or window vents.

Water and washing

- Water meters* are an easy way to lower your bill. You will only pay for the water you use. Contact Northumbrian Water to get one.

**If you are Council or housing association tenant, please speak to them about this first. You may not need a water meter because you may pay for water as part of your rent.*

- When doing laundry, make sure the load is full. Use the 'eco setting' mode if your washer has one or think about washing on a lower temperature to save money. Use shorter wash cycles.
- Drying clothes on a radiator gets in the way of the hot air from the radiator keeping the room warm. This puts more pressure on your boiler and increases your energy bill.
- Try using a clothes horse or drying rack instead.
- Cut down on the length of your shower. If you prefer a bath, use less water.
- Only boil the water you need in a kettle.
- Use a bowl to wash up rather than a running tap.





Damp, mould and condensation

- Condensation is the most common cause of damp and mould, especially during the winter months.
- As the weather gets colder and heating is turned on, windows are often fully closed.
- The extra moisture can cause mould growth on walls and ceilings as well as on furniture and your belongings.
- Damp often leads to mould, which can have health effects such as causing breathing or skin problems.
- Damp and mould can also affect your mental health. This could be due to worries about the health impacts of damp and mould, unpleasant living conditions, and damage to your belongings.
- Many household activities such as drying clothes indoors, cooking and showering produce moisture in the home. Use extractor fans in the kitchen and bathroom or open windows if you can. Good ventilation helps reduce moisture.

If you are a Council tenant and want to report a repair or problems with damp and mould, please call us on 0300 123 6633

Anyone else can contact the Private Sector Housing Team on 0191 427 7000



Smart Meters

- They measure how much gas and electricity you use and send readings automatically to your energy supplier. They come with an in-home display screen to help you monitor and reduce your energy use. To get a smart meter, contact your energy supplier (who you pay your bill to).

Worried about paying your bills or topping up your pre payment meter?

- Please talk to your energy supplier. Your supplier (who you pay your bill to) have a responsibility to help you. Give them a call as soon as you can. If you do not want to deal with your supplier directly, ask someone to make contact for you.
- You can get temporary credit if you cannot afford to top up your meter. Your supplier might add this to your meter automatically when you run out of credit, or you might have to contact them and ask.



Free help and support

Age Concern Tyneside South

For people over 50yrs in South Tyneside. They offer information and advice on debt, benefit and money issues.

Address: 29 Beach Road, South Shields, NE33 2QU

Call: 0191 456 6903

Email: www.ac-ts.org.uk

Citizens Advice South Tyneside

Free and confidential advice on a range of topics. This includes benefits, debt, tax credits, and housing.

Address: Edinburgh Buildings, 2 Station Approach, South Shields NE33 1HR

Face to face appointments can be made for those who need them.

Call: 0191 455 7958

Citizens Advice National Helpline:
0800 144 8848

First Contact Clinical

Health problems can be made worse if you live in a cold home. They can give you advice about energy efficiency, mould or damp issues, welfare and benefits, home adaptations, fire safety, increased falls risks and living conditions.

Call: 0191 4329838 and ask to be referred to the healthy homes scheme.

Email: fcc.lifestyle@nhs.net

Home Energy Advice North East

Free support to reduce your energy bills and advice about how to make home improvements.

Call 0800 175 9345

Home Energy Advice Team

The Home Energy Advice Team provided by the Wise Group. They can give you energy advice at home and help you manage your bills.

Call: 0800 092 9002

Email: HEAT@thewisegroup.co.uk

Northumbria Water Discount

If you are on a low income or get pension credit, you might be able to get help with your water bill.

Call: 0345 733 5566

Apply online: www.nwl.co.uk

South Tyneside Council Housing Services

If you are a Council tenant you can speak to our Home Energy Support Officer who can provide you with free advice and support. The Council also hold regular Energy Roadshows across South Tyneside. The events are aimed mainly at Council tenants, but anyone needing support is welcome to come along. **Call:** 0300 123 6633

Support with heating and insulation

Insulation and heating upgrades are available, subject to your eligibility, surveys and funding.

Contact South Tyneside Council on 0191 427 7000 to express your interest.

The Green Doctor

Home visits or phone calls to help with staying warm, energy efficiency, fuel vouchers and help with damp or mould problems, plus referral to other services such as food banks.

Call: 0191 428 1144

Welfare Support Team

The service is free and confidential for anyone living in South Tyneside. You can get debt, benefit and money advice on the phone, in your local area or in your home. Make sure you claim all the benefits you are entitled to.

Call: 0191 424 6040

Email: welfarerights@southtyneside.gov.uk

If you are becoming overwhelmed and need someone to talk to speak to:

- Samaritans: 116 123
- Mind: 0300 123 3393
- Campaign Against Living Miserably: 0800 585858