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# Energy - Water

**South Staffs Water**

If you get your water from South Staffs Water then you might be eligible for the [Assure tariff](https://www.south-staffs-water.co.uk/household/my-bills-and-payments/my-bill-explained/other-charges-and-tariffs/assure-tariff).

Download the guidelines and application form here:

[www.south-staffs-water.co.uk/media/1933/assure-tariff-form-ssw\_oct\_2017.pdf](http://www.south-staffs-water.co.uk/media/1933/assure-tariff-form-ssw_oct_2017.pdf)

Or visit [South Staffs Water Community Hub](https://www.south-staffs-water.co.uk/community/community-hub) at Unit 17, Union Street Wednesbury WS10 7HD and speak to one of their advisors.

**Severn Trent Water**

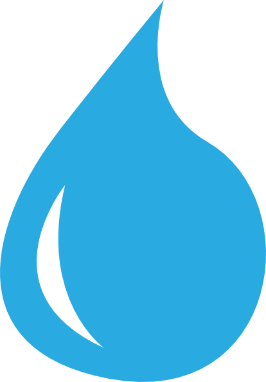
If you are a Severn Trent Water customer and want to find out more about the Big Difference Scheme and how they can help you, visit -

www.sttf.org.uk/big-difference-scheme-makes-difference

**Reducing your water bill**

Switching to a water meter is free and could save you around £100 per year, so it’s well worth investigating. There are a few ways you can reduce your water bill - we’ve listed some of the best here:

* Change the way you pay for water: Do you have a water meter, or do you pay a fixed price every year? Depending on your household one method might be cheaper than the other.
* Pick up some free water-saving gadgets: If you’re looking to save water, your supplier may be able to send you free gadgets to help you to save.
* Don’t waste water: Take a quick shower instead of a bath, turn the tap off when you’re brushing your teeth, fix leaking taps… There are plenty of options when it comes to cutting your water consumption.

**Is it worth switching to a water meter?**

There are two ways you can pay your water bill:

1. You pay a set price per year - this is called rateable billing and is usually divided into 10 monthly payments. How much you pay depends on your home.
2. You have a water meter - this means you pay for the water you use.

**If you’re not sure how you pay, take a look at your bill.**

### **Step two - work out if it’s worth switching.** If you’re on rateable billing, you can choose to get a water meter instead. This can be cheaper, but it isn’t always.

To see if it’s right for you, use a water usage calculator. You can find a calculator on your supplier’s website. It will ask you to estimate a few details about your water use – like how often you flush the toilet, use the washing machine etc. and it will show how much you could save compared to your current rateable bill.

Once you have a water meter, depending on your supplier you might not be able to switch back to rateable billing, even if you think it would be cheaper. Some suppliers however, allow you to try it out for a period of time and switch back if you find it more expensive. It is worth clarifying this **before** you decide to do it.

If your water supplier can’t provide you with a water meter, they’re obliged to offer you an alternative to compensate. This alternative is called an Assessed Charge.

## **Tips for using less water**

* Replace baths with showers - If everybody in a family of four replaces one bath a week with a five-minute shower, up to £20 a year could be saved on gas bills and up to £25 on water bills (if you have a water meter).
* Change the head - If a family of four replace their inefficient shower head with a water efficient one, they could save around £75 off their gas bills and around £120 off their water bills (if they have a water meter) each year. That’s a total saving of around £195.
* Turn it off - A running tap wastes more than six litres of water a minute, so turn off the tap while brushing your teeth, shaving, or washing your face. Use cold water if you don't need hot.
* Fix dripping taps - A dripping tap can waste more than 5,500 litres of water a year, so make sure your taps are properly turned off and change washers promptly when taps start to drip.
* Make it go further - Try to avoid wasting water from running taps while waiting for hot water.
* Fill appliances - Make sure that dishwashers and washing machines are full before you use them, and always use the most efficient water and energy settings.
* Use a bowl - Using a washing up bowl to wash up plates or cutlery twice a day rather than having the hot tap running could save around £25 a year on your gas bill and about £30 on your water bill (if you have a water meter). If you need to rinse utensils or wash vegetables, use cold water if possible and don't leave the tap running.

# Energy – Gas and Electric

Comparing energy tariffs and deals regularly can help you make sure you’re getting the best gas or electricity tariff for your usage and the best service offer. It can also highlight if you could cut your bills by switching supplier.

It pays to shop around. Ofgem research finds comparing and switching supplier or energy tariff can make a big difference to your gas and electricity bills – with annual savings of around £300 available.

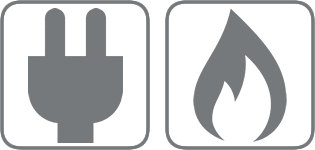
If you have never compared energy tariffs or switched gas or electricity supplier, it may seem a daunting process, but it is actually quite simple

When comparing energy costs, there are many online comparison sites to choose from. Here are some examples to get you started –

www.moneysupermarket.com/store/gas-and-electricity/enquiry

[www.uswitch.com/gas-electricity/current-plan](http://www.uswitch.com/gas-electricity/current-plan)

www.moneysavingexpert.com/utilities/you-switch-gas-electricity

[](https://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=2ahUKEwiMk5PXzp_hAhVSxhoKHbpuBDkQjRx6BAgBEAU&url=https://www.energyadviceline.org.uk/compare/gas-electric.php&psig=AOvVaw3GkV6q5nf-VRlcpHox2zAB&ust=1553683086334516)

**Local Energy Advice Programme (LEAP)**

Customers in Sandwell and Dudley - If you are struggling to pay your energy bills or it has been too cold in your home this winter, you may be able to get assistance from LEAP. They offer a free home visit by an energy advisor who can:

* Install free simple energy saving measures such as LED light bulbs and draught-proofing.
* Check if you're on the best energy tariff.
* Arrange a free money advice consultation.
* Help you find funding for further energy saving home improvements.

The [eligibility requirements](https://www.applyforleap.org.uk/eligibility) of LEAP are designed to target households that are:

* Already in fuel poverty, or at risk of falling into fuel poverty.

To find out more about LEAP and see what they can offer visit: www.applyforleap.org.uk

**Payment Options**

Energy suppliers offer several ways to pay for your energy which have both advantages and disadvantages:

* Prepayment meter (pay as you go).
* Quarterly bill (every 3 months).
* Fuel direct (taken from benefits).
* Weekly / fortnightly / monthly budget payments (smaller payments).
* Monthly or quarterly direct debit (same time and amount).

**Help In Winter**

You may be able to get help with fuel costs during the winter:

* The winter fuel payment – an annual payment varying between £100-£300, depending on your circumstances. It is available to most people of state pension credit age. Please call 03459 15 15 15 or visit [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment) to find out more
* [](https://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiPvoeIz5_hAhVI2xoKHf5tDdMQjRx6BAgBEAU&url=https://www.vectorstock.com/royalty-free-vector/happy-snowman-winter-cartoon-vector-18512026&psig=AOvVaw04CQCIQRqfIcUAn4Z-eoyG&ust=1553683166593696)Cold weather payment – available in some households in areas where a period of exceptionally cold weather has occurred. £25 per seven day period between 1 November and 31 March when the local temperature is an average of zero degrees Celsius or lower. To be eligible you must be receiving certain benefits and also be over state pension credit age, or disabled or responsible for a child aged under 5. To find out more please visit:

[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment).

**Warm Home Discount Scheme**

Participating electricity suppliers offer a discount of £140 off your electricity bill if you are eligible. To see if you qualify call your supplier or visit [www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills](http://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills)

**Local Energy schemes**

Save money on your energy by taking part in your local scheme.

Four Easy Steps:

* Sign up for free without obligation. It takes less than 5 minutes.
* An 'auction' takes place. The supplier who offers the cheapest tariff will offer you a contract.
* You will then receive a personal offer to see how much money you could save.
* Finally, you get decide whether you accept the offer or not.

Please note, if you do decide to switch you are entering into a contract with an energy supplier, not with the Council. The responsibility to provide energy and deliver your contract lies with the energy supplier.

To give you an idea of how much you could save, people who registered an interest since the scheme started in 2013 could have saved an average of £151.54 per year.

Dudley

For more information and to register with Dudley’s Big Switch, visit the Dudley council website – [www.dudley.gov.uk/bigswitch](http://www.dudley.gov.uk/bigswitch) or call on 0800 048 8285

Sandwell

For more information and to register with Sandwell’s Big Switch, visit the Sandwell council website – [www.sandwell.gov.uk/energyswitch](http://www.sandwell.gov.uk/energyswitch) or call on 0121 569 5396.

**Tips for Saving Energy**

* Set timer on central heating system, to only turn hot water and heating on when required.
* If you have a hot water tank, set the cylinder thermostat to either 60 degrees Celsius or 140 degrees Fahrenheit.
* Close your curtains at dusk to stop heat escaping through the windows. Block any draughts like doors or windows.
* Always turn the light off when you leave a room.
* Do not leave appliances on standby turn off at the plug.
* Once mobile phones and laptops are fully charged unplug.
* Fill up washing machines, tumble driers and dishwashers before use.
* Only boil as much water as you need in the kettle.
* Fix any leaking taps.
* Consider a smart meter and in home display when offered by your energy supplier. This helps to monitor your usage.
* When you go on holiday turn all plugs off at the socket. Turn heating and water off.
* Switch light bulbs to energy saving bulbs.
* Do a home energy check yearly. For more information please visit;

[www.eachhomecountsadvice.org.uk](http://www.eachhomecountsadvice.org.uk)

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# Energy Supplier

# Contact Numbers

Affect Energy

0330 606 2675

Avro

0330 088 5754

Avi Energy

0808 284 0456

Breeze Energy

0191 348 1212

Bristol Energy

0808 281 2222

British Gas

0333 202 9802

Better Energy

0115 846 0438

Bulb Energy

0800 731 0214

Cardiff Energy Supply Ltd

0292 225 0340

Co-operative Energy

0800 954 0693

Daligas

0800 111 4568

Ebico

0800 028 6699

E

0333 103 9575

Economy Energy

0333 103 9053

Ecotricity

0800 030 2302

EDF Energy

0800 056 7777

Engie

0800 280 8000

Enstroga

0115 857 2572

Entice Energy

0330 403 0040

Extra Energy

0800 953 4744

E.ON

0333 202 4610

First Utility

0800 138 3342

Fischer Energy

0800 103 2769

Flow Energy

0800 092 0202

GB Energy

0800 644 4451

Gen4U

0800 035 5902

Gnergy

0125 249 4141

Go Effortless Energy

03333 444 109

Good Energy

0800 254 0000

Green Energy UK

01920 486 156

Green Network

Energy

0800 520 0202

Green Star Energy

0800 012 4510

Igloo Energy

0333 405 5555

iSupply energy

0330 202 0298

M&S Energy

0800 300 111

National Gas

0190 538 0201

npower

0800 073 3000

One Select

0333 21 25 973

Octopus Energy

0808 164 1088

Our power

0808 168 4534

OVO Energy

08004 086 610

PFP Energy

01772 395 777

Robin hood

0800 030 4567

Sainsbury’s Energy

0800 316 0316

Scottish

Power

0800 027 0072

SO

0330 111 5050

Spark Energy

0345 034 7474

Solarplicity

0333 004 4666

SSE

0800 300 111

Together Energy

0333 150 1699

Tonik Energy

0333 344 2686

TOTO Energy

0333 210 7070

Utilita

03303 337 442

Utility

Warehouse

0333 777 3212

Zog Energy

01473 597964