

# Energy efficiency

We understand how difficult it can be when energy bills start to rise. By making some small, simple changes we can all save money while staying safe and well.

**Here are our top 10 tips which are easy to implement.**



- 1 Put a lid on it** Putting a lid on your pan helps water to boil faster so you use less energy.
- 2 Switch Off Appliances** Turning off appliances at the plug when not in use. This simple step can save a significant amount on energy bills.
- 3 Use Energy-Efficient Bulbs** Replacing old light bulbs with energy-efficient LEDs can reduce electricity consumption and last longer.
- 4 Smart Thermostat Use** Setting thermostats to a comfortable but energy-saving temperature. Even a small adjustment can lead to noticeable savings.
- 5 Draft-Proofing** Using draft excluders on doors and windows can keep the warmth in and reduce heating costs.
- 6 Efficient Water Use** Taking shorter showers and fixing any leaks will save on water and heating costs.
- 7 Energy-Efficient Appliances** When it's time to replace appliances, choosing energy-efficient models can lead to long-term savings.
- 8 Don't overfill** Only boil as much water in your kettle as you need.
- 9 Full loads** Wash your laundry with a full load to save on electricity and water.
- 10 Water temperature** If you regularly add cold water to your hot water, reduce the temperature of your water heating to save on bills.

For more support, contact our **Dementia Support Line** on **0333 150 3456**

Opening hours: Mon to Weds: 9am–8pm, Thurs and Fri: 9am–5pm, Sat and Sun: 10am–4pm

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# Priority Services Register

The Priority Services Register (PSR) is a free service and provides extra support for people with health, communication, or safety needs.

It provides you with extra help from your utility company if the power, gas, or water goes off in an emergency – or because of planned works.

**By joining the register you can receive support from your local Gas, Water or Electricity Service Provider with:**

- **Advance Notice** Informed about planned power cuts.
- **Priority Support** Assistance during power cuts, including meals and charging points.
- **Alternative Heating/Cooking** Provided if gas supply is interrupted.
- **Free Gas Safety Check** Annual check for eligible customers.
- **Password Facility** Ensures safety from hoax callers.
- **Nominated Contact** Someone can manage your bills or help during power cuts.
- **Accessible Information** Available in large print, audio, braille, and translations.
- **Gas Emergency Control Valve** Can be moved for those with mobility issues.
- **Water Supply Support** Help during water supply issues or outages.

- **Third-Party Support** Extra help from local authorities and emergency services during major outages.

You can sign up to your local PSR for gas, water and electricity online or by phone by contacting your local provider or we can help you to do so.

To sign up to the Priority Services Register contact your local gas distribution network:

**Cadent Gas:** [Priority Services Register](#)

**Wales and West Utilities:** [Priority Services Register](#)

**SGN:** [Priority Services Register](#)

Find out who your local gas distribution network is here: [Find My GDN](#)



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# Carbon monoxide safety

**Carbon Monoxide is a colourless, odourless, poisonous gas that you can't see, hear, smell or taste.**

It can be produced by anything that burns carbon-based fuels, including gas, oil, wood, coal, petrol or diesel.

These are items we frequently use to cook our food, heat our homes or drive our vehicles.



**Carbon Monoxide poisoning can affect anyone and happens when you breathe in even a small amount.**

So, it's important to know the symptoms to look out for.

They can be similar to a flu, tiredness or a hangover, but if your symptoms lessen when you're in fresh air, it might be Carbon Monoxide poisoning. They may include:

- **Headache**
- **Dizziness**
- **Feeling sick or being sick**
- **Feeling weak**
- **Confusion**
- **Chest and muscle pain**
- **Shortness of breath**

**What should I do if I suspect Carbon Monoxide?**

A Carbon Monoxide alarm could save your life. An audible Carbon Monoxide alarm is the best way of knowing if Carbon Monoxide is present in your Home and can be purchased relatively cheaply.

If you're worried about Carbon Monoxide in your home, follow these steps:

- 1 Open all doors and windows**
- 2 Move outside into fresh air**
- 3 Call the Gas Emergency Service on 0800 111 999**

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