

Smart Energy Guide

2016/17



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Keeping tabs on your energy costs

Between now and 2020 the energy suppliers will install over 53 million smart meters in more than 30 million homes and small businesses across England, Scotland and Wales. These will enable users to find out how much energy they are using on a daily basis.

The national smart meter campaign is being delivered by Smart Energy GB. The aim of the campaign is to increase public awareness so everybody can benefit from these new gas and electricity meters. This article provides lots of information so you can make your own decision about getting one.

The Smart Meter System

If you do decide to accept the offer your energy supplier will install the following equipment:

1. A smart gas meter and/or a smart electric meter.
2. A portable in-home display that tells you how much energy you are using.

The Benefits

- No more meter readings.
- No more estimated bills.
- Cut energy costs.
- New and flexible ways to top up credit meters
- The system is free to have and fitted by a trained installer.

Myth Busters

Smart meters are bad for my health!

Smart meters are covered by UK and EU product safety legislation. They are not considered a health risk by Public Health England (PHE).

Smart meters pose a data security risk!

Smart meters only store information on how much gas and electricity you have used.

They send information to your supplier on a secure wireless network. Top cyber security experts have worked hard to design a system which is safe and secure.

Smart meters are not accurate! Your smart meter will be just as accurate as the meter you had before. By law all smart meters have to be certified to ensure accuracy.



Frequently Asked Questions

What happens if I have separate suppliers for gas and electricity?

If you have separate suppliers for gas and electricity your suppliers will be responsible for installing separate meters. The first supplier will install a meter and set up your in-home display. The second supplier will then install your other meter and make sure both meters are set up to work on one portable in-home display.

If I have solar panels will my smart meter show me how much electricity I am producing? In the future your smart meter may be able to do this.

Will I be sent energy bills? Yes. You will still receive regular bills in the same way you do now.

For more information visit:
www.smartenergygb.org/en/faqs

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The Big Wealden Switch

- Coming Soon!

Wealden District Council will be working in partnership with iChoosr to launch another collective switch in March 2017.

If you missed out on our last auction call us today on 01323 443313 to register your interest. We will then contact you when the scheme officially launches to let you know what you need to do next.

Participation is completely free and you are under no obligation to switch.

Once you have registered your interest the rest is as easy as

1,2,3 ...

- 1** We will call you to let you know that our website has launched and you can register online by going to www.wealden.gov.uk/thebigswitch. If you don't have the internet we will call you to get you registered over the telephone. You will need your annual fuel statement or recent energy bills to complete the process.
- 2** You are then automatically entered into an auction. The bargaining power of lots of people like you is used by iChoosr to get energy companies to try and under-bid one another to provide you with a competitive tariff.
- 3** iChoosr will then contact you by email or letter detailing your personal offer. Remember to check your emails after the auction! If you like the offer you can accept and switch to your new supplier which is a fixed price contract for twelve months.

As long as you are the bill payer, you will be able to take part, regardless of tenancy or meter type.

In May 2016 participating households saved on average £279.

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TOTAL BENEFITS OF OVER £1,150 A YEAR ON YOUR HEATING BILLS COMPARED TO CONVENTIONAL FUELS*



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Panasonic's range of AQUAREA Air Source Heat Pumps is the sustainable alternative to oil, LPG, mains gas and direct electric heating systems. Utilising highly efficient inverter technology, an AQUAREA system can provide space heating and hot water for your entire home, as well as reduce your carbon footprint.

Switch to AQUAREA and start saving now.

Explore the benefits of Aquarea online
www.aircon.panasonic.eu/GB_en/residential/

*Calculations are based upon a 80m² dwelling in Birmingham, having a Seasonal CoP of 3.83 with radiators heating the space. Total benefit in excess of £1,150 per annum, consists of an estimated annual heating bill saving of up to £490 vs. LPG plus a Government Renewable Heat Incentive (RHI) grant of £700. This annual benefit can be applied for the duration of the RHI scheme of 7 years and can exceed £8,000 during this period. Subject to conditions.

Panasonic Air Conditioning,
Panasonic House,
Willoughby Road, Bracknell,
Berkshire, RG12 8FP
Tel: 01344 853 182
uk-aircon@eu.panasonic.com

Government grants are available to help with the installation costs of an Aquarea unit.



AQUAREA

Home Improvement Loans

If you are a homeowner looking to improve the energy efficiency of your home, you can apply to Wealden District Council for a secured Home Improvement Loan. We work in partnership with Parity Trust, an ethical lender endorsed by the Council, to provide a range of secured loan products for the installation of:

- Heating systems
- Renewable and low carbon energy technologies
- Solid wall insulation
- Cavity wall insulation
- Loft or rafter insulation
- Flat roof insulation
- Under-floor insulation
- Double glazing
- Heating controls

The first step is to contact the Council on 01323 443313

and tell us what measures you are interested in. We will then arrange for a financial assessment to be carried out by Parity Trust. There are a range of loan products available and Parity Trust will determine which one is most suitable subject to their lending criteria.

Choosing Parity Trust has a number of benefits including:

- No penalties for early settlement or overpayments.
- Freedom to choose your own local installer.
- Help spread the costs of the work that would otherwise require a large capital payment.
- Support and guidance throughout the entire process.
- If affordability is an issue there are some loan products that do not require regular payments.

Top Money Saving Tip: Claim Your Warm Home Discount!

The Warm Home Discount is a £140 electricity bill rebate. If you receive the Guarantee Element of Pension Credit you should receive this rebate automatically. Those in receipt of other benefits should call their supplier to check eligibility and how to apply. Prepayment meter customers

can also benefit from the Warm Home Discount. If you are a prepayment meter customer you should receive a voucher that can be redeemed onto your credit meter. The number of Warm Home Discounts issued is capped so we are urging residents to claim early in October.

Reduce your fuel bills with these top energy saving tips

- Installing solid wall insulation could save you up to £455 / year.
- Choosing an A+++ fridge freezer over an A+ unit will save around £190 on your energy bills over the product's lifetime.
- Installing cavity wall insulation could save you up to £275 / year.
- Turn your room thermostat down by 1°C to save 10% energy.
- Use your Thermostatic Radiator Valves (TRV's) to control heat output from the radiators.
- Installing loft insulation could save you up to £240 / year.
- If your radiators have cold spots at the top then they may need bleeding.

Unsure how to bleed your radiator?

Visit: www.uswitch.com/energy-saving/guides/how-to-bleed-a-radiator/

- If you are thinking about upgrading a non-gas heating system to a renewable or low carbon energy technology then you may be eligible to receive payments for the heat you generate under the domestic renewable heat incentive.

For more information visit:

www.ofgem.gov.uk/environmental-programmes/domestic-rhi





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PO Box 5090, STIRLING,
FK8 2SA

The Warm in Wealden Pilot

Warm in Wealden

Worried about how you are going to heat your home in winter?

Having trouble paying your fuel bills?

Think you might be entitled to some help with energy efficiency measures but don't know where to turn?

Wealden Citizens Advice is here to help!

The services on offer include information and advice on:

- Switching supplier and/or meter and tariff type
- Resolving disputes with energy suppliers
- Managing fuel debts
- Maximising your income
- Claiming the Warm Home Discount
- How to access a range of grants and loans to help pay for the cost of heating and insulation measures.
- Making applications for efficient white goods.
- Clearing water debts.



From 1 October Wealden Citizens Advice has been given some extra funding to help Wealden residents stay warm, with the aim of making it as easy and stress free as possible for people to take advantage of the different sources of financial and practical help and assistance available.

Think you might benefit from this service?

Or perhaps you know of friends or family members in need?

Then contact Wealden Citizens Advice

- By phone - ADVICELINE 03444 111444
- Via email at www.eastsussexcab.co.uk
- Dropping in at our offices in Crowborough, Hailsham and Uckfield.
See our website for opening times
www.wealdencitizensadvice.org.uk

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OSBORNE ENERGY

**East Sussex
Winter Home Check Service**

East Sussex County Council is working with National Energy Action and Osborne Energy to offer the Winter Home Check Service. If you are on a low income and are either an older person, a family with children, a disabled person or someone with an ongoing health condition (or if anyone in your household is), then you may qualify for this service.

The Winter Home Check Service offers:

- A full assessment of your home and advice on how best to keep it warm
- Small preventative works, such as improving insulation or repairing boilers
- Installation of replacement boilers, central heating systems or home insulation*
- Emergency temporary heating
- Advice on getting help with the cost of heating your home

For more information

Help to keep warm and well
www.eastsussex.gov.uk/keepwarm

Keep Warm Keep Well
www.ntus.uk/keepwarmwinterhealth

Met Office Get Ready for Winter
www.metoffice.gov.uk/getreadyforwinter

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