

Visit our online Help Centre

**[www.utilita.co.uk/help](http://www.utilita.co.uk/help)**

Call our Customer Care Team

**03303 337 442**

If you have lost supply please call

**03452 068 999**

**OPENING HOURS**

8:00am - 8:00pm Mon - Fri

8:00am - 5:00pm Sat

**OPENING HOURS**

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**SIMPLE ENERGY ADVICE**

**[www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk)**

**CITIZENS ADVICE**

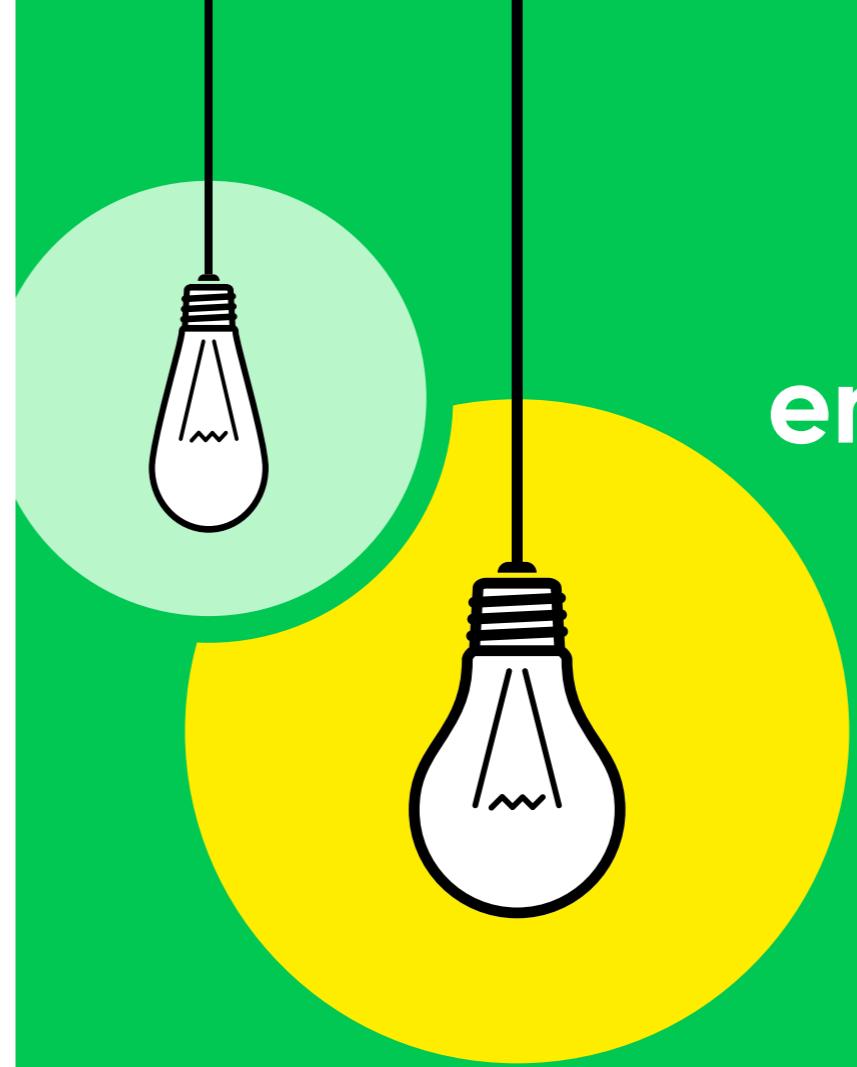
**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

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**Where is my  
energy going?**

**utilita**  
life with power

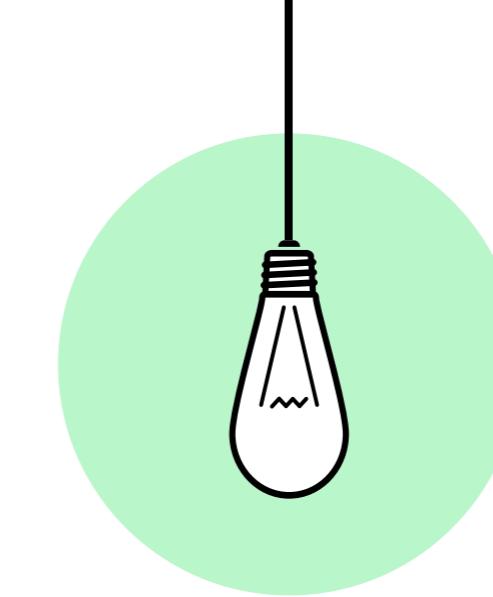
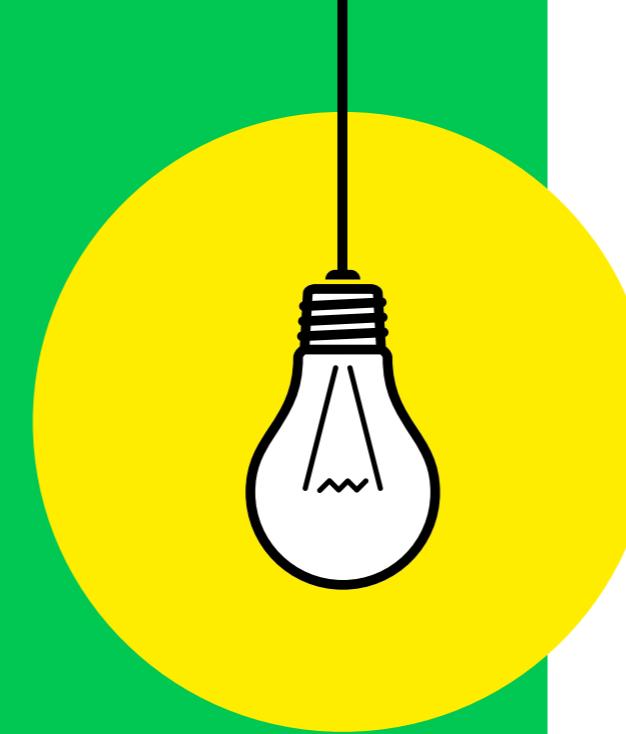
# THINKING DIFFERENTLY

We have all heard that boiling just enough water for a cup of tea will cost you less than filling the entire kettle. While these tips are true, they rarely answer the question we wanted to know:

## "Where is my energy going?"

So, instead of just making this a guide filled with the same energy saving advice you have heard before, or a huge list of appliances with 'expected annual usage' costs, we have created this quick little booklet to try and answer that question.

If you are interested in the amount of energy your appliances use, how to use them more efficiently or how you can use your smart meter to identify your usage, simply turn the page and lets get started.



IF YOU'RE UNSURE WHERE  
YOUR ENERGY IS GOING  
JUMP TO [PAGE 16](#) TO SEE  
HOW YOU CAN USE YOUR  
SMART METER TO FIND OUT.

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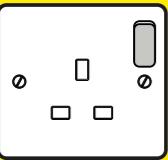
# THE BIG SPENDERS

When asked:

## “Where is my energy going?

We think it makes sense to start with the appliances that cost us the most to use. Did you know that they all have something in common?

**THEY ALL PRODUCE HEAT.**



The appliances in this guide are usually only used for a couple of hours each day, however they will typically use more energy during that time than your lights or fridge will use for the entire day.

We believe that it's the changes you make to the way you use these appliances that will have the biggest impact on the amount you are spending day to day.

You can use your In-Home Display **read page 16** to see exactly how much it is costing you to use.

# HEATING YOUR HOME WITH ELECTRICITY

## Storage Heaters

 **Around 2-4 kWh  
£0.30-£0.60 per hour\***

Storage heaters can be difficult to use, the key is understanding how to use your 'Input' and 'Output' controls.

The input control changes the amount of energy you charge it with – this is the bit you pay for. The Output is the amount of heat your storage heater releases. Getting the most of your storage heaters is about charging just enough energy with your Input that you can use your Output to stay warm without having to use any of your expensive 'boosts'.

## WHY NOT TRY?

Setting your output very low overnight.

Only increase your output when it feels cold.

Reducing your input each night until you have enough heat to stay warm, without heating more than you need.

Prioritise the input in the rooms you will be using and keeping those in spare rooms on a low setting.

# HEATING YOUR HOME WITH ELECTRICITY

## Electric Heaters

 **Around 2-4 kWh  
£0.30-£0.60 per hour\***

Electric heaters use a large amount of energy, leaving them on can be very expensive.

If you have gas central heating available, we would always recommend using this instead.

For Gas Central Heating advice **read page 12**.

If you are an 'Economy 7' property, we would recommend charging your storage heaters overnight for your heating as you will benefit from the reduced electricity prices during that time.

For Storage Heater advice **read page 5**.

### DID YOU KNOW?

Electric heaters actually use less energy (in terms of kWh) to warm a room than a gas central heating system, however as electricity is typically around 2-3x more expensive than gas, so you may find it to be more expensive.

# WASHING AND DRYING

## Tumble Dryers

 **Around 2-4 kWh  
£0.30-£0.60 per cycle\***

Even the most efficient tumble dryers use large amounts of electricity. We always ask, "**do you actually need them?**"

If you are already heating your home, why not dry your clothes near your radiators? Alternatively, if it's warm outside you can always hang your clothes outside or on a washing line for free.

We understand that drying clothes naturally takes longer than using your tumble dryer, and that you may need to use it from time to time to catch up with the washing. However, by taking advantage of the heating in or outside of your home you will significantly reduce your energy usage.

### DID YOU KNOW?

If you decide to dry your clothes inside, make sure they are not covering your radiators as this will stop the heat coming into the room.

Hang them on a clothes horse in a well ventilated room (this will also avoid mould).

# WASHING AND DRYING

## Washing Machines

?

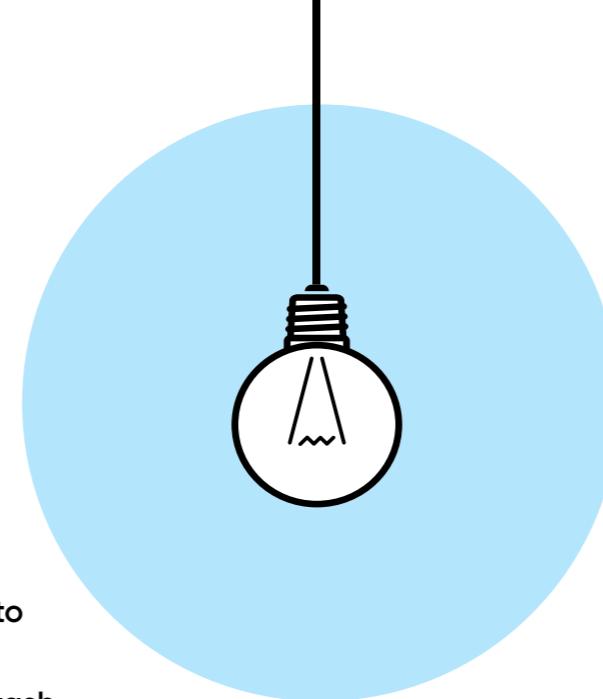
**Around 0.5-2 kWh  
£0.07-£0.30 per cycle\***

The fastest way to bring down your electricity usage is to reduce the amount of heat your appliance is using.

We recommend that if your clothes only need a quick wash, to lower the temperature and duration. Most washing machines now have an 'ECO' setting to do this for you.

If you do need to do a big wash, by completely filling the washing machine up with your clothes you can make the most of the hot water and can avoid doing more loads of washing.

If you have a washer dryer, we recommend reading the section on the previous page about tumble dryers.



# HOT WATER

## Immersion Heaters/ Hot Water Cylinders

?

**Around 3 kWh  
£0.45 to heat up\***

Try thinking of this like boiling a kettle...but bigger. You wouldn't leave your kettle boiling all day for a cup of tea, so why do that for your hot water?

Just like 'only boiling enough water for a cup of tea' we recommend only heating the water you need to use.

Most water cylinders let you set up when and for how long your water will heat up.

While everyone's hot water needs can be a little different, we would suggest setting it to charge up a couple of hours in the morning and afternoon. If you find you still have more hot water than you need, try reducing the number of hours until you have just enough.

### DID YOU KNOW?

If you do not have any controls for your hot water, you can just turn it on at the switch about 30 – 60 minutes before you need it.

\*depending on settings and energy rating.

\*depending on temperature and size.

## HOT WATER

### Electric Showers

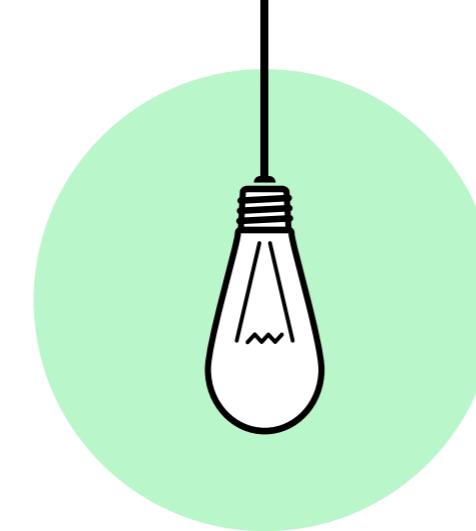
**Around 1.5–2 kWh**

**£0.21–£0.30 for every  
10 minutes\***

Electric showers work by heating large amounts of cold water very quickly. Heating up water uses a lot of energy, heating it up quickly uses even more.

We think that just like heating your home, try reducing the temperature of your shower until you're comfortable but saving money.

While we also love luxurious long showers, why not keep to shorter showers during the week – leaving a nice long shower for a treat for the weekend.



**Not all showers work this way.** Some require the water to be pre-heated and stored in an immersion heater or hot water cylinder.

If you have ever tried to run your shower but only have cold water available (which are apparently really good for you), please read the previous section around Immersion Heaters & Hot Water Cylinders for advice about preheating your water.

\*depending on settings and energy rating.

## ELECTRICITY TIPS

Identifying where your electricity is going can be a little difficult. There are so many different electrical appliances that it's hard to know which ones are costing you the most to use.

Rather than trying to give you advice for every appliance ever, we think it's a better idea to give you the same tools we use to break down and work out energy usage.

#### CHECK THE ENERGY RATING

All of your appliances should have an energy rating on them (or buried away with the instructions). It will list the amount of energy your appliances use when they are on.

This is a really good way to check how efficient some of the bigger appliances are meant to be e.g. your fridge freezer, washing machine etc.

#### TURNING THINGS OFF

We know you have heard this before, but it really does make a difference. If you're not using it, why pay for it?

Try having a little walk around your home and look for things that are on at the wall that don't need to be. Turning it off is probably not going to make a huge change to the amount you spend that day, however the money you save will really add up over the year.

#### USING YOUR SMART METER

Your In-Home Display is great at telling you the amount of energy you are using right now. If you're curious about how expensive something is to use, why not check the amount of energy you are using before, during and after you have used it?

You can use this to narrow down on those big spending appliances. For more information on how to use your smart meter, [turn to page 16](#).



**FOR MORE INFORMATION, VISIT**  
**[www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk)**

# HOW TO USE GAS CENTRAL HEATING

You might have noticed on your In-Home Display, that when your heating is first turned on that your energy usage is higher than when your heating has been on for a little while.

If you have ever wondered why this is, it's because your boiler is using more energy to warm up than it will to keep warm – and that's completely normal. After warming up, your boiler is then only having to replace the heat your property is losing.

This is where you can check if something is going wrong. If your heating costs are high, and seem to stay high it would indicate one of the following.

## THERMOSTAT

If it's set too high (we advise no higher than 21c) then your boiler will continuously work very hard to try and warm up to a temperature it can't reach.

## RADIATORS

If your radiators have a 1-5 dial on them, it's worth making sure that they are not all set to their highest setting. Try reducing the temperature of radiators in the rooms you are not using down to the minimum setting.

## INSULATION

Are you finding your home gets cold as soon as the heating is turned off? It might be that you are in a poorly insulated home, and so

your boiler is having to replace all the heat your home is losing.

If you are interested in improving the efficiency of your insulation, flip to over to page 18 to read about energy efficiency home improvements.

## DURATION

Did you know, that some people believe it's cheaper to leave your heating on all the time?

There is some truth to this, heating up your boiler is the most expensive part of heating your home.

However, you will use less energy by only using your heating when you're at home to appreciate it.

So, please remember to make sure you turn the heating off every time you are going to be out of the property for more than an hour.

## OVERNIGHT

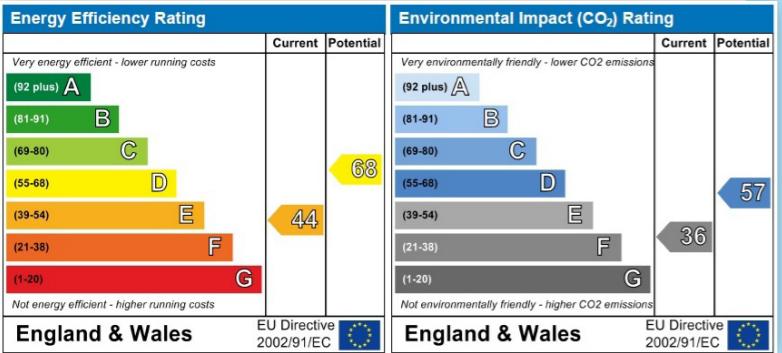
We all want to sleep in a warm bed and wake up in a warm home. Thankfully you can use your thermostat & boiler controls to keep warm, without needing to leave your heating on all night.

Try setting your thermostat to start warming up your home around 30 minutes before you wake up, that way you can wake up to a warm home without having to pay for several hours of heating.

So, unless you're a night owl or you spend your nights reading good books (playing video games), you shouldn't need to keep your heating on during this time.

# EVERY HOME IS DIFFERENT

If you have moved home before, you may have experienced large changes in the amount of energy you use everyday. It turns out, that even small differences like the size and location of your home can have big changes on the amount of energy you use.



## WHAT IS AN EPC?

An EPC is an 'Energy Performance Certificate' and the good news is your home already has one. It has information about your property's energy use and typical energy costs, and it even has recommendations to reduce your energy usage and save you money.

The higher your energy efficiency rating is, the less energy you will use.

When comparing one home to another, remember:

### THE AGE OF THE PROPERTY

Older properties are less likely to have modern (or any) insulation measures installed. This means you will have to use more energy to keep your home warm.

### HOW MANY ROOMS ARE IN THE PROPERTY

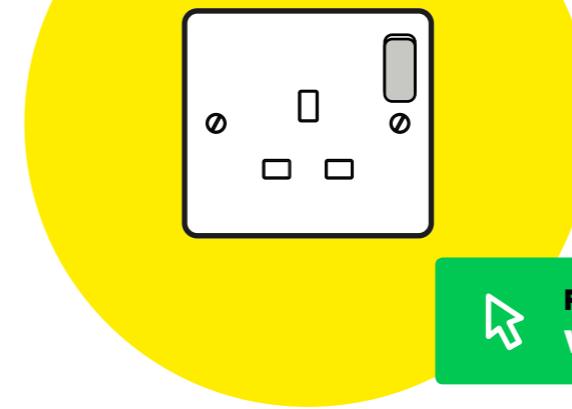
The larger the home the more energy you will need to heat it up and keep it warm.

### HOW MANY PEOPLE LIVE AT THE PROPERTY

This might sound obvious, but remember that the more people living at the property means more washing, more appliances being used (and queues for the shower).

### WHERE YOU LIVE

Remember that it's not just living in a colder area that can affect your heating bill. Even a small difference like a building blocking the sunlight, or your neighbour turning off their heating may increase the amount of energy you need to keep your home warm.



FOR MORE INFORMATION ABOUT YOUR EPC, VISIT  
[www.epcregister.com](http://www.epcregister.com)

# USING YOUR SMART METER

With your Smart meter and In-Home Display, you will now have access to a huge amount of information about your energy usage.

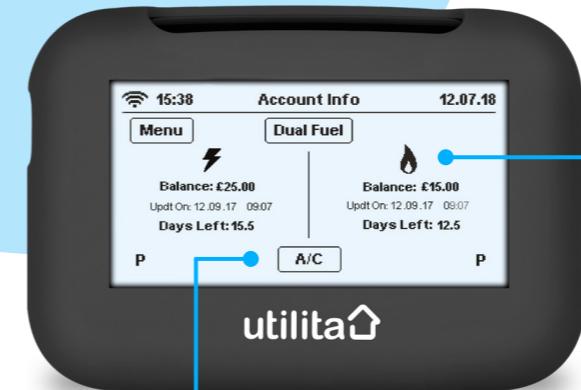
## ON AN IN-HOME DISPLAY, YOU'LL BE ABLE TO SEE:

- ✓ The amount of energy you're using in near real time (it may take a couple of minutes to update).
- How much energy was used in the last hour,
- ✓ week, and month and how much that actually cost you.
- ✓ You can set yourself daily targets for your usage. This can really help if you are on a budget.



## WHY NOT TRY?

Check the amount of energy your home is using right now, and then turn off all of your appliances you don't need on at the wall. Once your In-Home Display has updated, you will see the amount you are now saving.



If you click on the little button at the bottom labelled 'A/C', it will change to the screen below.

You can now see the amount of energy your home is using right now, you can even click on the 'kWh' button to change it into £'s instead.

YOUR IN-HOME DISPLAY CAN EVEN BE USED TO CHECK THE ENERGY EFFICIENCY OF YOUR APPLIANCES YOU ARE USING RIGHT NOW.

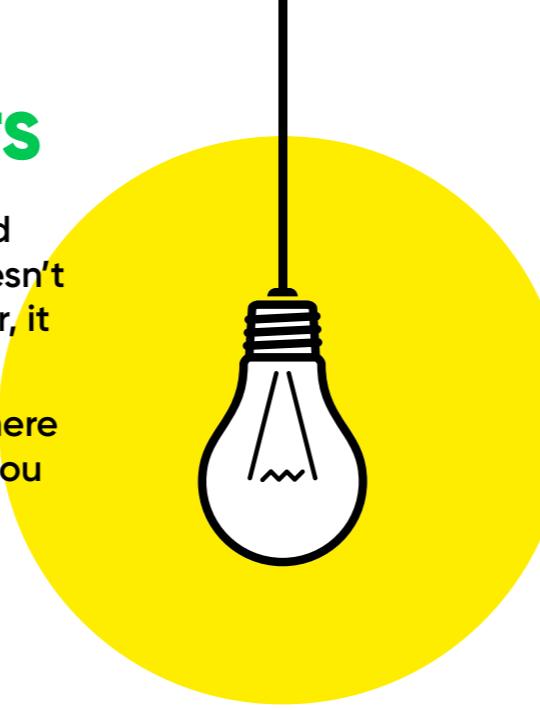
If you go to either your supply pages (or dual if you are with us for both), you should see this.



# ENERGY SAVING IMPROVEMENTS

Installing energy saving measures in your home can sound daunting, but it doesn't have to be. Making a change doesn't need to be as drastic or complex as installing a new boiler, it can be as simple as a little bit of DIY.

So, if you're interested in getting your hands a little dirty here are a few suggestions from the Energy Saving Trust that you could make to your home, on the cheap.



## SO, WHAT BIG CHANGES CAN I MAKE?

Depending on the kind of walls your property, insulating your walls can dramatically change the amount of energy you can expect to save.

If your home was built before 1919, it probably has what's known as 'solid walls'. Unfortunately these let twice as much heat out as a 'cavity walls'.

If your home was built before 1990, while you may have a cavity wall there might not be any insulation inside it.

## DRAUGHT PROOFING

You have probably at one point lived in a home with a window or door that no matter what you do, it seems to let a cold breeze in. It's the worst.

While you can pay for professional draught proofing, draught proofing materials are fairly cheap and simple to install. You can find easy to install items like draught excluder's or draught seals at your local DIY store.

Draught proofing your windows and doors could save you around £25 per year.

## A HOT WATER JACKET

If you have a hot water cylinder, have you checked that it has a foam jacket to keep it warm? If it doesn't, fitting one is a cheap and easy way to keep the water in your tank warmer for longer.

A hot water jacket should only cost you around £15, but is expected to save you around £20 a year.

If you're not sure if you have a hot water cylinder, [go to page 9](#) to read about how water systems work.

## DID YOU KNOW?

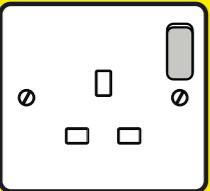
You may even qualify for free energy saving measures, flip to the next page to read about the Energy Company Obligations.

**BEFORE PAYING FOR ANY LARGE SAVING MEASURES, WE WOULD RECOMMEND EITHER VISITING ENERGY SAVING TRUST WEBSITE FIRST SO YOU CAN CHECK WHICH MEASURE WILL HAVE THE BIGGEST IMPACT FOR YOUR HOME.**

# ECO ENERGY COMPANY OBLIGATION

## WHAT IS ECO?

This is an energy efficiency scheme which obligates larger energy suppliers to deliver free energy efficiency measures such as insulation and boiler care to domestic properties within Great Britain.



## HOW DOES IT WORK?

If you are eligible for the scheme, we would then pay for the energy saving measures to be installed in your home. Which energy saving measures you receive would depend on the property and the recommendations to us by our surveyors.

Typically though, these are wall and loft insulations or a boiler installation.

FOR MORE INFORMATION, VISIT  
[www.utilita.co.uk/save-energy](http://www.utilita.co.uk/save-energy)

# GREEN DEAL

## WHAT IS THE GREEN DEAL?

The Green Deal is here to help you make energy-saving improvements to your home. The improvements that could save you the most energy will depend on your home, but it could include:

- ✓ SOLID WALL, CAVITY WALL OR LOFT INSULATION
- ✓ HEATING
- ✓ DRAUGHT-PROOFING
- ✓ DOUBLE GLAZING
- ✓ RENEWABLE ENERGY GENERATION (SOLAR PANELS)

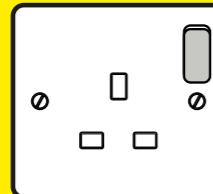
If you would like to check if your home could benefit from new energy saving improvements – contact a Green Deal assessor or provider.

FOR MORE INFORMATION, VISIT  
[www.gov.uk/green-deal-energy-saving-measures](http://www.gov.uk/green-deal-energy-saving-measures)

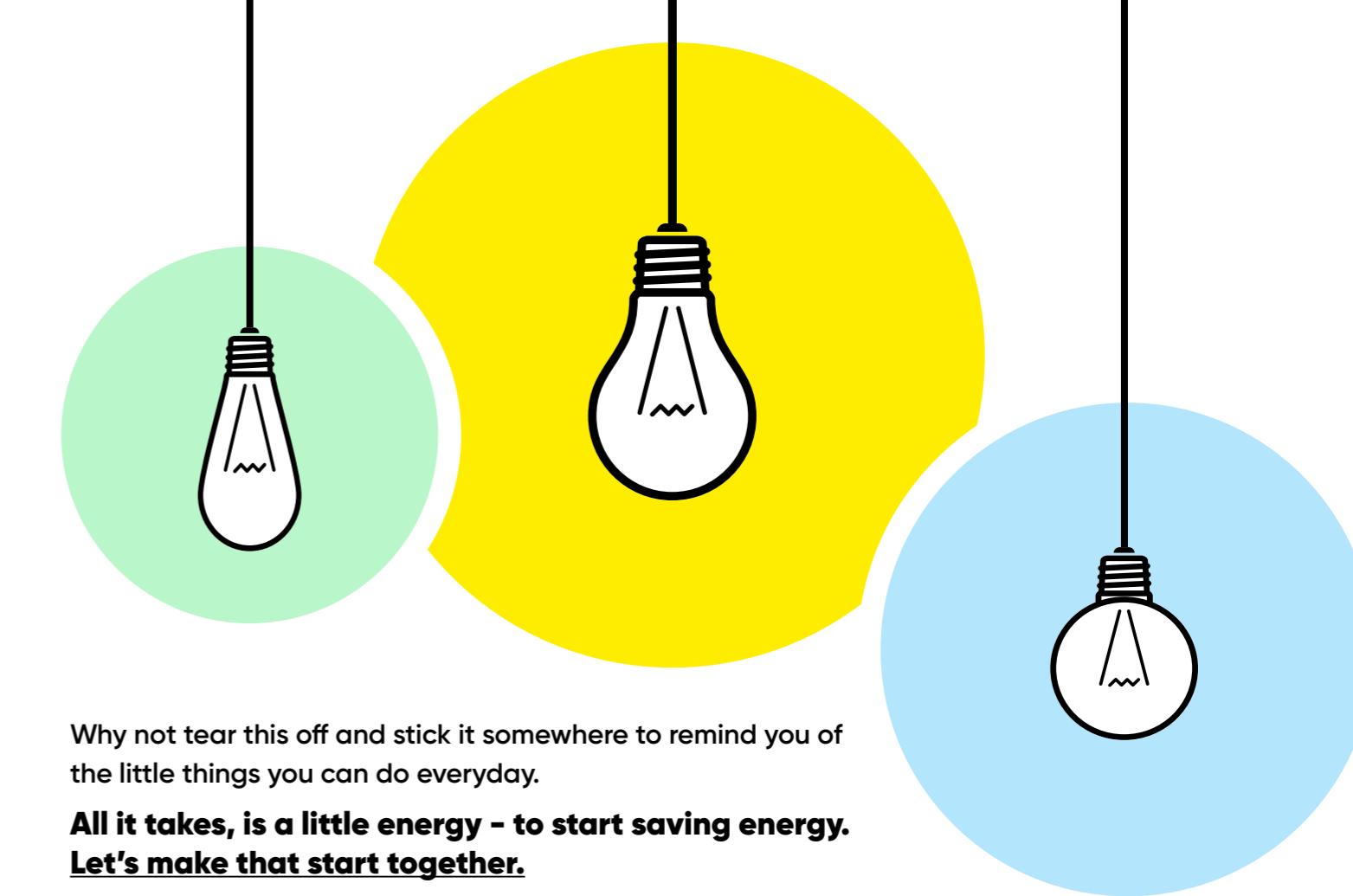
# ENERGY CHEAT SHEET

There are so many energy saving tips that it can be overwhelming to try and remember them all.

To try and help, we have put together a list of quick easy to remember tips for you to start saving.



- The more food (ice-cream) in your freezer, the less energy it will use
- After you have finished cooking, open the oven door to get some of that heat back
- Turn your heating off around 30 minutes before you go out
- Turn down the radiators in unused rooms
- Only do your washing & dish-washing as full loads
- Don't leave your heating on overnight
- Only turn on immersion heaters & hot water cylinders when you are planning to use them
- Appliances on standby are still using energy, turn them off
- Holes and cracks let your heating out, draught proof your home to keep it in



Why not tear this off and stick it somewhere to remind you of the little things you can do everyday.

**All it takes, is a little energy - to start saving energy.  
Let's make that start together.**