

Energy Information Sheet

A practical guide for Westminster residents

Understand your energy use

Knowing how much energy you use can help you spot waste and avoid unexpected bills

- **Consider a smart meter:** it sends readings automatically and helps keep bills accurate. The in-home display can also show how much energy you are using.
- **No smart meter?** Submit regular meter readings to help avoid estimated bills.
- **Check your bills:** compare your energy use over time. An unexpected increase can help you spot a change in usage or a problem that needs checking.
- **Get free home energy advice:** Westminster residents can request a free home visit from Groundwork's Green Doctors. They can look at your home and suggest practical ways to reduce your bills.

[Home Energy Advice Service](#) | [Westminster City Council](#)

Get a better energy deal

You may be able to save money by switching energy supplier.

[The Citizens Advice website explains:](#)

- How to switch suppliers
- What to consider when comparing tariffs
- How to find the best deal for your needs

Westminster residents can also benefit from:

- [Big London Energy Switch - uses group buying power to secure competitive offers.](#)
- [London Power - a fair-priced green energy supplier.](#)

Automatic energy support payments

There are three grants payable automatically to those who are eligible - you don't need to apply.

£200-£300

[Winter Fuel Payment](#)

Each year for pensioners on means-tested benefits; usually paid Nov-Dec.

£25

[Cold Weather Payment](#)

For each qualifying 7-day period of very cold weather, Nov-Mar.

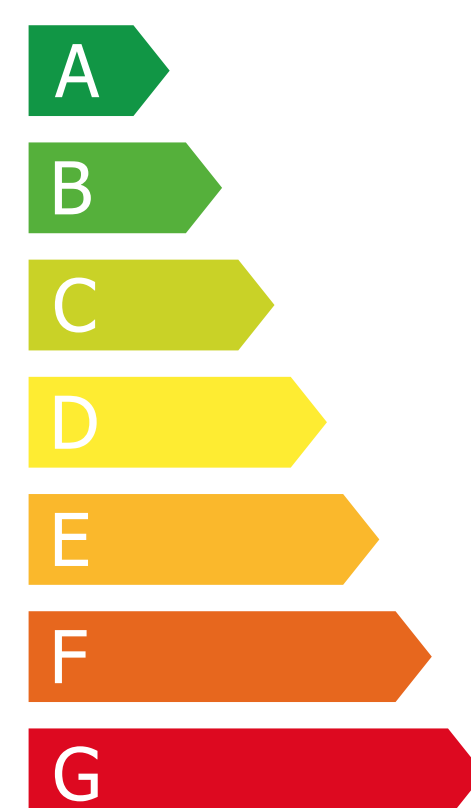
£150

[Warm Home Discount](#)

A discount on your electricity bill.

Did you know?

An Energy Performance Certificate (EPC) rates a property from A (very efficient) to G (least efficient) and suggests improvements that can reduce energy use, lower bills and improve the home's rating.



A = Very Efficient

G = Least Efficient

Need help with bills? Act early.

Support is available for energy, water and essential household costs

Struggling to pay energy bills? Don't ignore the problem

Contact your energy supplier as soon as possible. They must work with you on a repayment plan you can afford.

Many energy suppliers also offer:

- ✓ Debt support grants
- ✓ Flexible payment arrangements
- ✓ Financial help for customers facing hardship

⚠ If you use a prepayment meter: contact your supplier straight away if you cannot afford to top up. They may be able to provide emergency or additional support credit while you work out a longer-term solution.

Help with water bills

Thames Water support may include:

- Reduced charges if bills take up a large share of your income.
- Bill caps for larger households or certain health conditions.
- Affordable repayment plans and grants to help clear water debt.

[Thames Water - help with water bills](#)

Extra Support for vulnerable customers

Most energy companies offer a **Priority Services Register**. You may qualify if you are 65+, pregnant, have children under 5, a disability or a long-term health condition.

Benefits may include:

- ✓ Advance warning of planned power cuts
- ✓ Extra help during power outages
- ✓ Support reading or accessing your meter
- ✓ Protection from scams
- ✓ Information in alternative formats, including Braille

Thames Water operate a similar scheme [Thames Water - Priority Services Register](#)

Contact your energy supplier to check eligibility and register.
[Tell your supplier if you need extra support - Citizens Advice](#)

Local support in Westminster

[Home Improvement Agency](#)

Westminster Home Improvement Agency helps residents aged 60+ or those receiving disability-related benefits live safely and independently at home.

Help and support with [Rising energy costs](#) | Westminster City Council

[Cost of living support hub](#) | Westminster City Council

Saving energy at home

A simple room-by-room guide

Bathroom

- **Take shorter showers** and choose a shower instead of a bath where possible.
- **Use less water in the bath** - you do not need to fill it to the top.
- **Fix dripping taps** and make sure taps are fully turned off.
- **Turn off the tap** while brushing your teeth or washing your face.
- **Insulate your hot-water tank**, if you have one, to help keep the heat in.



Kitchen

- **Only boil the water you need** and descale your kettle regularly.
- **Wash full loads** and use lower-temperature washing programmes where possible.
- **Use your dishwasher's eco or energy-saving programme.**
- **Keep lids on pans** and use the right-sized pan for what you are cooking.
- **Use your tumble dryer less.** Air-dry clothes where possible and clean the filter regularly.
- **Wash up in a bowl** or filled sink instead of under a running hot tap.



Living Room

- **Switch devices off fully** rather than leaving them on standby.
- **Turn lights off** when you leave the room.
- **Choose LED bulbs** when replacing old light bulbs.
- **Stop draughts** around doors and windows to help keep heat inside.
- **Keep radiators clear** - do not cover them with curtains or block them with furniture.



Bedroom

- **Turn down radiators** in spare or unused rooms. Use thermostatic radiator valves (TRVs) to reduce the heat and keep the door closed.
- **Use warm bedding, nightwear or a hot-water bottle** instead of heating the room all night.
- **Close curtains at night**, but keep them clear of radiators.
- **Draught-proof doors and windows.** Secondary glazing film can also help reduce heat loss.



All around your home

- **Cover cold floors** with rugs or carpet where practical.
- **Wear an extra layer** before turning the heating up.
- **Keep heat in with suitable loft, wall or other insulation** where practical.
- **When replacing appliances, check the energy label** and choose an efficient model.
- **Check whether a different energy tariff could save you money.**
- If you are struggling with bills, **ask Citizens Advice** what support you may be entitled to.



We're here to help you find a way forward

Call our freephone helpline

Please select option 4 to speak to us

 **0808 278 7834**

Mon–Thu: 9:15am–4:00pm | Fri: 9:15am–12:30pm

Calls are free of charge from all consumer landlines and mobile phones

westminstercab.org.uk 

SCAN ME

