In the know

Interesting, useful and lifesaving information

npower

Thanks

We appreciate your time

If you don't have time to read all of this booklet now, it's worth hanging onto and keeping somewhere safe.

Safety should be taken seriously by everyone.

So we've included some useful, interesting and lifesaving information as it's important to know these things.

Page 8 includes gas safety information which may help to save your life. On page 15 we'll show you what to do if something's wrong with your electricity.

We also recognise that some of our customers may need some extra support. Our priority services are able to give free help to assist with communication, safety and access needs. Page 13 gives you more information on this.

What's inside?

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There's more: we've some handy hints booklets available at **npower.com/standardsofservice** including:

- Paying for gas and electricity
- Prepayment meters
- Using electricity and gas efficiently
- Free gas safety checks

What makes up your energy bill?

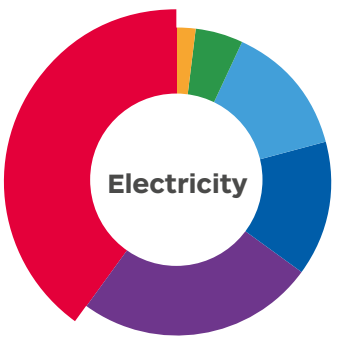
Clearly, we want to be successful and stay competitive. That's just good business.

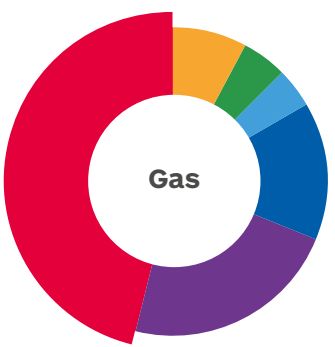
We've continued our investment in improvements to give you the best possible service, including:

New Smart meters, new digital capability and new enhancements to our customer services.

We've also invested to help the government's energy efficiency schemes.

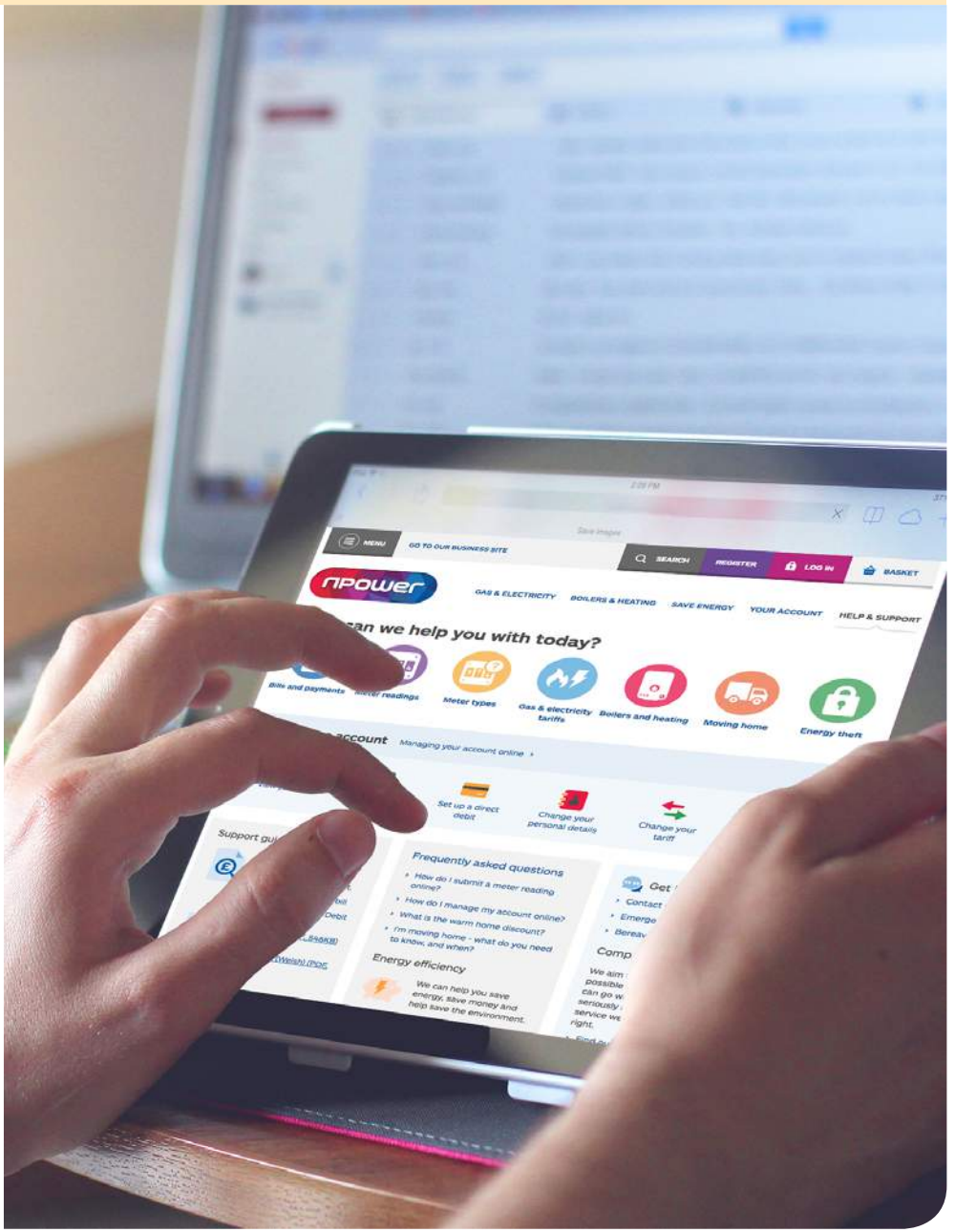
Below demonstrates how a typical bill is made up:





	Elec	Gas
Profit	2%	8%
VAT	5%	5%
Cost of government schemes	14%	3%
Our operating costs	14%	15%
Cost of getting power to your home	25%	23%
Cost of buying energy	40%	47%

These figures are based on 2015 npower average consumption across all payment types
Source: 2014 Consolidated Segmental statement www.npower.com/home/about-npower/reports/consolidated-segmental-statement/



You flick the switch, our energy makes the lightbulbs work

But where does the electricity come from?

Between 1 April 2015 and 31 March 2016, the electricity we supplied came from the sources listed below. It also shows the UK national average for the same period.

Our domestic customers are supplied under the following licences: Npower Limited, Npower Yorkshire Limited, Npower Yorkshire Supply Limited, Npower Northern Limited and Npower Northern Supply Limited. To see which licence you're on, please check the bottom of your bill.

We've added in figures to account for the average Carbon Dioxide (CO_2) emitted, and the amount of high level radioactive waste being burnt in the reactor that's discharged as spent fuel.

Fuel Type	Npower Limited	Npower Yorkshire Limited, Npower Yorkshire Supply Limited, Npower Northern Limited and Npower Northern Supply Limited	UK National Average
Coal	16%	15%	17.0%
Gas	66%	63%	32.3%
Nuclear	1%	0.6%	23.7%
Renewable	16%	20%	24.3%
Other	1%	0.6%	2.5%

Environment Information	Npower Limited	Npower Yorkshire Limited, Npower Yorkshire Supply Limited, Npower Northern Limited and Npower Northern Supply Limited	UK National Average
Carbon Dioxide Emissions (g/kWh)	408	386	292
Radioactive Waste (g/kWh)	0.00008	0.00004	0.00166

Source: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/542570/Fuelmixdisclosurewebpage2016__3_.pdf

Notes:

1. Figures may not add up to 100% due to rounding.
2. Carbon Dioxide (CO_2) emissions - the weighted average of the carbon dioxide emitted in the production of electricity from each fuel source.
3. Radioactive waste - the radioactive waste, being fuel burnt in the reactor to be subsequently discharged as spent fuel.

Our service

We know that great service is so important. It's much more than answering the phone quickly. More than giving you clear information online. More than helping you save energy and save money.

It's about making life easier all round and everything to do with energy in your home.

So we make tariffs and bills straightforward and easy to understand.

We tell you about tariffs that can save you money. We give you information to help you make the right choices about your energy needs.

We're dedicated to giving you the highest standards of service: those required by Ofgem. Those set by ourselves. And those demanded by you.

In December 2016 , we produced our third `Treating Customers Fairly' statement. You can view it here:

Visit: **npower.com/treatingcustomersfairly**

We'll do another one this year, so you can see how we're doing.

In the meantime, if something's not right, please let us know. We'll always do our best to put things right as quickly as we can.

All of our contact details are at the back of this booklet.

Important gas safety information

Please read this carefully – it may save your life

About Carbon Monoxide Poisoning

The Health & Safety Executive (HSE), is the government body which deals with matters about safety. For the year 2015/16, HSE reported that there were incidents involving Carbon Monoxide (CO) poisoning resulting in 8 deaths and 195 non-fatal illnesses.

Taking your safety seriously

At npower your safety comes first. It's important to us that you're not at risk from accidents, unsafe installations or faulty appliances – so we're here with information to help you to watch out for potential hazards, and to help you stay safe around your gas supply.

What is CO poisoning?

Carbon Monoxide (CO) is a highly dangerous and poisonous gas which is produced at unsafe levels when gas doesn't burn properly. This usually happens when fuels such as gas, wood, oil or coal are burned without enough air. CO is usually released from household appliances, such as gas boilers, which haven't been properly fitted or maintained. To make sure your appliances are installed and checked properly, we advise all our customers to make sure they use a Gas Safe™ registered installer.

When CO enters the body, it prevents the blood from bringing oxygen to cells, tissues and organs. You're particularly at risk from CO when you're asleep as it's more difficult to detect the early symptoms. We've listed some of the most common signs to look out for:

- Headaches
- Breathlessness
- Nausea
- Dizziness
- Collapse
- Loss of consciousness
- Tiredness
- Drowsiness
- Vomiting
- Pains in the chest
- Stomach pains
- Erratic behaviour
- Visual problems

Please be aware that you don't need to experience all the symptoms to be at risk

Remember – symptoms of CO poisoning can appear to be very similar to those of flu or general tiredness. If you've any of the common signs and are worried, please seek medical advice from a doctor immediately.

You can call the NHS on **111** in most areas or alternatively, you can call **0845 46 47** in areas where the **111** service is not currently available.

CO can kill without warning. It has no taste, smell or colour. So it's hard to spot the signs. Stay safe around your gas supply by looking out for:

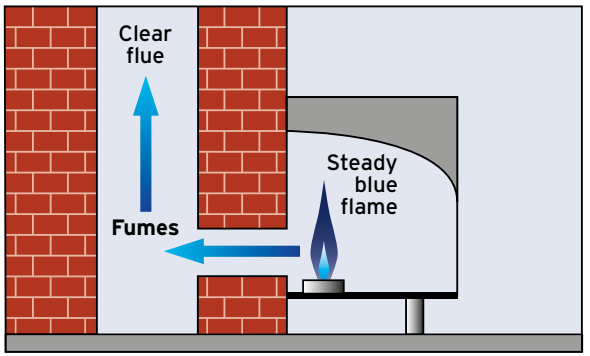
- Brownish-yellow or sooty stains on or around the appliance
- Pilot lights that frequently blow out
- Heavy condensation in the room where the appliance is installed
- Fumes or smoke in the house
- Slower than usual burning of solid fuel fires
- Absence of an upward draft in chimney flues
- Fallen soot in fireplaces

What to do if your gas appliance is condemned

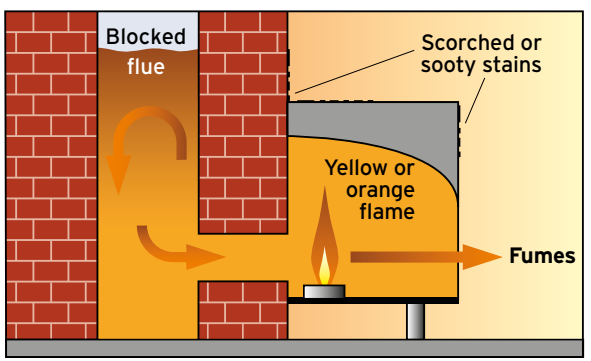
If during a gas safety check the engineer finds that an appliance is dangerous, it will be condemned and cannot be used until it is repaired or replaced and it no longer poses any further danger.

If this happens and you need support or advice, you can call the Gas Safe Register enquiry number on **0800 408 5500** (lines open Monday to Thursday 9am to 5.30pm and Friday 9am to 5pm). Visit their website at **www.gassaferegister.co.uk**

A safe gas appliance



A dangerous gas appliance



Audible Carbon Monoxide Alarms

An audible CO alarm is a safe way of making sure even the smallest amount of CO detected in your home will be picked up. If the device detects CO in your home it will set off a loud alarm to warn you. If you buy an alarm always make sure it meets current safety standards (EN 50291), and carries the Kitemark.

For more information on carbon monoxide detectors, including where to purchase one, visit: **npower.com/detect-co**

If you smell gas:

Call: **0800 111 999**

Don't use a mobile phone in the presence of a suspected gas leak

- Open all doors and windows
- Turn off the gas supply at the meter
- **Don't** use naked flames
- **Don't** use mobile phones
- **Don't** turn electrical switches on or off

Gas Engineers

To find a Gas Safe™ registered engineer in your local area, use the contact details below:

Call: **0800 408 5500**

Online: **gassaferegister.co.uk**

Free Gas Safety Checks

As an npower gas customer, you may be eligible for a free gas safety check if you haven't had one in the last 12 months, you own your home, are on a means-tested benefit – and you also meet one of the following:

- live in a household where at least one of the occupants is under 5 years old;
- are of pensionable age, disabled or chronically sick and either:
  - live alone; or
  - live with others all of who are of pensionable age, disabled, chronically sick or under the age of 18.

To find out if you qualify:

Call: **0808 172 6999^**

Textphone: **0800 413 016^**

^ Lines are open Monday to Friday 8am to 8pm, and Saturday 8am to 6pm..

Do you think you may need extra help or support?

Priority Services - the new name for our Warm Response Service

Our Priority Services may be able to give you free help to support your communication, safety and access needs.

If you're eligible, you can choose to join our Priority Services Register free of charge. We want to provide the right support where it's needed for you and your household when it comes to your energy account.

Our Priority Services include:

- **Bills and other communications** in audio, large print or Braille.
- **Minicom or textphone service** to make contacting us easier.
- **A password scheme –** to give you peace of mind and to help protect you from cold callers. If we need to visit your home, we will use a password of your choice so you can verify our identity.
- **Regular meter readings** if you, and everyone in your household, is unable to read your meter.
- **An interpreter can be arranged** for when you call us if English isn't your first language.
- **Nominate someone** – such as a relative or carer – to receive your correspondence and bills if you need a little extra help to check them.
- **Meter move** – we can move your pre-payment meter free of charge if you or anyone in your home can't access it.
- **Knock and wait service,** which gives you more time to answer the door if we need to visit your home.

With your consent, we'll also share your needs information with network companies in case you require help if there's a loss of your gas or electricity supply.

Contact us to find out more

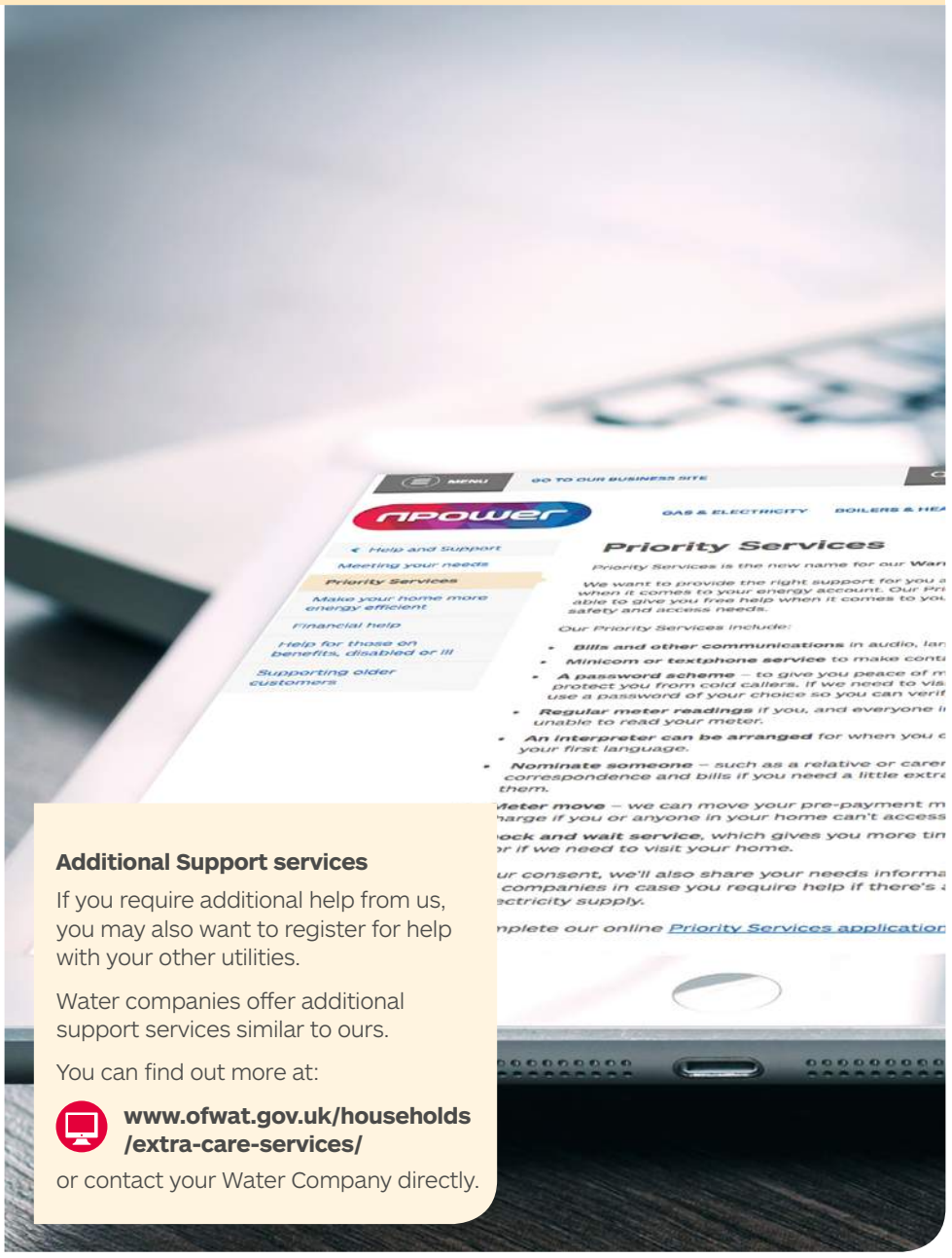
For more details:

Visit:
npower.com/priorityservices

Call:
0808 172 6999

Text phone:
0800 413 016

Our contact details are always printed on your bills, and our UK call centres are open 6 days a week: Monday to Friday 8am to 8pm, and Saturday 8am to 6pm.



Additional Support services

If you require additional help from us, you may also want to register for help with your other utilities.

Water companies offer additional support services similar to ours.

You can find out more at:

www.ofwat.gov.uk/households/extra-care-services/

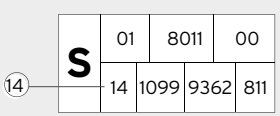
or contact your Water Company directly.

In the event of a power cut, this is the number to call

If there's a power cut:

- Check to see if it's just you
- If it is just your home, call a qualified electrician for advice
- If it's your neighbours too, contact your local network operator by calling **105**

- You can find out who your local network operator is by using your Supply Number (see below), which can be found on your bill:



The number at the bottom left is the Short Code. When you have this, take a look at the table opposite to find their details.

Distribution Business	Area Covered	MPID	Short Code	Emergency Powerloss No.	Website email	Address for loss of supply issues
UK Power Networks	East of England	EELC	10	105	ukpowernetworks.co.uk	UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
Western Power Distribution	East Midlands	EMEB	11	105	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
UK Power Networks	London	LOND	12	105	ukpowernetworks.co.uk	UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
SP Energy Networks	Merseyside & North Wales	MANW	13	105	spenergynetworks.co.uk	SP Energy Networks, Customer Connections, PO Box 290, Lister Drive, Liverpool, L13 7HJ
Western Power Distribution	West Midlands	MIDE	14	105	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Northern Powergrid	North of England	NEEB	15	105	northernpowergrid.com cus.serv@northernpowergrid.com	Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA
Electricity North West	North West England	NORW	16	105	enwl.co.uk/contact	Electricity North West Ltd, Customer Relations, PO Box 218, Warrington, WA3 9BY
SSE Power Distribution	North of Scotland	HYDE	17	105	ssepd.co.uk	Scottish Hydro Electric Power Distribution plc, Network Management Centre, 2nd Floor, Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ
SP Energy Networks	Central & Southern Scotland	SPOW	18	105	spenergynetworks.co.uk	SP Energy Networks, Customer Connections, 55 Fullarton Drive, Cambuslang, Glasgow, G32 8FA
UK Power Networks	South East England	SEEB	19	105	ukpowernetworks.co.uk	UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
SSE Power Distribution	South of England	SOUT	20	105	ssepd.co.uk	Southern Electric Power Distribution plc, Network Management Centre, Walton Road, Cosham, Portsmouth, PO6 1UJ
Western Power Distribution	South Wales	SWAE	21	105	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Western Power Distribution	South West England	SWEB	22	105	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Northern Powergrid	Yorkshire	YELG	23	105	northernpowergrid.com cus.serv@northernpowergrid.com	Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA
Independent Power Networks		IPNL	24	105	independentpowernetworks.net info@gtc-uk.co.uk	Independent Power Networks, Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP
ESP Electricity		LENG	25	105	esputilities.com	ESP Electricity, Hazeldean, Station Road, Leatherhead, Surrey, KT22 7AA
Energetics		GUCL	26	105	energetics-uk.com	Energetics Electricity, International House, Stanley Boulevard, Hamilton International Technology Park, Glasgow, G72 0BN
GTC		ETCL	27	105	gtc-uk.co.uk info@gtc-uk.co.uk	GTC, Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP
Harlaxton Energy Networks		HARL	29	105	harlaxtonenergynetworks.co.uk	Harlaxton Energy Networks Ltd Toll Bar Road, Marston, Grantham, Lincs, NG32 2HT
Peel Electricity Networks Limited		PENL	30	105	www.peelenergy.co.uk	Peel Electricity Networks Limited, Peel Dome, The Trafford Centre, Manchester. M17 8PL

If we let you down, what can you do?

We want to tackle it straightaway.

So please, contact us if something's not right. We'll get straight on it. There will be some things we can help you with there and then.

Visit:
npower.com/complaints

Call:
0800 316 9328/0330 100 8628

But if we can't, our 'Putting Things Right' leaflet explains how we can look into things further for you. It's on our website, or we can send you a copy (just ask, we'll pop it in the post).

If we can't solve your problem within eight weeks or you have received our final response letter, you can contact the Energy Ombudsman.
Ombudsman-services.org
0330 440 1624

More help or advice?

You can also get independent advice from the 'Know Your Rights' leaflet produced by Citizens Advice and Citizens Advice Scotland, which you can find at **npower.com/knowyourrights**

The Citizens Advice consumer service offers free, confidential and impartial advice too:

Visit:
adviceguide.org.uk

Call:
03454 040506

Need to contact us?

We're here to help you

Visit:
npower.com

Call:
0800 073 3000

Text phone:
0800 413 016

Our contact details are always printed on your bills. Our UK call centres are open 6 days a week: Monday to Friday 8am to 8pm, and Saturday 8am to 6pm.

Need an interpreter?

That's ok, we can get an interpreter for you when you contact us.

Type too small?

To have your bills and leaflets in large print or Braille going forward, just ask for the Priority Services on:

0808 172 6999
(textphone: **0800 413 016**)

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calls to 0800 numbers should be free from all mobiles and generally free from all landlines. Calls to 0330 numbers will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 0330 numbers will be part of these.

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