



Northern Ireland Residential Electricity Customers

Code of Practice on the Efficient use of Electricity

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Code of Practice for Efficient use of Electricity

This Code of Practice outlines our services in relation to the provision of advice and guidance on improving energy efficiency. This Code applies to our residential customers in Northern Ireland. Electric Ireland offers free guidance and advice to our customers to help you make informed decisions when it comes to improving energy efficiency in your own home.

To this end, we are continually updating the following sources of information regarding the efficient use of electricity.

Currently available at: www.electricireland.ie/residential/help/efficiency

Telephone information service:

The NI Energy Advice Line service offers free comprehensive advice and support on how to save energy in the home and on assistance available.

NIHE - NI Energy Advice Line: 0800 111 44 55
www.nihe.gov.uk/Community/NI-Energy-Advice

Links to external sources of energy efficiency information:

You can obtain additional information on energy saving measures; and information which is available through bodies in receipt of financial support from Government in connection with promotion of energy efficiency measures; and information about financial assistance towards the costs of such measures available from Central or Local Government from the following external sources.

Nldirect at: www.nldirect.gov.uk/information-and-services/environment-and-outdoors/energy-advice

See below the following energy saving tips:



Washing Machine

- Washing a full load is more energy efficient
- Use the half load cycle for less than full loads
- Wash at 40 degrees or lower whenever possible
- Choose an AAA-rated energy efficient washing machine



Tumble Dryer

- Tumble drying is expensive. Where possible, using a clothes line is the most efficient way to dry clothes
- Spin dry clothes in the washing machine before using the tumble dryer
- Keep the fluff filter clean. A blocked filter will increase energy usage
- Set correct drying times
- Choose the highest energy rated model when purchasing a new machine
- Buy a model with a moisture sensor or temperature control, if possible
- Generally, vented dryers use less electricity than condenser types



Hob & Oven

- Always make sure that the pan base matches the size of the hob element
- Use flat based pans for electric hobs and use the correct size pan for the quantity of food being cooked
- Use only enough water to cover the food being cooked
- Keep saucepan lids on this enables you to turn down the heat
- Use the microwave, which can be quicker
- Use an electric kettle to boil water for cooking instead of using the hob
- You can save up to 80% more energy by using a microwave for small portions instead of the oven
- Bake or roast a few items at the same time. Fan ovens maintain a consistent temperature throughout the oven space and so can be filled to capacity
- Remember, every time you open the oven door to check cooking, you lose 20% of the heat



Lighting

- Choose CFLs instead of ordinary bulbs especially where lighting is needed for long periods
- CFLs can last up to 15 times longer than ordinary bulbs and use 80% less electricity



Electronics and Entertainment Systems

- Enable the power management features on your home computer and monitor.
- Assuming 6 hours use per day, you can save up to 40% of energy consumed simply by turning off your PC and monitor when not in use
- Switching off the monitor can save even more than just letting the screen saver run
- Turn off machines when not in use (fax machines, printers, scanners, copiers)
- Consider using a device that automatically switches off printers, scanners etc.
- Switch off your TV, DVD player, music system or games console at the set, or unplug them. When left on standby they still use power.

Heating and Hot Water

- Turning the thermostat down by just 1°C can cut as much as 10% off your heating bills
- Save money and energy by setting your central heating timer to turn off 30 minutes before you go to bed
- Ensure that the heating system is well maintained so it runs efficiently
- Thermostatic Radiator Valves (TRVs) let you control the temperature of each room and can help reduce your energy bills

Appendix

Energy efficiency tips for your home

Some useful energy efficiency tips are detailed below. More information is available on our website and via the Energy Saving Trust Advice Centre.

- Turn lights off when the room is unoccupied
- Use 'task' lighting rather than whole room lighting when a small amount of light is required
- The outdoor porch is the perfect place to install a CFL light fitting
- Use a fitting that has a day/night sensor which automatically turns the light on at night and off in the morning
- Place heat-resistant reflectors between radiators and walls to reduce heat loss
- Hot water pipes should also be lagged to conserve energy. The cost of lagging pipes and hot water cylinder can be recouped within months
- Fit a good quality 80mm lagging jacket to your hot water cylinder. This can save up to 30% on your water heating costs. Heat will still permeate through the lagging jacket to allow airing of clothes
- When replacing your existing cylinder, consider buying one that is factory insulated
- Do not leave the immersion heater on continuously
- Fit a time switch to control the immersion heater - you can override the time switch should you need to
- A five minute shower uses much less water than having a bath. So choose the shower to save time, money and water
- Pull the curtains at night. Heavy lined curtains can help reduce heat loss through windows
- Installing double glazing can cut heat loss through windows by up to half
- Draught proofing decreases the amount of unwanted cold air entering your home. Draught proofing kits are available from most DIY stores and will save money on your heating bills
- Insulating your attic with 250mm of fibreglass insulation, or equivalent, can reduce your heating bills by up to 20%

If we fail to meet any of the commitments outlined in this Code, then customers will be entitled to compensation under the terms of our Customer Charter.

Copies of our Customer Charter and other Codes can be obtained in the following ways:



Phone:

LoCall **0345 600 5335**

(Monday to Friday 8.30am to 7pm)

Post:

Electric Ireland

1st Floor, 1 Cromac Quay,

The Gasworks,

Belfast BT7 2JD,

Northern Ireland

Email:

CustomerService@Electricireland.com

Online:

www.electricireland.com