



Code of Practice
On the Efficient Use of Gas
For I&C customers

Here at Flogas we aim to help you maximise the most out of your Natural Gas for your business. Natural Gas is a very manageable fuel and with some practical advice on energy efficiency we aim to save you money whilst keeping your gas emissions at a low level.

Code of Practice on the Efficient Use of Gas

There are many ways to use natural gas in your business, you can save money and also help the environment if you use it efficiently. By switching to natural gas this reduces the levels of sulphur, particulates and carbon dioxide in the air

With Natural Gas you'll never need to worry about reordering or running out of fuel ever again.

Natural Gas is the most environmentally friendly fossil fuel.

A brand new 'A' rated natural gas boiler is over 90% efficient compared to around only 60% for an older boiler over 15 years old. By switching to natural gas you could cut out your business's central heating carbon footprint in half, so you'll also be doing your bit for the environment. You can contact us to obtain details of how to switch to a new energy efficient boiler and start reducing the amount of gas you consume.

Are your bills and consumption higher than expected?

If you find your consumption is higher than you expected, then there are a number of things that you can check. The below will outline some reasons why your consumption may be higher. After reviewing the below items and if you still have a query regarding your bill or consumption, then please contact us.

- Previous bills may have been estimated and an actual meter read may result in a larger than expected bill. The type of read used will be recorded on your bill.
- Does the billing period cover a longer period than your previous bills?
- The time of year can impact on the amount of gas that you use.
- Have you changed the way that you use gas? For example, fitting new appliances.

How to reduce the amount of natural gas you use

Heat can escape in many different ways from your business premise, whether it is through the walls, roof or windows. Here at Flogas we provide assistance to all our customers should you require it in relation to ways in which you could help keep your heat in your premise for longer. Please call us on 028-9073-0277 and one of our dedicated staff members will be happy to help you reduce the amount of gas you consume.

Useful tips

- Turning down your thermostat by just 1°C could reduce your heating bill by as much as 10%
- Use Thermostatic Radiator Valves (TRV's) to control the temperature of each room, this can help reduce energy bills.
- If your existing boiler is more than 15 years old you may benefit from a boiler replacement.
- A high efficiency boiler with a full set of heating controls will make your central heating system more efficient and reduce your gas and electricity costs.
- Check that all your external doors and windows are closed tightly, if you have any draughts, fit a draught strip.
- Get your Boiler serviced annually to help ensure it operates both safely and at optimum efficiency. Always ensure work is carried out by a Gas Safe Registered engineer.
- Around 33% of heat is lost through cavity walls; by installing cavity wall insulation this can be reduced.

The Natural Gas industry is evolving year on year and here at Flogas we hope that our advice on energy efficiency will help to save your business money and help your business be more environmentally friendly.

Natural Gas is a great choice with an ever increasing range of versatile and energy efficient gas appliances being operated. There are huge financial benefits when you switch your current heating system to a new 'A' rated Energy boiler. You should always look at the energy labels when purchasing new appliances. These labels give an energy efficient rating from A to G, with A being the most efficient so are better for the environment and cost less to run. Some appliances may have an A+ or an A++ rating and are the pinnacle of energy efficiency. We will gladly recommend which appliances would best suit your needs.

The NI Energy Advice Line service offers free comprehensive advice and support on how to save energy and on assistance available.

NIHE - NI Energy Advice Line: 0800 111 44 55

www.nihe.gov.uk/Community/NI-Energy-Advice

Or you can contact the **Consumer Council** for general information:

Address Details:

The Consumer Council
Floor 3
Seatem House
28-32 Alfred Street

Belfast
BT2 8EN

Telephone/Textphone: 028 9025 1600

Complaints: 0800 121 6022

Email: info@consumercouncil.org.uk

Website: www.consumercouncil.org.uk