

## **A GUIDE TO ENERGY EFFICIENCY**

**This guide will provide you with information and assistance on the efficient use of energy in your home.**

This booklet provides you with information on:

- Energyplus tariffs
- Understanding your energy bill
- Customers having payment difficulties
- How to use energy more efficiently
- Controlling your heating
- Controls
- Choices
- Energy efficient boilers
- Alternatives to central heating
- Insulation
- No-cost measures to save energy
- Low-cost measures to save energy
- Financial assistance
- Our energy efficiency advisors
- Other useful guides
- Our contact information
- Some useful addresses

If you or someone you know would like a copy of this guide in large print, Braille or on audio cassette or have any queries please contact our Customer Service Centre. You will find the address and telephone number at the end of this guide.

You should be aware of the dangers of Carbon Monoxide poisoning if your appliances are not properly ventilated. We would also bring to your attention the importance of regular maintenance and checking of appliances. This is not only for energy efficiency reasons, but particularly for gas safety and carbon monoxide checks.

### **Energy Tariffs**

There are 14 electricity regions in Great Britain and for our domestic customers we offer electricity tariffs for General Domestic users (one rate) and Economy 7 (two rates - Day and Night).

We have three tariffs for each of these 14 regions for electricity and gas, depending on usage: Low User, Standard User and High User.

There are also separate tariffs for customers who have a prepayment meter.

You pay for your gas or electricity by the Kilowatt-Hour of energy consumed.

## Understanding your gas bill

The amount of gas you have used is shown on your bill.

Gas meters measure the volume of gas that passes into your property, in cubic feet or cubic meters. However, since your gas bill is based on kilowatt hours (KWh) we need to convert the cubic feet or meter figure to kilowatt hours. To do this, we use the industry standard formula as follows:

We take the difference between the present and previous meter readings, and multiply by 2.83 to convert it from cubic feet to cubic meters (this step is not necessary if you have a metric meter which measures in cubic meters). Then we multiply the cubic meters by the Volume Conversion Factor (1.02264 – explained further down) and then by the Calorific Value (CV – also explained further down) printed in the Gas section of this summary. Finally we divide the answer by 3.6 to give the number of kilowatt-hours. An example:

Current meter reading (A)	4650
Meter reading on last bill (B)	<u>4585</u>
Number of units consumed (A-B)	65

To convert into KWh:

1. Multiply by 2.83:  $65 \times 2.83 = 183.95$  cubic meters (this step is not necessary if you have a metric meter which measures in cubic meters)
2. Multiply by 1.02264:  $183.95 \times 1.02264 = 188.11$
3. Multiply by the Calorific Value:  $188.11 \times 39.4 = 7411.53$
4. Divide by 3.6:  $7411.53 / 3.6 = 2059$  KWh
5. Multiply the KWh figure by your pence per KWh rate (found in tariff guide or most recent invoice) to give the cost of gas used.

Volume Conversion Factor: this is the adjustment that the Gas regulations require us to make to the volume of Gas recorded by your meter, to take account of changes in temperature and pressure conditions.

Calorific Value: this is a measurement of the energy content of Gas, which varies throughout the year. Transco provides us with daily values, which we average over the period of your bill.

The standing charge on your bill covers a variety of costs such as meter reading and maintaining your gas supply.

## Understanding your electricity bill

The amount of electricity you have used is shown on your bill.

Electricity meters measure the number of kilowatt hours that pass into your property. The cost per KWh will be itemised on your most recent bill.

Multiply the KWh figure by your pence per KWh rate (found in our tariff guide or on your most recent invoice) and this will give you the cost of electricity used.

The standing charge applied to your bill covers a variety of costs such as meter reading and maintaining your electricity supply.

If you would like further information on our tariffs, please call us on 0844 815 7777. Our offices are open from 9.00 am until 5.30 pm Monday to Friday and 9.00 am until 4.30 pm on Saturday.

### **Customers having payment difficulties.**

Customers who are having difficulties in meeting their bill payments can help reduce their future bills by using energy more efficiently. You may also like to read our guide on 'Help with paying your energy bills' which is available by calling our Customer Service Team on 0844 815 7777

### **How to use energy more efficiently**

There are a number of ways that you can make the best use of gas or electricity supplied to your home. This will also help to reduce your bills.

- **Controlling your heating** - central heating is usually the most effective option if your home has two or more bedrooms. The following measures should help to reduce your bills: your heating system needs to sense when temperatures are high enough in order not to supply you with heat that you do not need. This is a waste of energy and your money. The system should be able to react to changes in outdoor temperature, give you different levels of temperature in different rooms and switch your heating and hot water on and off at times that you want. The control system should also prevent your boiler from operating unnecessarily when there is no demand for heat.
- **Controls**
  - *Time-switch or programmer* - this is probably the most useful of all heating controls. It turns your heating and hot water on and off automatically at the times you set. You save money because it gives you heat only when you want it. There are a wide range of electronic programmers available offering a selection of programme combinations, including simple automatic timers and separate programmes for weekdays and weekends.
  - *Room Thermostat* - this device automatically switches your heating off once the room reaches a certain temperature, and back on again if the temperature drops below a level you consider comfortable. It saves you money by giving you only the amount of heat you need to keep your home at your chosen temperature. The room thermostat should be fitted to the wall of your most frequently used room, away from draughts, direct sunlight or sources of heat. It can be directly wired to your central

heating pump but it is more economical if it is fitted as part of a complete control system that switches the boiler off to prevent 'dry cycling'. Dry cycling happens when the boiler fires just to keep itself hot when no heat is needed by the radiators or hot water cylinder. You can also choose to have different heating zones in your home e.g. your upstairs and downstairs, which can need heating at different times of the day. In this case you would need two or more room thermostats fitted in different zones together with motorised zone valves.

- *Thermostatic Radiator Valves* - these are very useful as they enable you to control the temperature of each room separately and so reduce your heating bills still further. You could fit them in rooms which tend to overheat such as kitchens or conservatories, or in rooms where you would like to increase the temperature for short periods, such as bathrooms or bedrooms. They work by reducing the flow of water to the radiator as the thermostat reaches its set temperature. A thermostatic radiator valve should not be fitted in the same room as a room thermostat as it will prevent the room thermostat from turning off the heating when it should.
- *Hot Water Cylinder Thermostat* - most central heating systems also heat your hot water cylinder (if you have one). By reducing the temperature of your stored hot water you can save yourself money. If you have a pumped or gravity hot water system you can do this by fitting a thermostat to your hot water cylinder and a motorised valve to the pipework leading to the cylinder. Alternatively, if you have a pumped hot water system you can fix a clip-on cylinder thermostat as part of an integral control system (i.e. linked to a motorised valve, your boiler and a room thermostat which will prevent 'dry cycling'). If you already have a cylinder thermostat, turning it down to 60°C is hot enough. It will save you money and prevent scalding.

## **Your Choices**

How far you can go in implementing energy efficiency measures depends to a large extent on the age of your system. The older the system the less likely you are to have a fully pumped system with automatic controls. Fitting them as part of your complete control system could save you as much as 25% of your current fuel bill.

A full control package includes a room thermostat, cylinder thermostat, timer/programmer, motorised valves as well as upgrading your central heating pipework to a fully pumped system. If your system is already fully pumped you might consider a partial control package. This includes a room thermostat/s, cylinder thermostat and timer/programmer.

Even if you have automatic controls already fitted, you could still save money by replacing your existing radiator controls with thermostatic radiator valves.

## Energy Efficient Boilers

Today's boilers are smaller, neater and more energy efficient than in the past because they use less fuel to produce the same amount of heat. Replacing a 15 year-old boiler could save you 10-15% on your fuel bills.

There are four types of modern boiler using gas:

- Condensing Boiler
- High Efficiency Boiler
- Combination Boiler
- Condensing Combination Boiler

Condensing Boiler - this is the most energy efficient boiler available. Typically it converts 85% of fuel into heat compared with the 65-72% that standard boilers do.

This is a saving of 15% on your fuel bills.

They are designed for any size home but because they cost between £250 -£400 more than standard boilers, they are more popular in larger houses where the higher cost is offset more quickly by the savings on fuel bills. Costs are generally recovered in three to four years. If your existing boiler is more than 15 years old, replacing it with a condensing boiler could save you as much as 30p in the £ on your fuel bills.

High Efficiency Boiler - all modern boilers are more efficient than older ones. They tend to be lighter, have lower thermal capacities, can be fan-flued and have electronic ignition. All of this can add up to savings of up to 20p in the pound, compared with a boiler over 15 years old.

Combination Boiler - these boilers give instant hot water as they do the work of both a central heating boiler and a hot water cylinder. They are small, usually in the kitchen and mean that you do not need a separate hot water cylinder. They also save you money, as there is no energy wasted as heat loss from the cylinder.

The one disadvantage is that the water runs more slowly so it takes longer to fill the bath, for example. If you want to use more than one hot tap at a time you must get a boiler with a high enough capacity to do this. These boilers are popular in flats and small houses where space is limited.

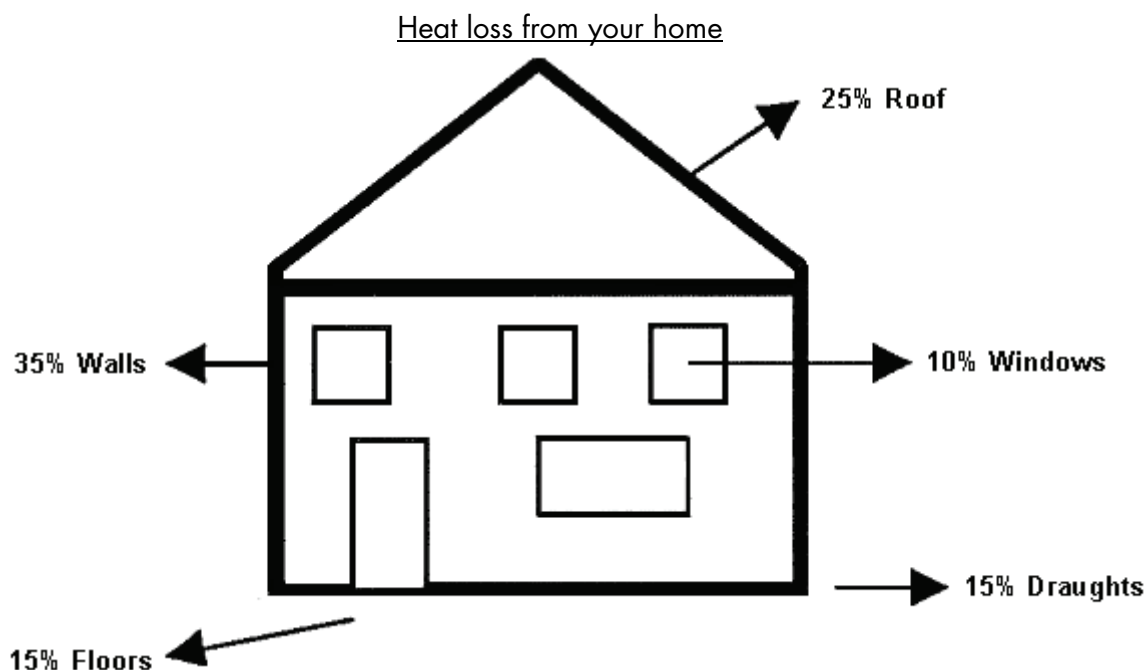
Condensing Combination Boiler - this is the condensing version of the standard combination boiler, which gives you the extra efficiency of a condensing boiler as well as the advantages of a combination boiler. It can easily be replaced as a direct replacement for an existing combination model.

## Alternatives to central heating

Smaller houses or flats, especially if well insulated, may not need full or even partial central heating. You might find individual heaters not only provide enough heat, but also are also cheaper to install and run. You could also consider gas fires, convector heaters, electric storage heaters and solid fuel stoves.

## Insulation

A lot of heat is lost from a house with no insulation, as this diagram shows:



All information is based on an un-insulated semi-detached house with three bedrooms.

*Loft Insulation* - this is the easiest and most cost-effective energy efficiency measure that you can take. The ideal thickness for loft insulation is 250mm. Do not insulate under water tanks, however. It's good to have a bit of heat loss beneath them as it stops them freezing in winter. You can buy loft insulation from any DIY store or builders merchants. Talk to your local Builders Merchant or DIY specialist for advice on how to install it, and what protective clothing you should wear.

Alternatively contact our Customer Service Team and ask to speak to the Energy Advice Team who will be able to give you details of Energy Efficiency Professional Insulation installers in your area.

*Hot Water Tank and Pipes* - your hot water will stay hot longer and you will save money on heating if you insulate your hot water cylinder. You can buy a special jacket for the tank from a DIY store or merchants and install it yourself. New cylinders usually come pre-insulated but even if your tank is already insulated to less than 3" you could save even more in the long run by fitting another new jacket around the existing one or replacing it.

The most important hot water pipes to insulate are the ones between the boiler and the hot water cylinder. However, all hot water pipes lose heat right away and should be insulated too, particularly within ducts and cold voids.

Cold water pipes, tanks and cisterns in roof spaces should be protected with 25mm of insulating material, especially those in the roof space. According to the Energy Saving Trust, you should be able to recover the cost of the hot water cylinder jacket within one year and the pipe insulation within two years if you fit them yourself.

*Draught Exclusion* – you can lose 20% of heat through any gaps around windows, doors and floors. Most draught-proofing materials are cheap to buy and widely available, but the quality of the material will affect its performance and durability. Where possible buy material which meets the standard BS 7386.

There are several methods available using compression seals, wiper seals and sealant. Compression seals are foam strips or rubber or silicone ribbed strips or tubes; wiper seals are self-adhesive brushes or fins and sealant applied by gum to open joints.

**Please take care, as ventilation can be just as important as draught-proofing. Each year 30 people die from carbon monoxide poisoning caused by gas appliances which have not been properly installed or maintained.**

**When gas does not burn properly, excess carbon monoxide is produced. Carbon monoxide is poisonous.**

**Ventilation is essential if you have solid fuel fires, gas fires or boilers with an open flue. So have your chimney swept regularly and check your airbricks for any blockages. There must also be enough fresh air in the room.**

- **Never cover an appliance or block the convection air vents**
- **Never block or obstruct any fixed ventilation grilles or airbricks**
- **Never block or cover outside flues**
- **Never use a gas appliance if you think that it is not working properly.**

Whenever draught exclusion, double-glazing or a conservatory extension is fitted to a room containing a gas appliance, the appliance should be checked for safety.

It also important to keep your house from becoming stale and stuffy.

## **Wall Insulation**

More heat is lost through the walls than by any other route. If your home is not insulated, your walls are responsible for as much as 35% of all your heat loss.

*Cavity walls* - if your home was built after 1930 it probably has cavity walls. These have an inner and outer layer with a small air gap in between, and are usually at least 10.5" thick.

Insulation is usually done by a professional installer injecting foam, mineral wool or polystyrene beads. The cost depends on type of material used and the size of the house but in most cases the cost can be recovered within four years.

*Solid walls* - if your home was built before 1930 it probably has solid walls and a double thickness of bricks. Solid walls are normally only about 9" thick and are a bit more expensive to insulate. It usually comprises a layer of insulation mounted on the

outside of the walls, and weatherproofed by render or cladding with a decorative finish.

As an alternative you could insulate the inside face of the walls but this also is not a straightforward operation. It is done either by fixing laminated boards of insulating material fixed into plasterboard; or by timber battens, between which the insulation quilt is laid and then covered with vapour barrier and plasterboard. Both methods are disruptive since radiators and sanitary fittings have to be removed and replaced, skirting has to be replaced, and windows and door surrounds need to be adapted.

*Floor Insulation* - filling the gaps between the skirting boards and floorboards can save on your annual fuel bill, and should pay for itself in less than a year. Just use any tube sealant, such as the type that you put round the bath.

Insulating under the floorboards on the ground floor will make the room feel warmer and can also save money. Under no circumstances should insulation interfere with ventilation, since this may cause rot.

Laying hardboard on top of the boards can stop draughts between square-edged floorboards (as opposed to the interlocking boards found in most modern houses). Building paper and good underlay can have a similar effect.

Insulation material can be fixed from below if there is a cellar, or above by taking up the floorboards, draping netting over the joists and laying insulation between them. In both cases, a gap of about 25mm should be left below the top of the insulation and the underside of the boards.

If you need any advice please contact our Customer Service Team and ask to speak to the Energy Efficiency Advisors who will be able to give you details of professional Energy Efficiency insulation installers in your area

*Double-Glazing* - up to 23% of heat loss is through the windows. Double-glazing can reduce this by half. New energy efficiency glass technology is also available, which can reduce heat loss by a further 10%. You will gain most benefit if you give priority to the rooms you heat most.

Secondary glazing can be fitted inside existing glass; the frames are fitted with draught-proofing strips and hinged or sliding panes. This method can be as effective as double-glazing and so will save you a similar amount on fuel bills. This is also a cheaper alternative.

Trickle ventilation should always be allowed for in double glazing systems and a means of escape in case of fire should never be impaired. Costs for this work will be recovered in five to seven years.

A low-cost and easy-to-fit alternative method is to tape polythene across window frames. You can buy this from DIY stores.

## **No-cost measures to save energy**

*Central Heating* - turn the thermostat down by 1°C. This can cut up to 10% off your fuel bills. If you are going away for a few days leave the thermostat on a low setting to provide protection from freezing without costing much.

Water should not be heated to a scalding temperature. Setting the cylinder thermostat at 60°C is usually quite hot enough for bathing and washing.

Always remember to put the plug in a basin or sink. Leaving the hot water tap running without the plug is both wasteful and expensive.

*Curtains* - close the curtains at dusk to stop heat escaping through the windows.

*Fridges* - do not leave the door open for longer than necessary. Avoid putting warm food straight in the fridge; allow it to cool down first. Defrost your fridge regularly as this will help to keep it running efficiently and therefore reduce running costs. If it defrosts quickly, check that the seals are working properly. Try not to put your refrigerator next to the cooker or boiler. If you have to, leave a good gap between them.

*Tumble Dryers* - always wait until you have a full load before using. If this isn't possible, use the half load or economy programme if your machine has one. Do not put really wet clothes into a tumble dryer; wring them out or spin dry them first. It's much faster and will save you money.

*Pots and Pans* - choose the right size pan for the food and cooker, and keep lids on when cooking. The base should just cover an electric cooking ring. With gas, you need to ensure that the flames only heat the bottom of the pan. If they are coming up the side they are wasting heat. Do not use more water than you need. Not only does this waste energy, it also spoils food.

*Kettles* - do not over- fill the kettle for just one drink; only heat the amount of water that you actually need.

## **Low-cost measures to save energy**

*Showers* - an ordinary shower uses only two-fifths of the hot water needed for a bath. Shower attachments for bath taps can be bought from many local stores.

*Taps* - if you have a dripping tap, fix it quickly. Make sure hot water taps are turned off properly. In just one day, a dripping hot water tap can waste energy and enough water to fill a bath.

*Letterboxes and keyholes* - these can let in draughts. Fit a nylon brush seal or a spring flap on the letterbox, and put a cover over the keyhole.

*Curtains* - the heavier the curtain material the better. Ideally, they should fall to floor level. Line the backs of your curtains with detachable thermal liners to reduce draughts.

*Radiators* - on external walls, placing reflective material like foil behind radiators will help direct heat into rooms where it is most needed. Radiator shelves can keep heat at a low level where it is most needed.

## **Financial Assistance**

There are various Energy Efficiency schemes and grants available. These schemes vary from region to region and are run by a variety of organisations.

The main scheme is a home Energy Efficiency scheme known as 'Warm Front' in England, the 'Home Energy Efficiency Scheme' in Wales and 'Warm Deal' in Scotland. The scheme is government-funded and provides energy advice and grants to cover the costs of home insulation and to improve energy efficiency for certain groups of people, including those on low incomes. The scheme covers both owner-occupiers and people in rented accommodation. In some cases, the maximum grant available does not cover the full cost of the work and you have to pay something towards the costs. However, in England a hardship fund has been set up to help meet the extra payments that might be needed.

## **Who can get a grant under a home energy efficiency scheme?**

### **In England:**

You are eligible for a Warm Front grant if you:

- have children under 16 and are getting Child Benefit or have a maternity certificate, and you are getting one of more of the following: Income Support, Housing Benefit, Council Tax Benefit, income-based Jobseeker's Allowance, or Pension Credit, or
- are getting one or more of the following: Attendance Allowance, Disability Living Allowance, Industrial Injuries Disablement Benefit (which includes Constant Attendance Allowance), or War Disablement Pension (which must include the mobility or Constant Attendance Allowance), or
- are getting one or more of the following: Income Support, Housing Benefit or Council Tax Benefit, including a disability premium, or
- are 60 or over, and getting Income Support, Council Tax Benefit, Housing Benefit, income-based Jobseeker's Allowance, or Pension Credit.

If you are getting Working Tax Credit or Child Tax Credit, contact your local Energy Efficiency Centre to find out whether you qualify for a Warm Front grant.

### **In Wales:**

Home Energy Efficiency Scheme (HEES)

You may also be able to get a grant if you are on a low income and are getting tax credits or Child Benefit for a child under 16.

An enhanced grant, called Home Energy Efficiency Scheme Plus is also available if you are:

- 80 years old or over, or live with someone aged 80 or over, or

- 60 years old or over, or live with someone aged 60 or over and get Council Tax Benefit, Housing Benefit, Income Support, income-based Jobseeker's Allowance, or Pension Credit, or
- in a household in which someone is getting certain disability related benefits, or a benefit such as Income Support or Housing Benefit which includes a disability premium or element, or
- a single parent getting Child Benefit and Income Support, Housing Benefit, Council Tax Benefit or income-based Jobseeker's Allowance.

All owner-occupiers over 60 in Wales may be able to get a grant to contribute towards the cost of home energy efficiency work. This is called a partial grant.

### **In Scotland:**

The Scottish Executive Warm Deal Grant

In Scotland, you may be able to get the Scottish Executive Warm Deal Grant if you are an owner or tenant in private sector housing and getting certain welfare benefits. You may also be able to get a Grant if you are over 60. The Grant is for fitting insulation to help make your home more energy efficient.

For more information about the Scottish Executive Warm Deal Grant and who may be entitled to get it visit The Scottish Government website:

[www.scotland.gov.uk/Topics/People/OlderPeople/Homeimprovements/Warmdeal](http://www.scotland.gov.uk/Topics/People/OlderPeople/Homeimprovements/Warmdeal)  
Or call 0800 316 6009

### **How much is a home Energy Efficiency grant?**

The maximum individual grant that can be made under these home Energy Efficiency schemes is:

- in England, £2,700 (or £4,000 if oil-fired central heating is to be installed)
- In Wales, it is £2,000 The maximum enhanced grant is £3,600 in Wales (or £5,000 if oil-fired central heating is to be installed).
- in Scotland it is £500.

In England, you might get an extra payment from the Warm Front Scheme hardship fund to help cover costs if they are more than the maximum grant. For more information about the Warm Front hardship fund, visit the EAGA website at [www.eaga.co.uk](http://www.eaga.co.uk) or phone 0800 408 0694.

### **Grants from Your Local Council**

You may be able to claim a grant to improve your insulation or heating systems. Grants are normally paid only to owner/occupiers, private tenants, or housing association tenants. House renovation grants are available to assist with major repair work and home repair assistance grants can be given to pay for small-scale work. Both grants can be used to improve insulation.

Householders with a disability may be able to claim a Disabled Facilities Grant to pay for work needed to help them live a more independent life in their home. These grants may be used to improve or install central heating. Disabled Facilities Grants can be

paid to owner-occupiers and tenants (including local authority tenants). These grants are mandatory; i.e. if you qualify you should receive a grant.

To find out your local authority's policy on grants, contact the Grants Section of the Housing Department or Environmental Health Department.

You must not have any work done before the council has authorised it; otherwise the grant will not be paid. For more details contact our Energy Efficiency Advisors, or the Energy Action Grants Agency (eaga), whose details are at the end of this guide.

## **Home Energy Efficiency Check**

You can check how Energy Efficient your home is simply by calling our energy efficiency advisors on 0871 423 7150. Our advisors will ask a series of simple questions to gain an understanding of your property and how much energy you currently use. They will be able to give free advice on any aspect of efficiency measures and will then send you a detailed report of the measures you can take to save money on your energy bills. Alternatively you can phone 0800 512 012 and a local Energy Efficiency Advisor from the Energy Saving Trust will be able to give you similar advice.

## **Our Energy Efficiency Advisors**

If you would like further information or advice on the efficient use of gas you can contact our Customer Service Energy Efficiency Advisors on 0871 423 7150. These fully trained advisors will give you free specialist advice, up-to-date information and details of other organisations that deal with energy efficiency.

The Advisors are qualified in Energy Efficiency matters and receive regular refresher courses. They have been awarded a Certificate in Energy Awareness from the City and Guilds of London Institute.

Our Customer Service Team will be able to recognise when you might benefit from receiving Energy Efficiency advice and will contact you if you are on our Priority Service Register. We will not use this as an opportunity to try and sell you any additional products.

## **Other useful guides**

- Prepayment meters
- Special services for customers who are visually or hearing impaired
- A guide for customers who are visually or hearing impaired
- When we need to visit your property
- Help with paying your energy bills
- Complaints handling procedure

Copies of all these guides are free and a complete set can be requested via our Customer Service Team and are also available in Braille, large print or on audio cassette.

## **Our contact information**

The Utility Warehouse  
Dryden House  
The Edge Business Centre  
Humber Road  
London NW2 6EW

Telephone: 0844 815 7777  
E-mail: [energy@uwdc.co.uk](mailto:energy@uwdc.co.uk)  
Website: [www.utilitywarehouse.co.uk](http://www.utilitywarehouse.co.uk)  
Minicom: 0844 576 3500

Our Energy Efficiency Helpline: 0871 423 7150

## **Energy Efficiency Organisations**

Energy Saving Trust  
Address: 21 Dartmouth Street, London. SW1H 9BP.  
Telephone: 020 7222 0101  
Energy Efficiency Hotline - Tel: 0800 512 012  
Website: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

National Energy Action  
Address: St. Andrews House, 90/92 Pilgrim Street, Newcastle Upon Tyne  
NE1 6SG  
Telephone: 0191 261 5677  
Website: [www.nea.org.uk](http://www.nea.org.uk)

Energy Action Grants Agency (eaga)  
Address: eaga PLC, eaga House, Archbold Terrace, Newcastle upon Tyne.  
NE2 1DB  
Telephone: 0800 181 667  
Website: [www.eaga.com](http://www.eaga.com)

## **General**

Builders Merchants Federation  
Address: 15 Soho Square, London. W1D 3HL  
Telephone: 0207 4391753  
Website: [www.bmf.org.uk](http://www.bmf.org.uk)

Buildings Research Establishment (BRE)  
Address: Bucknalls Lane, Garston, Watford. WD25 9XX  
Telephone: 01923 664 000  
Website: [www.bre.co.uk](http://www.bre.co.uk)

Consumers Association (Which?)  
Address: 2 Marylebone Road, London. NW1 4DX  
Telephone: 020 7770 7000  
Website: [www.which.co.uk](http://www.which.co.uk)

Council for Energy Efficiency Development  
Address: PO Box 12, Haslemere, Surrey. GU273AH  
Telephone: 01428 654011  
Website: <http://dubois.vital.co.uk/database/ceed/index.html>

## **Controls and Heating Systems**

Association of Plumbing and Heating Contractors (APHC)  
Address: 14/15 Ensign House, Ensign Business Centre Westwood Way, Coventry.  
CV4 8JA  
Telephone: 024 7647 0626  
Website: [www.competentpersonscheme.co.uk](http://www.competentpersonscheme.co.uk)

GAS SAFE REGISTER  
Address: PO Box 6804, Basingstoke, RG24 4NB  
Telephone: 0800 408 5500  
Website: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Domestic Heating Controls Group TACMA  
Address: Westminster Tower, 3 Albert Embankment, London. SE1 7SL  
Telephone: 0207 793 3008  
Website: [www.heatingcontrols.org.uk](http://www.heatingcontrols.org.uk)

Heating and Ventilation Contractors association (HVCA)  
Address: ESCA House, 34 Palace Court, London. W24JG  
Telephone: 0207 313 4900  
Website: [www.hvca.org.uk](http://www.hvca.org.uk)

Institute of Domestic Heating and Environmental Engineers  
Address: Unit 35A, New Forest Enterprise Centre, Chapel Lane, Totton, Southampton.  
SO40 9LA  
Telephone: 02380 668 900  
Website: [www.idhee.org.uk](http://www.idhee.org.uk)

Institute of Plumbing  
Address: 64 Station Lane, Hornchurch, Essex. RM12 6NB  
Telephone: 01708 472791

## **Loft Pipes & Tanks**

Eurisol UK Ltd (Mineral Wool Association)  
Address: PO Box 35084, London. NW1 4XE  
Telephone: 020 7935 8532  
Website: [www.eurisol.com](http://www.eurisol.com)  
National Association of Loft Insulation Contractors

Address: PO Box 12, Haslemere, Surrey. GU27 3AH  
Telephone: 01428 654 011

## **Cavity Walls**

Cavity Foam Bureau  
Address: PO Box 79, Oldbury, Warley, West Midlands. B69 4PW  
Telephone: 0121 544 4949

Cavity Insulation Guarantee Agency  
Address: CIGA House, 3 Vimy Court, Vimy Road, Leighton Buzzard, Bedfordshire.  
LU7 1FG  
Telephone: 01525 853 300  
Website: [www.ciga.co.uk](http://www.ciga.co.uk)

Eurisol UK Ltd (Mineral Wool Association)  
Address: PO Box 35084, London. NW1 4XE  
Telephone: 020 7935 8532  
Website: [www.eurisol.com](http://www.eurisol.com)

National Cavity Insulation Association  
Address: PO Box 12, Haslemere, Surrey. GU27 3AH  
Telephone: 01482 654 011

## **Solid Walls**

Eurisol UK Ltd (Mineral Wool Association)  
Address: PO Box 35084, London. NW1 4XE  
Telephone: 020 7935 8532  
Website: [www.eurisol.com](http://www.eurisol.com)

Insulated Render and Cladding Association (INCA)  
Address: PO Box 12, Haslemere, Surrey. GU27 3AH  
Telephone: 01428 654 011

## **Draught Proofing**

Draught Proofing Advisory Association  
Address: PO Box 12, Haslemere, Surrey. GU27 3AH  
Telephone: 01428 654 011

## **Double Glazing**

The Glass and Glazing Federation  
Address: 44-48 Borough High Street, London. SE1 1XB  
Telephone: 0870 042 4255