



HEAT EFFICIENCY: SIMPLE WAYS TO SAVE ENERGY AND MONEY

Your home is heated through a Heat Interface Unit (HIU), which transfers heat from the communal heat network into your home. Using your heating and hot water efficiently can help you stay comfortable while keeping energy use and costs down.

Heat your home efficiently

- **Set your thermostat sensibly.** A comfortable temperature is usually around **18–21°C**. Lowering your thermostat by just 1°C can reduce heating energy use.
- **Heat rooms when you need them.** Use your heating controls to create a schedule around your daily routine rather than heating an empty home.
- **Avoid overheating.** If you are too warm, turn the thermostat down rather than opening windows while the heating is on.
- **Keep radiators clear.** Avoid covering radiators with furniture, curtains or drying clothes, as this can reduce how effectively heat circulates around the room.
- **Close doors.** Keeping internal doors closed between heated and unheated rooms can help retain warmth where you need it.

Use hot water efficiently

- **Don't leave hot taps running.** Turn taps off while brushing your teeth or doing other tasks.
- **Keep showers efficient.** Shorter showers generally use less hot water and energy than baths.
- **Only heat the water you need.** Follow the instructions for your HIU and hot water controls to make sure they are set appropriately.
- **Report hot water problems.** If your hot water is consistently too hot, too cold, or taking unusually long to heat, contact your heat network provider rather than trying to adjust the HIU yourself.

Look after your HIU

Your HIU is designed to operate automatically and efficiently.

- Don't alter or interfere with the HIU. If you notice unusual noises, leaks, faults or performance problems, report them to your heat network provider.
- Keep the area around your HIU accessible. This allows maintenance and servicing to be carried out safely.
- Check your heating controls regularly. Make sure timers and temperature settings reflect your current routine.

Small changes can make a difference

Use less → waste less → pay less.

Making small changes to your heating and hot water habits can reduce energy consumption without compromising comfort.

If you have concerns about your **HIU, heating, hot water, meter or heat supply**, contact us for advice or assistance on 01372 587 500.