

Winter Warmth & Readiness

Supporting the Community



24hr emergency: **687687**



Tips for keeping warm & energy efficient this winter...



- Electric blankets are an economical way of keeping warm. A double under blanket costs around 20p for 10 hours use
- If you purchase a plug-in electric heater or flame effect fire, buy one with at least two heat settings and a thermostat for more economical use
- Stop draughts. Draught excluders for windows and doors, and letterbox brushes can stop biting winds cooling temperatures and will cost only a few pounds
- Thick curtains prevent warmth escaping, and reduce chills from windows at night, keeping your house hotter for longer
- Reducing your room temperature by 1°C could cut your heating bill by up to 10% and save around £40 per year
- Adjusting radiator controls will avoid overheating rooms that don't need it. The optimum temperature for your home is 21°C for living rooms, 18°C for bedrooms and 16°C for hallways
- Create a "Hub Area" and spend more time in one of the rooms that is easiest to keep warm in your home
- Insulating your loft is a cost efficient way of keeping heat in and energy bills down. The recommended thickness for loft insulation is 270mm
- If you already have a hot water tank jacket, check it's the recommended thickness of 75mm. If not, investing in a new one will cost around £12 and will pay for itself in just a few months. Set the thermostat to 60°C
- A five-minute shower instead of a half-filled bath can deliver serious energy savings if you and your family enjoy a regular soak in the tub
- When making a cup of tea only boil as much water as you need but if you do boil too much, fill a hot water bottle with the excess to help you keep warm
- Don't peek in the oven while baking! Every time you peek, the temperature drops 25°F, making your oven use more energy to bring the temperature back up.
- Make more use of your microwave
- Allow easy access to your plugs, so you can avoid leaving things on standby, store away old video recorders and DVD players that are infrequently used instead of leaving them on stand-by
- Change your light bulbs to LEDs, especially the ones you tend to leave on longest
- Don't leave computers or peripherals on if not in use. A typical desktop PC left operating can cost around 40p a day
- Refrigerators and freezers actually operate most efficiently when full (but don't overfill)

Make Manx Utilities' Home Energy Officer your first point of call for free energy efficiency advice on **687643**.

At Manx Utilities our commitment is to always provide you with 'a safe and secure supply for now and into the future'. This is a responsibility that we take very seriously which is why we work 24 hours a day, 365 days a year to ensure that our service meets your expectations.

Priority Care Customers...



Our Priority Care programme enables anyone to register for that extra level of care and attention for those who may require it. For further details visit www.manxutilities.im, call our Customer Services Team on **687687**, option 5, email pcc@manxutilities.im or write to us.

NO electricity...



Our commitment is to provide 'life's essential services for our Island'. However, we understand that there are times when unplanned power cuts can happen due to severe weather, cable damage etc. In these situations customers can potentially hold key information that ensures we get supplies back on quickly. Therefore contacting us to report 'no supply' is important as it could potentially pinpoint a fault. No Supply issues can be reported 24/7 by calling **687687**. Major faults are reported to the local media.

Should a power cut occur, the following guidelines may assist:

- Firstly, if safe to do so, check your trip switch is on
- Do not open your fridge or freezer. A freezer left shut should keep contents frozen for up to 24 hours
- Telephone landlines which use cordless phones will also be without power
- If you have concerns about your Oxygen Concentrator please contact Nobles on 650000

Your electricity bill...



We understand the importance of working with our customers and appreciate there are times when there are difficulties paying bills. We would always encourage customers to contact us. Electricity costs can be spread over the year by joining our monthly budget scheme on direct debit. The scheme benefits ensure that you will automatically receive the prompt payment discount, save time and receive an additional £4 discount per year which also helps your monthly budgeting. Although this is a popular method of budgeting, it is not the only method and we can tailor one which better suits your needs.

NO water...



Firstly, please check your internal Stop Tap and turn it completely off and then back on again in case you have an internal blockage.

Please check with your neighbours to see if they are also affected

Also if you ever see anything that looks like a water burst please call **687687**.

Frozen pipes...



In order to prevent having frozen pipes you should:

- Insulate all unprotected pipe work, cisterns and tanks
- Locate & check you internal stop tap
- Keep buildings heated during cold spells particularly if you are going to be away e.g. on holiday, in hospital etc.

If your pipes have become frozen you will need to defrost them slowly and carefully

- Turn off the water to your home at the stop tap often under the sink
- Use a hairdryer at its lowest setting to thaw the pipes so they don't warm too quickly
- Thaw along the pipe, starting at the end nearest the tap
- Do not use a naked flame e.g. blow torch, heat gun etc.
- Do not leave the taps running as the water may not flush down the plug hole if the pipes below are frozen and this could cause an internal flood
- If in doubt, call a registered plumber.

Flooding...



You are responsible for protecting your property. Putting in place a few simple measures will help prepare you for flooding.

- Ensure that drains around your property are properly maintained
- Make sure your property is fully insured
- Have a family or business flood plan in place to protect your property and belongings.

WHO TO CONTACT:

Surface water & groundwater	- Dept of Infrastructure 850000/Out of Hours 672000
Tidal Flooding	- Dept of Infrastructure 850000/Out of Hours 672000
River flooding/fallen trees in rivers	- Manx Utilities 687687
Public sewer flooding	- Manx Utilities 687687
Life in danger	- 999

OTHER USEFUL LINKS:

Isle of Man Floodline - 686100, a recorded message will provide current flood warnings
www.gov.im/transport/floodwatch where you can get up to date information and flood advice



PO Box 177 • Douglas • Isle of Man • IM99 1PS

t: 687687

e: enquiries@manxutilities.im

www.manxutilities.im

