

Energy & Water

Getting the best out of your home



Paying costly energy and water bills can be a struggle, so it's really important you know how to get the best out of your home. You need to know how to save energy and water but still live comfortably, find the energy company and tariff that is best for you and get support with paying bills when you need it.




To help, we have produced a detailed energy and water information pack full of up-to-date guidance and money saving advice.

The pack is free to download from:

www.dchgroup.com/energysave

or you can email:

 goinggreen@dchgroup.com

quoting 'energy save' in the subject line.

And you can also order by telephone, just call:

 01392 814532

leave your name and address, and we'll put an information pack in the post to you.



Devon &
Cornwall
Housing 

Useful telephone numbers

Energy



⇒ Power cuts and gas leaks

For electricity blackouts call **0800 365 900**

For emergency gas leaks call **0800 111 999**

⇒ Who supplies energy to your home?

To find out you will need to give your full address and postcode, and call Western Power on **0845 601 5972** for electricity, Wales and West Utilities on **0870 165 0597** for gas

⇒ South West Energy Saving Trust

For independent energy efficiency advice call **0800 512 012** (9am – 5pm, Mon to Fri) or visit www.energysavingtrust.org.uk

⇒ Complaints about your energy company?

Call Consumer Direct on **0845 404 0506** or visit www.consumerdirect.gov.uk

⇒ Want to find a better deal?

Visit www.consumerfocus.org.uk and use the energy price comparison tool to find out which energy company is offering the best price.

⇒ Help with debt advice and knowing your rights

Contact the Citizens Advice Bureau. Visit www.citizensadvice.org.uk and put in your postcode to find your local office, or for advice by telephone call **08444 111 444**.



Water

⇒ South West Water

Call **0800 169 1133** or visit www.southwestwater.co.uk

⇒ Water leak at home!

Turn off the water supply at the stop tap. If water has gone into any electrical fittings you should also turn off your electric supply.

⇒ Burst mains pipe!

Call South West Water on **0800 169 1144**

⇒ Flood advice

Call Flood Line on **0845 988 1188**

⇒ In debt and can't pay the water bill?

Contact South West Water debt line immediately on **0800 083 0283** and explain the situation.