

Updates from Citizens Advice North East Kent April 2026

It's completely normal to worry about rising energy bills. The good news is that adopting a few simple habits into your daily routine can make a real difference. Here are some practical tips to help you take control of your energy use and save money.

In the bathroom

Reducing the length of your shower time can help. Try reducing the water temperature of your shower too, as cooler showers use less energy.

Doing your washing

Using your washing machine's 'eco' cycle takes longer, but uses less energy. For laundry that isn't heavily soiled, use a cold cycle (20 or 30 degrees Celsius). If possible, hanging your washing outside is an effective (and free) way to dry clothes - weather permitting! If not, using a heated clothes airer instead of a tumble dryer is a good option as they are cheaper to run.

In the kitchen

Air fryers, microwaves and slow cookers usually use less energy than an oven or hob. Putting lids on pans while you're cooking will use less energy heating it. Boiling water in the kettle before adding to the pan will also help your food cook more quickly meaning you use less energy. Defrost your fridge or freezer once or twice a year and don't hold the door open for extended periods of time - this will help use less energy to stay cold.

Your heating

Check the temperature on the thermostat - between 18 and 21 degrees Celsius is fine for most people. If you have a boiler, set the temperature two or three degrees lower (or programme it to be off), when you're out or asleep. Check the thermostatic radiator valves - some have numbers on them. You can set each one to the lowest number that keeps the room comfortable. Install radiator reflectors behind radiators on external walls if your house isn't well insulated. These are easy to install even in rented homes, and will make rooms feel warmer.

Do you need help with energy or utilities? We have a dedicated team of energy advisers who can assist you with energy debt, understanding your bills, and more.

How can we help you?

Drop-in sessions (no appointment necessary):

Sittingbourne

Mondays 10am-12pm - Swale House

Tuesdays 11.30am-1.30pm - Murston Family Hub

Sheppey

Tuesdays 10am-12pm - Sheppey Gateway (except the second Tuesday of every month, which is held at Sheerness East Working Mens Club)

Faversham

Wednesdays & Fridays 10am-12pm - 43 Stone Street, Faversham

Thursdays 10am-12pm - West Faversham Community Centre

Telephone advice: Call Adviceline on freephone 0808 278 7979
(Monday-Friday 10am-3.30pm)

Email advice & specialist debt advice: Contact us online at
www.canek.org.uk

To stay up to date with our opening times, please visit our website or follow us on Facebook.