

## Energy advice and information in Newcastle upon Tyne



### Energy Services

Energy saving and fuel debt advice for residents.  
phone 0191 278 3427  
email [energy@newcastle.gov.uk](mailto:energy@newcastle.gov.uk)  
web [www.newcastle.gov.uk/energyadvice](http://www.newcastle.gov.uk/energyadvice)

### Newcastle Energy Switch

Compare electricity and gas prices and switch to a cheaper deal.  
web [www.newcastle.gov.uk/energyswitch](http://www.newcastle.gov.uk/energyswitch)

### Energy Best Deal

Help to find information on cheaper energy deals at Customer Service Centres and libraries.  
web [www.newcastle.gov.uk/ebd](http://www.newcastle.gov.uk/ebd)



### Warm Homes Fund

Funding for gas central heating systems for eligible residents who are homeowners or who rent from a private landlord and whose home does not have, and never has had, a gas central heating system.

phone: 0191 278 3442  
Subject to income eligibility, survey and funding availability.



### Citizens Advice

Energy advice available. Access to hardship fund for eligible prepayment customers.  
phone 0370 145 1450  
email [powergrid@newcastlecab.org.uk](mailto:powergrid@newcastlecab.org.uk)  
web [www.citizensadvice-newcastle.org](http://www.citizensadvice-newcastle.org)



### Energy Saving Advice Service

Advice on saving energy, renewable energy technologies and fuel efficient driving.  
phone 0300 123 1234  
web [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

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## Energy Saving Tips

- ◆ Monitor your gas and electricity use, take regular meter readings and keep your bills accurate. You could ask your supplier for a smart meter.
- ◆ Check with your electricity supplier whether you are eligible for the Warm Home Discount, worth £140 off your winter bill.  
<https://www.gov.uk/the-warm-home-discount-scheme>
- ◆ Compare prices for gas and electricity – you could save an average of £300/year by switching suppliers.

## Electricity

- ◆ Change your lights to energy saving replacements (CFLs or LEDs) and you could save around £50\* a year. Turn off lights when not needed.
- ◆ Only fill the kettle with the amount of water required.
- ◆ Always switch electrical items off, don't leave them on stand-by.
- ◆ Put a full load in the washing machine and dry clothes outside if possible. Try not to use a tumble dryer.

## Heating and hot water

- ◆ Turn the thermostat down by 1°C and save 10% on your fuel bill. (Make sure you maintain 21°C in the living room if an older person, a baby or someone with a disability spends a lot of time there.)
- ◆ Insulate your hot water tank and pipes. Fix dripping taps.
- ◆ Installing loft insulation can reduce your home's heat loss by 25% and save you up to £140\* per year.
- ◆ Installing cavity wall insulation can reduce heat loss by 35% and save up to £155\* per year. Solid wall insulation could save up to £260\* per year.
- ◆ Turn down radiators in rooms that are not being used. Do not obstruct radiators with furniture.
- ◆ Close doors and windows when the heating is on to keep the heat in.

\*savings taken from [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) for a semi-detached house.