

## Appendix 17 - HEA behavioural advice check list

During the provision of the home energy assistance portion of an HEA, advice should be provided to the householder with regard to the following energy saving behaviours. If Ofgem became aware of major changes to this standard advice, this check-list may change. In these circumstances suppliers would be notified of these changes and a new check list may be issued:

### Lighting, Appliances and Cooking

1. Turning off unused lights. For example when leaving a room, or outdoor lights during daylight hours.
2. Turning off unused appliances such as televisions and computers, and turning them off fully instead of leaving them on standby.
3. Using the economy or low temperature cycles on dishwashers and washing machines.
4. Waiting to use washing machines and dishwashers until they are full.
5. Drying clothes naturally rather than using a tumble dryer.
6. Only boiling the water needed when filling the kettle
7. Cooking in an energy efficient manner, for example placing lids on pans and oven-cooking multiple rather than single dishes at a time.
8. The benefits of RTDs and how to use them.
9. Other behavioural advice related to lighting and appliances as relevant to the circumstances of the householder.

### Hot Water

10. Having a shorter shower to save hot water.
11. Having a shower rather than a bath, noting that power showers may use more unless they are short.
12. Not running the hot taps unnecessarily. For example, by not leaving a tap running when rinsing dishes.
13. Other behavioural advice related to hot water as relevant to the circumstances of the householder.

### Space Heating

14. Only using the heating when it is needed. For example, programming or turning it off half an hour before you leave for work or bed.
15. Preventing heat from escaping unnecessarily. For example stopping draughts from open windows and doors.
16. Controlling the heating system effectively. For example:
  - If householder has programmer, is this fully understood and does the householder know how to correctly set timings? This should include warm up and cool down timings.
  - If householder has a room thermostat, how to use this effectively, and the benefits of turning down by one degree.
  - If householder has a thermostat on the hot water cylinder, this should be correctly set to 60°C.
  - If householder has storage heaters, setting the input and output controls correctly.
17. Other behavioural advice related to space heating as relevant to the circumstances of the householder.

Note: It is expected that the home energy survey, which precedes the home energy assistance, should establish which of these energy saving behaviours is relevant; however, all topics should be covered where relevant.