



Our Code of Practice

on the Efficient Use of Natural Gas



Foreword

We would like to take this opportunity to present our Gas Code of Practice on the Efficient Use of Natural Gas.

At SSE Airtricity Gas NI we are committed to meeting the needs of our customers and our Codes of Practice inform our customers on the range of support services available.

I invite you to read on and find out more about the services we offer.

The Codes have been approved by the Utility Regulator in consultation with the Consumer Council for Northern Ireland.

These Codes of Practice are here to make sure our products and services meet the needs of our customers.

Andrew Greer
General Manager

We aim to offer you the best advice available to help you maximise energy efficiency in your home and to reduce your energy

Adopting some simple energy efficiency measures in your home could help you save on the cost of your energy bills

The controllability of natural gas makes it easy to take energy efficiency measures



Code of Practice on the Efficient Use of Natural Gas

There are many ways to use natural gas around your home. You can save money and help the environment if you use it efficiently. Enjoy the convenience of this clean and versatile fuel by following some simple advice.

Environmentally friendly natural gas

Natural gas is the most environmentally friendly fossil fuel. Switching to natural gas reduces the levels of sulphur, particulates and carbon dioxide in the air. In comparison with other fossil fuels, natural gas burns with minimum waste and emissions.

How to reduce the amount of natural gas you use

Heat can escape from your home in many ways – through the roof, walls, windows and floors and by draughts. If you require assistance with any energy efficiency matter we can help you over the telephone or send you our Energy Efficiency Booklet. Please call 0345 900 5253 to speak to one of our trained staff.

You can make a significant difference to the amount of natural gas you use and save money if you follow these useful hints.

Useful hints

Check your room temperature

Don't open doors or windows to cool a room. Instead, control the temperature with low cost Thermostatic Radiator Valves (TRVs). You could save up to 10% off your heating bill if you reduce the temperature by 1°C. Try to reduce the temperature gradually until you find a comfortable level. It takes a few hours for your whole house to change to the new temperature.

Check your hot water temperature

Have a thermostat fitted to your hot water system. You can set this to make sure you don't heat water more than necessary. The normal maximum temperature for stored hot water is 60°C.

Avoid paying too much for hot water

Make sure your cylinder's insulating jacket is at least 75mm (three inches) thick and meets all relevant British Standards. If you have a thin jacket on your cylinder, add a second jacket over it. Taking a shower is normally cheaper than having a bath.

Control your central heating

Use your central heating sensibly - only switch on your central heating when you need it. This saves money and avoids wasting energy. As a guide use your timer to set your heating to go off 30 minutes before you go out for the day or go to bed.

Help to prevent burst pipes in winter. If you are away from home for a long time, program your heating to come on for a few short periods each day and set the thermostat to low or install frost protection controls.

Don't heat rooms you don't use

In unused rooms, make sure radiators are turned down low. Shut doors and windows. Air the room occasionally and check for condensation or mould. Don't turn off the radiator next to a room thermostat. This gives a false idea of the temperature in the rest of the house.

If you use natural gas heaters or fires, save money by turning them off if you leave the room for any length of time. Natural gas heats a room very quickly once the appliance is switched back on.

Don't let heat escape

Don't open windows when your heating is on. If your house is too warm, turn the heating down. If you need more air, open the door to that room. Consider installing double-glazing and draught-proofing doors. This can save you money and makes your house more comfortable.

Heavy lined curtains are excellent at retaining heat. Make sure they don't cover your radiators. If possible, use curtains with heat-reflective, insulated lining. However, be careful not to block air vents in your rooms where fossil fuels are being used.

Top Tips!

Avoid drying clothes on radiators as this reduces the room temperature, making the boiler work harder.

Ensure all hot water pipes are adequately insulated.

Always use lids on saucepans and use the right size pan for the size of your cooking ring.

Boiler Servicing

An inefficient boiler will waste energy. Service your boiler annually to help ensure it operates both safely and at optimum efficiency. Always ensure work is carried out by a Gas Safe Registered engineer.

Energy Efficiency Natural Gas Appliances

Some of the latest natural gas appliances are over 90% efficient. The current lifespan of a boiler is around 12 years. Fitting an A-rated high efficiency condensing boiler with the correct heating and hot water controls can make a huge difference to your heating bills over time.

There may be grants and offers available to help you install an energy efficient heating system. To enquire about available grants please contact 0300 200 7874 for information on the governments Affordable Warmth scheme. Alternatively please contact Bryson Energy on 0800 1422 865 or visit www.brysonenergy.org.

You must use a Gas Safe Registered Installer for all natural gas installations and servicing at your home. For a list of Gas Safe Registered Installers you can contact 0800 408 5500 or online at www.gassaferegister.co.uk

Business Energy Efficiency Advice

We offer energy advice to existing and potential business customers. Please contact us on 0345 900 5253 for further information about the efficient use of gas supplied. Our staff will work with your energy and facilities teams, independent architects, suppliers and installers to assist you in identifying energy efficiency measures for your business. Our energy advice for business customers is free of charge.

Much of the advice outlined in Code of Practice on Efficient Use of Gas is also applicable to commercial customers. We also offer specific advice and support to both new and existing customers. Our aim is to ensure that you minimise energy costs and become more energy efficient.

The natural gas industry supports ongoing research and development to produce new utilisation technologies aimed at improving the efficiency of natural gas fired equipment.

A plant that was 'state of the art' twelve years ago may have been overtaken by the latest equipment and controls, which have the potential to reduce energy consumption, delivering economic and environmental savings. Using our advice you can review existing equipment and control systems and help your business become more energy efficient.

Using Natural Gas

Natural Gas is typically used by business for:

Space and Water Heating

- Existing boilers and lightweight Low Water Content Boilers have efficiency levels of less than 85%.
- Condensing Boilers and Air Heaters give efficiencies up to 95%, by condensing water vapour from the products of combustion.
- Direct Fired Warm Air Heaters draw fresh air into the unit and heat it. This highly efficient system can deliver over 90% efficiencies and is ideal for places that need high ventilation rates.
- Other systems include Radiant Heaters, Balanced-flue Convector Heaters and Packaged Roof-mounted units.

Catering

Natural gas is the first choice for cafes, restaurants, and fast food outlets, with an ever increasing range of versatile and energy efficient appliances. We can advise you on a range of these including –

- Convection ovens
- Pressure steamers
- Combination ovens
- Natural Gas heated dishwashers

Process

Process equipment is normally very specific to individual customers. With our team of experienced and qualified consultants, we are well placed to offer practical advice to ensure that such equipment is operating in an efficient manner whilst ensuring high product quality.

Customer Service

For more information about anything in this booklet, call our Customer Service team on 0345 900 5253.

You can contact us in writing at:

SSE Airtricity Gas (NI) Ltd.

3rd Floor Millennium House
17-25 Great Victoria Street
Belfast
BT2 7AQ

Or by email

info@airtricitygasni.com

Or visit our website

www.airtricitygasni.com

Other Useful Contact Details

All Enquiries	0345 900 5253
Minicom Telephone	028 9023 0121
Minicom Emergency Line	0800 731 4710
To leave a Meter Reading	028 9033 9031
24 Hour Natural Gas Emergency	0800 002 001

Smell Natural Gas?

If you smell natural gas or are concerned about a safety matter, please telephone the 24 hour emergency service on 0800 002 001. Emergency staff are available to provide you with immediate advice.

Contact Details for Other Organisations

Age NI

3 Lower Crescent
Belfast
BT7 1NR

Advice Line 0808 808 7575

www.ageuk.org.uk/northern-ireland

Age NI is the charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

The Carbon Trust Loan Scheme

Unit 3, The Innovation Centre
Northern Ireland Science Park
Queen's Road
Belfast
BT3 9DT
Northern Ireland

Telephone 0044 (0)28 9073 4394

www.carbontrust.co.uk

Carbon Trust is a not-for-profit company providing specialist support to help business and the public sector boost business returns by cutting carbon emissions, saving energy and commercialising low carbon technologies.

Citizens Advice Bureau

Citizens Advice Regional Office
46 Donegall Pass
Belfast
BT7 1BS

Telephone 028 9023 1120

www.citizensadvice.co.uk

Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and provides a free of charge information and advice service to the general public.

Consumer Council for Northern Ireland

Floor 3
Seatem House,
28-32 Alfred Street
Belfast
County Antrim
BT2 8EN

Telephone 0800 121 6022

www.consumercouncil.org.uk

The Consumer Council is an independent consumer organisation which represents transport, water and energy consumers. The Consumer Council's aim is to give consumers a voice by running information and education campaigns, undertaking research and producing publications.

Disability Action

Portside Business Park
189 Airport Road West
Belfast
BT3 9ED

Telephone 028 9029 7880
Textphone 028 9029 7882
www.disabilityaction.org

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Bryson Energy

Freephone 0800 1422 865
Email advice@brysonenergy.org
www.brysonenergy.org
Bryson Energy offers free information and assistance on measures to improve the efficiency of your gas usage.

Gas Safe Register

PO Box 6804
Basingstoke
RG24 4NB

Telephone 0800 408 5500
www.gassaferegister.co.uk

Gas Safe Register replaced CORGI as the gas registration body in Northern Ireland from April 2010. Gas Safe Register is the only official list of gas engineers who are qualified to work safely and legally on gas appliances.

Northern Ireland Housing Executive

The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB
General Enquiries 0344 892 0900
www.nihe.gov.uk

Northern Ireland Housing Executive is Northern Ireland's strategic housing authority, offering a range of services to people living in socially rented, privately rented and owner occupied accommodation.

Phoenix Natural Gas Ltd

197 Airport Road West
Belfast
BT3 9ED
Telephone 03454 55 55 55
www.phoenixnaturalgas.com

Phoenix Natural Gas is the largest gas distribution business in Northern Ireland, being the owner and operator of the licence for the distribution network in the Greater Belfast Area and Larne. Phoenix Natural Gas is responsible for the development of the pipeline network and for providing a 24/7 operational and transportation service platform to gas suppliers.

Firmus Energy Networks

A4-A5 Fergusons Way
Kilbegs Rd
Antrim
BT41 4LZ
Telephone 0800 032 4567
www.firmusenergy.co.uk

SGN Natural Gas Ltd

83-85 Great Victoria Street
Belfast
BT2 7AF
Telephone 0800 975 7774
www.SGNNaturalGas.co.uk

Utility Regulator

Queens House
14 Queen Street
Belfast
BT1 6ED
Telephone 028 9031 1575
www.uregni.gov.uk

The Utility Regulator is an independent non-ministerial government department set up to ensure the effective regulation of the electricity, gas and water and sewerage industries in Northern Ireland.

