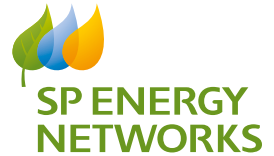


# Keep Warm and Well this Winter



It's never been more important to get the most from the gas and electricity you use. Wholesale gas prices have gone up more than four fold over the past months and because gas is used extensively in power stations to generate electricity, this bill is also on the increase. This leaflet will help minimise the amount of energy you use, helping to keep your bills down while keeping you and your family warm.

At SP Energy Networks we work 24/7, every day of the year to keep the power flowing to your home. We don't issue electricity bills, that's the role of your electricity supplier. However, if your power does go out, it's our team of dedicated engineers who ensure it is switched back on as quickly as possible.

We offer extra support to those people who need it through a Priority Services Register so that we can contact our most vulnerable customers if they do experience a power interruption.



You can join our Priority Services Register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help

## Register for our Priority Services



0330 10 10 167

[spenergynetworks.co.uk/acaringnetwork](https://spenergynetworks.co.uk/acaringnetwork)

[customercare@spenergynetworks.com](mailto:customercare@spenergynetworks.com)

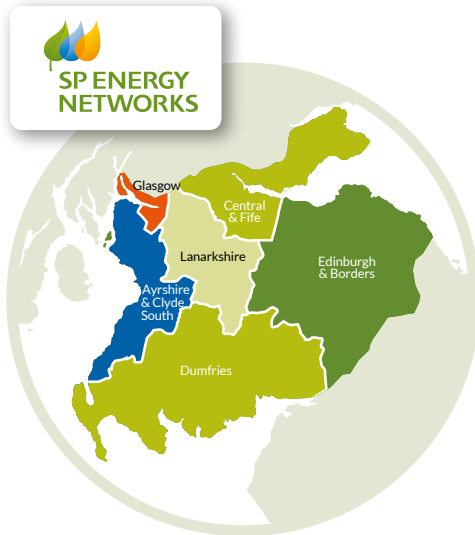
Or text PSR to 61999 - we will normally contact you within 48 hours.

If you are on the register we will try to proactively contact you if we know of a problem in your area. This might not always be possible if we are unaware of a power cut so please **contact us on 105** and tell us you are on our Priority register if you experience a power cut.

## What our Priority Services customers can expect

Register with us to:

- Be told in advance of a planned interruption to your electricity supply
- Be kept in touch with regular updates during a power cut
- Access services through our range of selected partners who can provide free advice on making the most of your money and staying safe at home



## Cut your bill without sacrificing comfort

- Set the central heating to switch off 30 minutes before you leave the house.
- The thermostat on your central heating should be set at 21°C (70°F) for your living room.
- With storage heaters, it is important to close the damper or output dial (sometimes called the boost) before going to bed or if the house is unoccupied during the day.
- If you have a hot water tank or cylinder, it should have at least 8cm (3 inches) of insulation.
- Fit a thermostat on your hot water tank if it doesn't have one. This should be set at 60-65°C (140°F).
- Only switch the hot water on when you need it
- Heavy curtains can help keep heat in
- Use low energy light bulbs and switch off when you are not in the room
- Don't leave appliances on standby, switch them off at the wall
- Turn off radiators in rooms not in use
- Use the 'economy' programme on your washing machine and wash a full load when possible
- Only fill the kettle with as much water as you need
- A slow cooker or microwave is cheaper to use than an oven.
- Use a draught excluder at the bottom of your doors
- Install a chimney balloon in any unused chimneys

## What temperature should my home be?

Your main living area should be 21°C or more if you are elderly or have health problems other rooms should be at least 18 °C .

## Helping you keep your home warm

Our advice will help you keep safe, warm and well in winter while keeping your energy bills as low as possible without losing any comfort in your home.

Cold, damp homes can be damaging to health. Older people, families with young children and those with chronic illnesses need to take extra care about keeping all areas of their home at a comfortable temperature.

## Other financial help

There are other sources of help available during the colder months. These include:

**Winter Fuel Payment:** almost everyone born on or before September 26, 1956 should get a yearly Winter Fuel Payment from the UK Government. It is paid automatically and for winter 2022/23 it's worth between £100 and £300 per household depending on circumstances. Contact the Winter Fuel Payment helpline free on **0800 731 0160**.

A new benefit, **Winter Heating Payment**, will replace Cold Weather Payment. If you're currently eligible for Cold Weather Payment and your circumstances have not changed,

you'll be eligible for a Winter Heating Payment. You do not need to do anything. Winter Heating Payment will provide a reliable, annual £50 payment, automatically through Social Security Scotland, to anyone who qualifies. The first £50 payment will be made in February 2023.

**Child Winter Heating Assistance** of £214.10 should be paid automatically to each child in Scotland receiving the highest rate care component of disability living allowance (DLA) and young people aged 16 to 18 in receipt of the enhanced daily living component of PIP (Personal Independence Payment). Call free on **0800 182 2222** if you think you might be eligible.

**A Warm Home Discount** worth £150 may be available from your energy supplier if you receive Pension Credit. You don't have to claim – you should receive the rebate automatically. To qualify, your energy provider must be participating in this scheme and your name, or your partner's name, must be on the electricity bill. Call the helpline on **0800 731 0214** to check your eligibility if you are not receiving it. Energy suppliers may also give a £150 Warm Home Discount rebate to other vulnerable customers in receipt of certain benefits. Check with your supplier to find out whether you might be eligible. You may need to apply, but if you got it last year and are still with the same supplier you may get it automatically.

If you need help with bills or have issues with your energy supplier you can speak to the Scottish Government backed [www.energyadvice.scot](http://www.energyadvice.scot) **0808 196 8860**



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[spenergynetworks.co.uk/acaringnetwork](http://spenergynetworks.co.uk/acaringnetwork)

[customercare@spenergynetworks.com](mailto:customercare@spenergynetworks.com)

Or text PSR to 61999 - we will normally contact you within 48 hours



## Who can help make your home warmer and more comfortable?

**SP Energy Networks** can help you with this – give the Social Obligations Team a call on **0330 10 10 154** or email [SocialObligations@spenergynetworks.co.uk](mailto:SocialObligations@spenergynetworks.co.uk)

**Home Energy Scotland** can also help you find out if you are entitled to free or subsidised insulation or upgraded boiler/heating system. Call them free on **0808 808 2282**.  
[www.homeenergyscotland.org](http://www.homeenergyscotland.org)

**Your energy supplier** may be able to help provide free or discounted energy efficiency products and services to make your home warmer or lower your bills. Contact them for details. The number is shown on your fuel bill or their website.

**Local authorities** – many local authorities provide home energy advice services, even if you're not a council tenant. Contact your local council for details.

## Are you missing out on extra income?

As well as heating advice, Home Energy Scotland can also advise on benefit and tax credit checks to ensure you are claiming what you are entitled to. This may also open up access to other grants and discounts that are available. Contact **0808 808 2282**.

Department for Work and Pensions (DWP) is the UK Government department responsible for ensuring people get any financial help they're entitled to. Contact them on **0800 055 6688**.

Citizens Advice Bureaux (CABs) offer advice and information about income benefits. They can also help with application forms. Call the Citizens Advice Scotland Helpline on **0800 028 1456**.

## What else might help keep your home warm and comfortable?

Electricity and gas suppliers' Priority Services Register: all electricity and gas suppliers offer free priority services to customers who may need extra support such as pensioners, those with a disability and other more vulnerable groups.

You need to ask your supplier to add you to their register – you'll find the number on your fuel bill.

Scottish and Southern Energy Networks look after power supplies in parts of Scotland not served by SP Energy Networks call **0800 294 3259** for details of its Priority Register.

For gas Priority Registers call Scottish Gas Networks on **0800 975 1818** and your gas supplier for details of its services.

Speaking to your supplier: you may find yourself having difficulty paying your bill or be in arrears with your electricity and/or gas.

Whatever the reason, it's important that you contact your supplier straight away – if they don't know you're struggling, they can't help you. Contact details will be on your bill.

## What else can you do to make sure you keep safe, warm and well?

- Wrap up warmly. Several thin layers of clothes trap warmth between the layers and so are better than one thick layer. Clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat.
- Stay active – light exercise will help keep you warm.
- Eat well. Food is a vital source of energy, which helps to keep your body warm. Try to make sure that you have hot meals and hot drinks regularly throughout the day.
- If you have an electric blanket use it as instructed and get it tested every three years. Don't use an electric blanket and a hot water bottle together.
- Keep your bedroom window closed at night when the weather is cold. The coldest time is just before dawn. Breathing in cold air raises the risk of chest infections.
- Remember to keep in touch with your friends, family and neighbours over the winter – they might need a bit of extra help. You might be able to help others be safe, warm and well.
- If you need help when your GP or pharmacy is closed you can phone NHS 111.

## How to save money on your energy bills



Turning the thermostat down one degree  
**£229**



Switch off standby  
**£33**



Unplug electricals  
**£33**



Turn off lights in unused rooms  
**£31**



Wash at 30C rather than 40/60C  
**£20**

**Total annual savings – £346**

## Our Additional Support Services

Could you benefit from ...

**saving money?**

**feeling safer and warmer in your home?**

**having someone to talk to?**



We work with local partners who can provide access to free support services that may interest you.

These are just some of the ways SP Energy Networks can support you through their trusted partner network. They will help you through the process every step of the way, so you don't have to worry.



**Free SMART bulb per household for an onward referral to our partner(s) – subject to availability. SMART bulbs can stay on for up to 2 hours during a power cut.**

[www.energyadvice.scot](http://www.energyadvice.scot) [www.homeenergyscotland.org](http://www.homeenergyscotland.org)

More information on these support services can be found by using the below link, alternatively you can call **0330 10 10 154**  
[www.spenergynetworks.co.uk/acaringnetwork](http://www.spenergynetworks.co.uk/acaringnetwork)

**POWER CUT?  
CALL 105**

This leaflet was produced by Energy Action Scotland (EAS)  
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Energy Action Scotland is a charity working to promote warm, dry homes. We are pleased to be working with SP Energy Networks to provide this leaflet.