

# A breath of fresh air.

## Terms & Conditions

### Gas & Electricity

\*£10 voucher per fuel on registration to M&S Energy; £5 voucher per fuel for each continuous 12 month supply period; £30 voucher (dual fuel and Economy 7) OR £15 voucher (Electricity single rate tariff) when at least 10% energy reduction is achieved across the set 12 month review period; £10 voucher (dual fuel and Economy 7) OR £5 voucher (Electricity single rate tariff) for signing up to paperless billing. †Based on average M&S Energy dual fuel bill paid by direct debit or quarterly and prices inc. VAT as at July 2011. Based on domestic consumption of 3,300 kWh electricity and 16,500 kWh gas p.a. °Source: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk). The information provided in this leaflet on energy savings and energy consumption is provided as a guide to illustrate how householders might save energy. In all cases these are typical figures based on information provided by the Energy Saving Trust and other sources. Actual energy savings will vary depending on a householder's circumstances. ^The aggregate electricity consumed by M&S Energy customers is matched by electricity that has the Renewable Electricity Guarantee of Origin (REGO).

### Insulation

††£20 of M&S vouchers per insulation measure including loft and cavity wall insulation, per household. M&S loft and cavity wall insulation is partly funded by Scottish & Southern Energy through the Government's Carbon Emission Reduction Target (CERT) programme. Loft and cavity wall insulations are available to homeowners residing in the mainland UK and the Isle of Wight and unavailable in the Channel Islands, Isle of Man, Ireland and Northern Ireland. ‡Insulation services are carried out on behalf of Marks and Spencer plc by M&S approved installers.

### Solar

\*\*\*Solar services are carried out on behalf of Marks and Spencer plc by M&S approved installers. ††Based on the equivalent saving of 13p per standard unit rate of electricity, which may vary from time to time and a Feed-in Tariff of 43.3p/kWh as mandated by Government as of 1st April 2011 plus 3.1p/kWh as an export tariff from SSE Energy Supply Limited (deemed FIT export level set by the Government in Article 14(b) of the Feed-in Tariffs Order 2010. For retrofit systems <4kW. Cost base on a 2.3 kWp system, fully installed including delivery and VAT, and an annual output of 1974 kWh and 50% of the energy consumed within the house – south facing with the 30 degree pitch. Actual energy savings vary depending on a householder's circumstances. Figures subject to change by the Government from 1st April 2012. The information provided in this leaflet was correct at the time of going to print.

M&S Energy is unavailable in the Channel Islands, Isle of Man, Ireland and Northern Ireland. Terms and conditions apply. See [www.mandsenergy.com](http://www.mandsenergy.com) for details. M&S Energy gas and electricity is supplied by SSE which is a trading name of SSE Energy Supply Limited (also trading as SSE, Southern Electric, Scottish Hydro and SWALEC) Registered in England and Wales No. 03757502 and Southern Electric Gas Limited Registered in England and Wales No. 02716495, both members of the Scottish and Southern Energy Group. The Registered Office of SSE Energy Supply Limited and Southern Electric Gas Limited is 55 Vastern Road, Reading, Berkshire, RG1 8BU. Marks and Spencer plc. Registered Office; Waterside House, 35 North Wharf Road, London, W2 1NW.



Simple ways to save money by saving energy.

M&S Energy

M&S Energy

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## Save energy, save money

As part of our Plan A commitments to sustainability, we want to help you use less energy. That's why this booklet is packed with lots of energy saving hints and tips to help you get started. Remember – if you reduce your energy use by 10% over a 12 month period, we'll reward you with up to **£30 of M&S vouchers**.\* Plus, you could **save around £100<sup>†</sup>** off your annual energy bills.

**You'll be amazed how little changes can make a big difference.** Things like remembering to switch the lights off, boiling the right amount of water in the kettle, adjusting your central heating controls – you'll soon see the savings.

As for the measures that do cost money, you'll be surprised how quickly they pay for themselves. Insulate your loft, for example, and it could pay back in just one year.<sup>°</sup>

**We do our bit too.** To give you peace of mind, we'll match every unit of electricity you use with the same amount of renewable hydro generated electricity, which is then put back into the National Grid.<sup>^</sup>

If you would like more information on anything in this booklet, or want more tips on saving energy, simply visit **mandsenergy.com** or call our M&S Energy Team on **0800 294 32 63**. One of our advisors will be happy to help.



Alan Brown  
Head of Customer Service

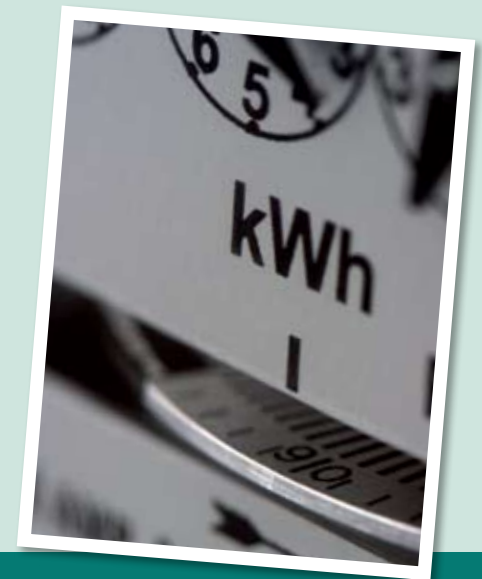
# Keep track of your savings

Small changes can start to make big changes on your bills. Here's a quick guide of how we show your usage on your energy bills and how you can keep track of your savings.



## Watch your bills shrink

- Your meter measures the amount of electricity you use in kilowatt hours (kWh) (you can find out more about kWhs on page 14). A kWh is the same as a unit of electricity. To find out the value of the electricity you use, we simply multiply the number of kWh used by the price per kWhs.
- Depending on how you pay for your energy, your bill may also include a standing charge and a Direct Debit discount.
- We recommend that you give us a reading every 90 days. This will help us work out if you've managed to reduce your energy and help you to earn up to **£30 of M&S vouchers\*** to treat yourself to something nice in store.
- Once you've put our energy saving tips in to practice you should see a reduction in the number of kWhs you use.
- We calculate your gas bill in a similar way. The unit value, which is displayed on your gas meter is converted into a kWh value. This is then multiplied by the price per kWh.



For more energy saving advice and ways to earn your M&S vouchers  
visit [mandsenergy.com](https://www.mandsenergy.com)

# Don't lose it, insulate it.

Most of the money you spend on energy goes on heating your home. Heating is also the area with the biggest potential for savings. The best way to make savings on your bill is to make sure your home is as well insulated as possible.

That's why we recommend that it's one of the first things you consider when looking to save energy.

Existing M&S Energy gas and electricity customers will also receive up to **£40 of M&S vouchers**<sup>††</sup> when they install insulation through M&S approved installers.<sup>‡</sup>



## Keep the heat inside your home

Increasing the amount of insulation in your home is probably the single most effective thing you can do to reduce your energy bill.

### Loft Insulation

- Up to 25% of the heat in your home is lost through the roof and another 33.3% through the walls.<sup>°</sup>
- Installing loft insulation to the recommended level (270mm) could **save you around £145** per year.<sup>°</sup>

### Cavity Wall Insulation

- Most homes built after 1930 will have cavity walls (two layers of brick with a space between them).
- Filling the cavity could **save you around £110** per year<sup>°</sup> in heating costs.
- If the cavity is not filled, up to a third of the heat in your home could escape.<sup>°</sup>
- An M&S approved installer can install it in around half a day.<sup>‡</sup>

**!** You may be entitled to a grant or even have it installed for free! If you receive income-related benefits, disability living allowance or are over 70, you could get the work done FREE of charge. For more info on grants visit [energysavingtrust.org.uk](http://energysavingtrust.org.uk)

To ask about insulation and book your free home assessment  
Call 0800 0 106 106 or visit [mandsenergy.com](http://mandsenergy.com)

## How it all adds up

Here are some of the typical savings you can make each year on your energy bills along with an idea of the installation costs.

### INSTALLATION COSTS

Type of home	Cavity wall insulation	Loft insulation
Flat	From £149	From £149
Terrace	From £199	From £199
Bungalow	From £199	From £199
Semi-detached	From £199	From £179

### TYPICAL SAVINGS

Measure	Savings per year (£s)	Payback (years)
Draught proofing	£20	Around 2 years
Loft insulation (10"/270mm)	£180-£220	Around 1 year
Loft insulation top-up	£50-£60	4-5 years
Cavity wall insulation	£130-£160	Less than 2 years

(The figures are an indication of cost and will vary according to the size of the house.  
All information from [energysavingtrust.org.uk](http://energysavingtrust.org.uk))

- Unless you're planning to change your window frames anyway, it's not cost effective to put in double glazing just to save energy.
- An alternative is to fit simple secondary glazing panels.

## Little things can make a real difference

You don't have to invest a lot of time or money to make your home more energy efficient. Just eliminating those uncomfortable draughts can make a big difference.

- Key-hole and letter-box covers.
- Draught strips for windows and doors.
- Silicone sealant to fill gaps around skirtings, floorboards and draughty window frames.
- Threshold sealer (a brushed strip fitted to the bottom of doors).
- Thermal curtain lining attached to curtains and blinds can really help reduce draughts and heat escaping from your windows.
- If your chimney is no longer in use, seal it up. You could try buying a chimney balloon. Make sure you fit an air vent to reduce heat lost up the chimney but still give ventilation.

**Gas Safety Carbon Monoxide (CO)** is a highly poisonous gas that has no colour, taste or smell and can be produced by appliances that use gas, wood, oil or coal. Draught proofing your home is a good way of saving energy but these appliances need a supply of fresh air to burn safely so make sure you don't block ventilation bricks, grilles or outside flues. Fitting an audible carbon monoxide detector can help keep your home and your family safe. You should also make sure your boiler and appliances are serviced regularly.

- Remember, if you've got hot and cold water pipes in the loft you must make sure they are lagged to stop them freezing in the winter.

# Heating and hot water

It's thought that the average household in the UK wastes around 1/3 of the energy they pay for.<sup>o</sup> But don't worry, you don't have to invest a fortune to cut down on energy waste. Simple things like adjusting the time your central heating comes on or turning down your room thermostat can make a big difference.

## Boiler basics

All new boilers installed in the UK must be 'condensing' boilers. These are more efficient than non-condensing boilers because they recover heat from the exhaust gases which would otherwise be lost up the flue. There are two common types of condensing boiler:

- **Combination (or 'combi') boilers supply radiators and provide 'instant' hot water at the taps, with no hot water tank.**
- **System or open vent boilers supply radiators and a separate storage cylinder for hot water.**

**Is your boiler burning your cash?** If your boiler is over 15 years old it could be up to 35% less efficient than a new 'A' rated model. Replacing it could **save you up to £225** per year.<sup>o</sup> For an average household, that's the equivalent of knocking 25% off your bill.<sup>o</sup>

You can find out how efficient your boiler is by visiting **sedbuk.com**. SEDBUK is an industry standard method of measuring the thermal efficiency of boilers. It allows you to compare the efficiency of various makes and models in typical domestic conditions.



- ! Don't forget... Your central heating pump uses electricity too. Replacing an old pump with a new 'A' rated one could **save you around £50 per year**.<sup>o</sup> A central heating installer will be able to tell you if you would benefit from a new pump.

## Operating your heating

Here are a few extra pieces of equipment that will help your heating system operate at maximum efficiency:

### Programmer

Some models switch the central heating and hot water on/off at the same time. Others allow the hot water and heating to come on and go off at different times.

### Room thermostat

The thermostat will switch off your heating when your room gets to the right temperature. The lower you set your thermostat, the more you'll save off your bills.

### Cylinder thermostat (if you have a separate hot water tank)

This is similar to a room thermostat. It will switch off your water heater when it gets to the required temperature. It's best to set your hot water temperature to 60°C. That's hot enough to kill off harmful bacteria - any hotter and you'll waste energy and increase the risk of scalding.

### Thermostatic Radiator Valves

These let you control the temperature of each room separately. They sense the air temperature and switch radiators on and off automatically.



## Top tips to help you cut your heating bill:

- Turning your central heating down by one degree could cut your heating bills by **up to £50 per year**.°
- Set your heating to go off 30 minutes before you leave the house, and come on again 30 minutes before you expect to return.
- Avoid drying washing on radiators. It makes your heating system work harder, and could create a damp problem.
- If your boiler is over 15 years old, you should think about replacing it with a new more efficient model. It will save you money in the long run.
- Tuck your curtains behind your radiators to keep heat in the room.
- Service your boiler and gas appliances regularly. This will ensure they're working safely and efficiently.
- Avoid using portable heaters as a main heat source. They are good for a top-up, but using them for a long period of time is very expensive.
- Get an 'A' rated central heating pump and you could reduce your electricity consumption by up to 100kWh per year.°
- Check your heating circulating pump isn't working overtime. A central heating installer can advise if your pump operation can be improved.

For more energy saving advice and ways to earn your M&S vouchers  
visit [mandsenergy.com](http://mandsenergy.com)

# Appliances and lighting

Upgrading your appliances can make a big difference to your bill. Just think about your fridge – it's on all day, every day. If you've got an old inefficient fridge, it could be wasting your money – all day, every day.



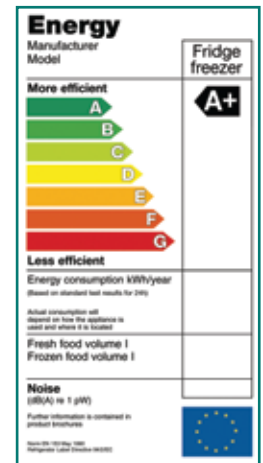
## What's watt?

All household appliances are given a power rating in watts (W) or kilowatts (kW) (1kW = 1000 watts). The higher this number, the more electricity the appliance will use.

The amount of energy consumed by an appliance is measured in kilowatt hours (kWh). For example, a single bar electric fire with a 1kW power rating will use one kWh of electricity in one hour. A 100 watt light bulb will use 0.1kWh of electricity in an hour or 1kWh every 10 hours.

Once you understand the rating and consumption of your appliances, you can concentrate on cutting the use of the ones which cost you the most.

**Always read the label** Most common appliances sold in the UK such as fridges, washing machines and electric ovens must have an energy efficiency label. This rates how efficient the appliance is on a scale from A (most efficient) to G (least efficient). Make sure you check this label before buying the appliance.



You should also look out for the Energy Saving Trust logo on any appliance you buy. They only recommend the most efficient appliances.



For more information on Energy Efficient M&S Appliances  
visit [marksandspencer-appliances.com](https://marksandspencer-appliances.com)

## Handy tips for fridges and freezers

- Don't put your fridge or freezer next to a cooker or in direct sunlight. Make sure air can circulate around the back.
- Use a thermometer to check that your fridge or freezer is at the correct temperature. Check the manufacturer's instructions for more details.
- Don't leave the fridge door open for longer than you need to.
- Stock up your freezer. It works most efficiently when it's tightly packed. So fill any space with cardboard, bottles of water or treat yourself to extra ice cream.
- Never put hot food in a fridge or freezer. Let it cool first.
- Defrost your fridge or freezer regularly. Check the manufacturer's instructions for more details.
- Check for gaps in door seals that could let warm air in. Place a piece of paper in the door. If you can easily remove the paper with the door closed, it is not sealed properly and will be letting warm air into the fridge.



## Lighten your lighting bill

Lighting can account for around 20% – 25% of your electricity bill. You can cut this down by using energy saving light bulbs. Each conventional bulb you replace with an energy saving equivalent could **save you £7 per year.**<sup>o</sup>



### Here are some other tips to cut your lighting bill:

- Turn off lights you don't need, but leave enough lighting on for stairs and hallways.
- Remember to open curtains and blinds during the day to let in natural light.
- Use light coloured lampshades – they will emit most light.
- Halogen spotlights are one of the most expensive types of lighting. So avoid leaving them on for a long time.
- Fit timers and automatic sensors to lights, especially outside lighting.

## Laundry for less

- Always put a full load of washing into your washing machine or tumble dryer.
- Save energy by washing at lower temperatures. Washing clothes at 30°C can use 40% less energy compared to washing at a higher temperature.° Some modern washing powders and detergents are specifically designed to work at lower temperatures and are available at M&S.
- If the weather is fine, dry your washing outside. It'll dry much quicker than you'd expect and will smell great too.
- If you use a tumble dryer, spin your clothes first. They'll dry in the tumble dryer more quickly.
- Make sure the filters in your tumble dryer are fluff free.
- Pop a 'dryer ball' in the tumble dryer to separate clothes and help them to dry quicker.
- Plan your ironing so you don't have to keep changing the temperature. Start with clothes that need a cooler setting. Finish with clothes that need the hottest setting.

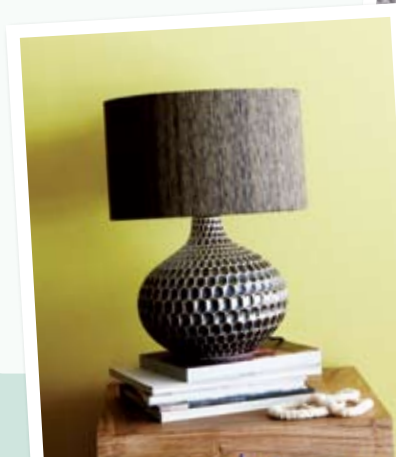


## Standby for more savings

Did you know that some household electrical appliances switched to standby use up to 90% of the energy they use when switched on?°

Don't leave things on standby - for the average household this could save around £40 per year on energy bills.°

If you have lots of devices in your home which have a standby setting, a standby reduction device might be for you. It allows you to switch off multiple devices with a single switch.



For more energy saving advice and ways to earn your M&S vouchers  
visit [mandsenergy.com](http://mandsenergy.com)



Make sure items that are not in use are unplugged or switched off at the wall (when was the last time you used your video recorder?!)

## Saving energy in the kitchen

There are lots of ways that you can save energy - here are some everyday hints and tips for you to use when you're cooking.

- When cooking vegetables, use just enough water to cover the food. Always put a lid on your pan.
- Where possible, simmer instead of boiling.
- Always use the right size of pan for your cooking ring.
- Try using pans that can divide into sections so you can cook several items at once.
- Cut food into smaller sections to speed up the cooking time.
- Defrost food in the fridge over night rather than using the microwave.
- Only fill kettles with as much water as you need. But make sure you cover the element if you use an electric kettle.
- Avoid repeatedly opening the oven door while you are cooking.
- Cook big batches of food and freeze what you don't need that day.
- Make toast in a toaster, not under the grill.
- Never use a cooker to heat a room.



## Get more from your dishwasher

- If you have a dishwasher, wait until you have a full load before you use it.
- Pre-rinse dishes in cold water instead of hot.
- Use economy programmes whenever possible.



For more energy saving advice and ways to earn your M&S vouchers  
visit [mandsenergy.com](https://www.mandsenergy.com)

# Water

**Money down the drain?** The hot water in our showers, baths, and sinks accounts for over 25% of the average household heating bill – about £200 a year.<sup>o</sup> Every home can save money on their energy bill by wasting less water so have a look at our water saving tips to see how you can cut your bill.



- Take showers not baths. If everybody in a four person family replaces one bath a week with a 5 minute shower they can **save up to £10 a year** on energy bills and up to £25 on water bills if you have a water meter.<sup>o</sup>
- Only boil as much water as you need to – this could **save around £6 a year** on energy bills.<sup>o</sup>
- Make sure that your dishwashers and washing machines are full before putting them on and when it's time to replace your appliance, look for the Energy Saving Recommended logo. A more efficient product will save you both energy and money and is available from the M&S large appliances website - visit **marksandspencer-appliances.com**
- Replace an inefficient shower head with a water efficient one – this could **save around £50** on your gas and **around £75** on your water bills.<sup>o</sup>



For more energy saving advice and ways to earn your M&S vouchers  
visit [mandsenergy.com](https://www.mandsenergy.com)

# Making your own energy

**In the dark about solar power?** There's no great mystery about the benefits of generating energy at home. There's a government-backed incentive for homeowners and the technology is well proven. It's simply a new way to become even more efficient with your energy, reduce your carbon footprint and help control your household bills for the future.



Imagine if you could benefit financially from something as abundant as daylight? Well, now you can – and it's a lot easier than you might think. Most homes in the UK can benefit from solar energy. Through M&S approved installers,<sup>\*\*\*</sup> we offer two types of systems, depending on the most suitable option for your home.

## Solar Photovoltaic (PV) Panels

Solar photovoltaic (PV) technology works by collecting solar energy and converting this into electricity for use within your home. By using this energy you'll see your energy bills drop and you'll be helping the environment too.

**Earn an income** Taking control of your own electricity production with solar PV will also entitle you to benefit from an annual income with a government backed Feed-in Tariff (FIT) Scheme.<sup>##</sup>

## Solar Thermal Panels

Solar thermal technology works by collecting solar energy to heat your home's domestic water, for use throughout the day and night. Your solar thermal system can **save you up to £85** on your hot water heating bills every year<sup>o</sup> by meeting around 50% of your hot water requirements.

Arrange a free no-obligation home assessment – with one phone call  
Call 0800 0 106 106 or visit [mandsenergy.com](https://www.mandsenergy.com)

## Making sense of solar energy

You get up to 43.3p<sup>††</sup> for each unit of electricity you generate with our Solar PV. If you don't use that energy in your home, we put it into the National Grid and you get an extra 3.1p. All backed by the government's Feed-in Tariff Scheme.<sup>††</sup>

When you make your own energy, you benefit in three ways. First, there's the energy you don't have to buy. Second, you get paid for every unit you produce – whether you use it or not. And third, you earn extra for exporting to the National Grid. In total, you could be £1,012 better off a year which would pay back your investment in less than 10 years.<sup>††</sup>

- Free no obligation home assessment through an M&S approved installer.<sup>\*\*\*</sup>
- 25 year system guarantee.
- Government-backed Feed-in Tariff guaranteed for 25 years.
- Save and earn money for all the electricity you make whether you use it or not.
- A typical installation takes just two days, so you could be generating **up to 40%°** of your electricity needs in no time.



## Investing in your future

With our help, you can make your own energy. You can cut your household bills, protect yourself in case of rising energy costs and do your bit for the environment. Plus, with a government backed Feed-in Tariff (FIT), you can earn a guaranteed income over the next 25 years.<sup>††</sup>

### Here's how it works

Average annual income from FIT<sup>††</sup>  
(The Government will pay 43.3p for every unit you produce)

**£854**

Average annual income from unused generated electricity exported to the grid<sup>††</sup>  
(3.1p for every unit)

**£30**

Average annual saving from using generated electricity<sup>††</sup>

**£128**

Average yearly income and savings<sup>††</sup>

**£1012**

Solar energy may seem complicated but one of our advisors will talk you through the process and make sure you understand the best investment for you. If you've already installed solar panels and would like to set up a Feed-in Tariff, simply call one of our advisors on **0800 294 32 63**.

Arrange a free no-obligation home assessment – with one phone call  
Call 0800 0 106 106 or visit [mandsenergy.com](http://mandsenergy.com)