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# At home

December / January 2011

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# Welcome to At home

**W**inter nights call for hearty dishes that provide warmth and comfort in equal measure. So why not curl up and savour a couple of great recipes from Trevor Thornton in our latest issue of At home which is all about keeping you cosy.

Our **Home Team** have been busy devising heating tips to keep your home temperatures up but your bills down. With this in mind, our billing option, **Plan-Pay**, allows you to spread the cost of your bills more evenly throughout the year. For customers who require extra assistance our **Special Services Register** highlights how we're working with customers who need us most at this time of year.

You'll also find our at-a-glance guide to getting your **boiler repaired professionally**, our great **online shop** offer on two comforting bedside lamps for kids, as well as all the details you need to get laced up for the **2011 Bord Gáis Energy Cork City Marathon**.

I hope you enjoy your latest copy of At home and if you've any questions, just drop us an email on [athome@bordgaisenergy.ie](mailto:athome@bordgaisenergy.ie). Remember, we're here to help.



**TRACY KENNEDY** *Head of Customer Operations*  
BORD GÁIS ENERGY

## VITAL STATS

**6th**

The Bord Gáis Energy Cork City Marathon takes place on 6th June 2011.

**20°C**

By keeping your thermostat at this temperature you can make real savings on your bill.

**15%**

The reduction you can avail of this month on children's bedtime lights from our online shop.



Call our Home Team on **1850 427 423** or visit **[bordgaisenergy.ie](http://bordgaisenergy.ie)** to find out about the great savings you can make on home insulation.

# Keep warm this winter while keeping costs down

During these chilly winter months, you want your home to be warm, snug and to save you money. So we've compiled these handy tips to help you heat your home efficiently while keeping your bills under control.

- 1** For starters, only heat the rooms you use during the day. By keeping doors to unoccupied rooms closed, you'll avoid losing precious heat.
- 2** Keep your living room warm throughout the day and heat up your bedroom just before bedtime. A hot water bottle or electric blanket can work a treat, just never together.
- 3** Good quality curtains, blinds and box pelmets will help stop heat escaping.
- 4** By turning your thermostat down a degree - from 21°C to 20°C - it won't make a difference to your cosiness but it will to your bill. For optimum cost savings, thermostats are best kept at 18°C in bedrooms and 20°C everywhere else.
- 5** All of the following energy-saving measures help to retain heat and reduce heating costs:
  - Boiler upgrade
  - Attic insulation
  - Draught-proofing around windows, external doors and letterbox flaps
  - Cavity wall insulation
  - Double and triple glazed windows

Visit our **interactive house** at **[bordgaisenergy.ie](http://bordgaisenergy.ie)** for a detailed look at energy efficiency tips that you can apply to every room in your home, to make savings and increase your comfort levels.



## Keep a handle on your bills with Plan-Pay

**Plan-Pay offers homeowners a manageable way to pay their bill. Because it allows you to spread your payments more evenly throughout the year by Direct Debit, it means you know where you stand each month and can therefore budget accordingly. Your current gas bill, excluding arrears, can be included in your Plan-Pay Direct Debit.**

### **How Plan-Pay works:**

- Your monthly payment is based on your annual gas usage.
- If your annual gas usage changes significantly, your monthly payment will be adjusted to match. Any payment change will be highlighted in advance on your bill.
- You nominate the date of your first Direct Debit payment then every month, on or soon after your payment day, the amount will be debited from your bank or building society account.
- When it comes to your July/August bill each year, any debit or credit balance on your account on 31<sup>st</sup> July will be spread across the next year's monthly payments.

**To sign up for a Plan-Pay Direct Debit, just call 1850 632 632 or visit [bordgaisenergy.ie/planpay](http://bordgaisenergy.ie/planpay)**

# Adapting our service to suit the needs of our customers

If you are a residential customer who is elderly or disabled, our **Special Services Register** has been developed with you in mind. You qualify if you are elderly (66 years or older and living alone, with other elderly people or with minors) or have a mobility, hearing or sight impairment.

**Run on a voluntary basis, you can register with this confidential service for:**

## Disconnection suspension

Elderly customers that qualify and are registered with us will not have their natural gas supply disconnected between 1<sup>st</sup> November and 31<sup>st</sup> March.

## Carer nomination

If you have a relative, carer or friend who can help look after your bills, we can organise to have your bills and any Bord Gáis Energy correspondence sent directly to them.

## Services for the blind or partially sighted

Bills in braille are available on request and talking bills allow us to phone and talk you through your bill. We can also send you the terms and conditions of gas

supply, our customer charter and codes of practice on CD or audio cassette, if requested.

## Services for customers with hearing difficulties

Our text phone service is available for customers with hearing difficulties who use minicom equipment in the home.

To request this service, please call **1850 630 630**.

In addition, all of our Bord Gáis Energy representatives now carry an ID card with their photograph on it so you can be sure about their identity if they call to your door. If you have any doubts, you can double-check an identity by calling Bord Gáis Energy on **1850 47 48 49**.



For more information, or to obtain a copy of our Special Services Register code of practice and an application form, please visit **[bordgaisenergy.ie](http://bordgaisenergy.ie)** or call us on **1850 632 632**.



## For reliable boiler repair, bring in the professionals

Your boiler is at the heart of your home so, if it breaks down, it makes sense to get it repaired by tried and trusted professionals. Our **Home Team** engineers are all qualified and highly trained technicians who work to the highest approved standards and will ensure your boiler is back up and running with minimum disruption to your home.



### Choose the Bord Gáis Energy Home Team for:

- Qualified and highly trained technicians
- Flexible appointment times, including Saturdays
- Customer care team support
- Easy payment with the cost of repairs charged to your bill
- Parts approved to Bord Gáis Energy standards
- Peace of mind from a job well done

For boiler repair, just call Bord Gáis Energy on **1850 427 423**.  
You can also request a repair online at [bordgaisenergy.ie/hometeam](http://bordgaisenergy.ie/hometeam)

# Shop online for great savings

**FREE**  
shipping

If you're looking for energy-saving products that won't cost the earth, you'll always find high quality and superb value in our online shop. This month you can avail of a **15% reduction** on charming bedside lamps for children.

The Philips Red and Yellow Lumigos Guidelights light up automatically without dazzling, whenever there is movement nearby, providing a comforting companion for sleepyheads. Choose a Ladybird or a Bee for sweet dreams all round.



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Save 15%,  
now only  
€16.95

**The Philips Lumigos Guidelights provide a soft ambient light for children and are:**

- Battery operated - no need to connect to mains while in use
- Cool to the touch with its LED technology
- Safe and easy to use
- Easy to charge
- Freestanding
- Motion sensitive for automatic switch on

Save 15% on a Philips Lumigos Guidelight at [shop.bordgaisenergy.ie](http://shop.bordgaisenergy.ie) right now. Offer ends 10<sup>th</sup> February 2011.

# Have you started thinking beyond?

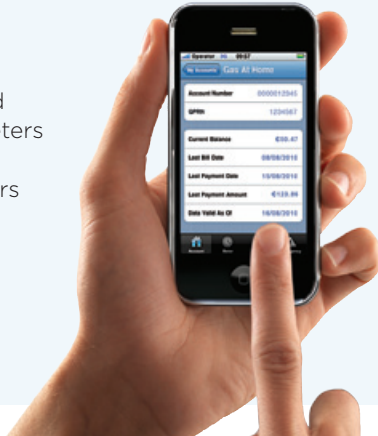
Sign up for Direct Debit and you could **WIN an iPhone**

If you're one of our customers who downloaded our Think Beyond App for iPhone, we'd like to thank you for launching the App in style and helping to make it a phenomenal success. We're delighted it's proving so useful to so many of you.

The free Think Beyond App for iPhone, puts your account information at your fingertips - you can view:

- Your current balance
- Your last bill date
- Your last payment date
- Instructions on how to read your gas and electricity meters
- Safety information and emergency contact numbers for gas and electricity
- Important contact details

You can also submit a meter reading, a query form or request a call back.



To download the **Think Beyond App for iPhone** for free, go to [bordgaisenergy.ie/thinkbeyondapp](http://bordgaisenergy.ie/thinkbeyondapp)

**Sign up to Direct Debit before 10<sup>th</sup> February 2011** and be in with a chance to win 1 of 10 iPhones.

Visit [bordgaisenergy.ie/iphonecomp](http://bordgaisenergy.ie/iphonecomp) to find out more. Terms and Conditions apply.





# Lace up and join Sonia for a good cause

Run, jog or walk, exercise is great for the head and heart and really keeps the blood circulating during these cold months. So there's no time like the present to get in training for the Bord Gáis Energy Cork City Marathon which is taking place on 6<sup>th</sup> June 2011.

Irish athletics legend and our marathon ambassador, Sonia O'Sullivan, will be taking part and she is looking for people all over Ireland to join her. Whatever your pace - whether on a relay team with friends, walking or sprinting to the finish line - participation is the most important part

as you can raise money for the charity of your choice. Last June, a whopping €3 million plus was raised for charities nationwide. Next June, we're hoping to better that with your help.

## You can also take part as a volunteer

Without volunteers who steward the course, encourage participants and hand out over 50,000 bottles of water, the marathon could not take place. If you want to play a part and get into the spirit of this great event but don't necessarily want to walk or run, your help as a volunteer would be hugely appreciated.

To take part in the 2011 Bord Gáis Energy Cork City Marathon, either as an athlete or volunteer, you can sign up online or download an entry form at [corkcitymarathon.ie](http://corkcitymarathon.ie)



# Beef up your menu this winter

by Trevor Thornton



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Here are two perennial favourites that I think combine wonderfully to make a classic combination – Succulent beef Wellington and a zesty lemon tart for dessert.

## Individual Beef Wellington

Difficulty: Easy

**H**eat a large non-stick frying pan over a high heat. Add the butter and oil. Once the butter starts to foam, add the shallots and cook for 2-3 minutes. Add the mushrooms and cook for 3-5 minutes or until the mushrooms are nice and tender. Add the garlic and cook for a minute. Add the Madeira and reduce by half. Add the cream and reduce until the sauce coats the mushrooms. Season at this point with salt and pepper. ▶

### INGREDIENTS (Serves 2)

#### Mushroom duxelle

1tbsp butter

1tbsp olive oil

225g button mushrooms, cleaned and roughly chopped

2 shallots, skin removed and finely chopped

1 clove garlic, skin removed and finely chopped

75ml Madeira or white wine

75ml single cream

Salt and freshly cracked black pepper

#### Wellington

1tbsp olive oil

100g baby spinach

500g packet of ready made puff pastry sheets, defrosted

2 x 100g fillet steaks, cut even in sizes

1 egg, cracked and whisked

Heat a large non-stick frying pan over a high heat for 4-5 minutes. Pat the beef fillet dry with kitchen paper and season well with salt and pepper. Add the oil to the pan and seal the beef fillet on all sides, do this quickly as you only want to seal the meat and give it some colour. This process should only take 1 minute. Remove from the pan and set aside to cool.

Place the spinach into the same frying pan and cook until the spinach has wilted. This should only take 30 seconds. Remove from the pan and set aside to drain and cool. Squeeze out excess moisture with a clean cloth.

Unravel the pastry sheets and place side by side. Cut 4 rounds out of the pastry approximately 2cm in diameter larger than the steak. Place 2 disks of the pastry on an oiled baking tray. Brush the edges of the pastry with egg wash. Add a spoon of mushroom duxelle and add some of the spinach.

Place the beef on top and then add some more spinach and another spoon of the mushroom duxelle. Top with a round of puff pastry.

Without stretching or lifting up the whole Wellington, just raise the sides of the bottom pastry and gently press the edges together, press to crimp the edges. Your Wellington will look like a flying saucer. Brush the top of the Wellington with the remaining egg wash. Leave the Wellingtons to rest for 30 minutes in the fridge before cooking.

Preheat the oven to 200°C and place the baking tray in the oven to heat up for 10 minutes. Place the Wellingtons onto the hot tray in the oven and bake them for 20-22 minutes. This will cook the beef to a medium.

This is the only way to eat Wellington. Any shorter the pastry is undercooked and any longer the beef is overcooked.



## Quick lemon tart

Difficulty: Easy

### INGREDIENTS (Serves 4-6)

1 pre-made shortcrust pastry case, diameter 20cm

#### Lemon Filling

1 sheet of gelatine

3 eggs

60g butter

5 lemons, juiced

1 orange, juiced

110g sugar

Readymade pastry cases are great for busy lifestyles and you can buy them in any good supermarket. If you want to make your own, just use a sweet shortcrust recipe.

Soak the gelatine in water for 5 minutes to soften.

For the lemon filling, place the eggs, butter, lemon juice, orange juice and sugar into a large mixing bowl. Place the bowl over a saucepan of simmering water or "bain marie". Whisk constantly until the mixture seems to set and the whisk leaves a trail behind. This should take 7-8 minutes. It's worth the wait! Squeeze the excess moisture out of the gelatine and add to the lemon filling. Whisk to incorporate. This mixture should resemble lemon curd.

Pour the lemon filling into the readymade case, filling right up to the top. Place into the fridge overnight to set. Dust with icing sugar just before serving.

Visit [bordgaisenergy.ie/recipes](http://bordgaisenergy.ie/recipes) for more of our delicious recipes