

New energy advice service helps you take control

Taking control of home energy use and spend on bills has just become that little bit easier for households in Glasgow and the surrounding area. It's all thanks to a new community-based energy advice service from Scottish Hydro called Smart Services. It's available to you whether you're an existing customer or not. And, best of all, it's completely free.

Alistair Galloway is part of Scottish Hydro's team of highly trained Smart Services advisers, who are based in communities across the area. Smart Services advisers like Alistair will visit your home at a time to suit you, and offer simple, personalised advice on how you can save energy and money.

A Smart Services visit offers an energy efficiency review, tailored to your needs and home. As well as practical tips to reduce the amount of energy you use—such as checking your hot water temperature and showing you how to bleed your radiators.

Your adviser can also help you better understand your bill by taking you through usage calculations, payment options, how to avoid estimated bills and how to read your meter.

Each Smart Services adviser holds a City and Guilds Certificate in Energy Awareness. They are based in communities across Glasgow and the West of Scotland, just give them a call and they can visit your home at a time to suit you.

Win a home appliance worth up to £300 with Scottish Hydro Smart Services.

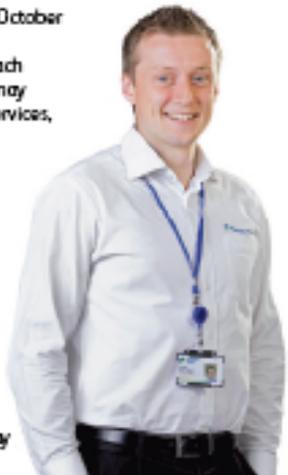
To mark the launch of Smart Services, Scottish Hydro is giving one lucky reader the chance to win a choice of a brand new fridge freezer, dish washer, washing machine or TV up to the value of £300. For your chance to win, tell us:

What is the name of Scottish Hydro's new energy advice service?

- 1) Hydro Helpers 2) Smart Savers 3) Smart Services

TO ENTER CALL 0900 584 0288 and follow instructions OR TEXT the word GIVEAWIN1 followed by a space then your answer (1, 2 or 3), your name, full address including postcode and email address to BEBER.

TERMS AND CONDITIONS: 1. Lines close midnight 21st October 2012. Landline calls cost 51p each plus network rates. Mobiles and payphones will be higher. Texts cost 50p each plus one standard network rate message. For SMS you may receive details of other related promotional offers and services, if you don't wish to receive these send NOINFO to the end of your message. 2. One winner (18+ in the UK) selected at random after the close for all correct entries received. 3. Prize as described. 4. Prize not transferable, no cash option. 5. Delivered within 28 days of competition closing date. 6. See Terms & Conditions on website. SP: 1 Media UK Ltd, SNV4 7EX. HelpLine: 0844 800 1188 (local rates).



Smart Services is coming to Glasgow. To find out more and to request an appointment just call 0800 975 2458 quoting "SMART6" or log onto www.hydro.co.uk/smartservices.

Scottish Hydro is a trading name of SSE Energy Supply Limited.

Walk tall in

FIONA MacLACHLAN

DIABETICS often have problems with their feet and wearing fashionable high heels can be difficult.

Fiona MacLachlan turned to Sian in tears, saying she didn't want to go out with her friends because she found wearing heels so painful.

The 21-year-old, from Yoker, said: "I got really upset so I phoned and ranted to her for an hour-and-a-half and she just listened."

"At the end, she said, 'Right just shove on a pair of heels. They hurt for anyone. Go high or go home'.

"I went out and had a brilliant night.

"Sian always said, 'Don't let anything stop you from going out and living life'."

Sian also gave Fiona advice about what kind of shoes were best and how to look after her feet after she had been wearing heels.

Fiona said: "She was a great advocate for health.

"She was there to give you a kick up the backside when you needed one and even if it was a ridiculous time in the morning, she was always there to listen.

"She gave you that time where you could feel sorry for yourself because, let's face it, we all do that at some point. And then she would turn round and say, 'You've had your

downtime, now it's time to pick yourself back up and get on with things'.

"She was so full of life, considering the pain and problems she had."

Fiona says that Shoes For Sian would have made her friend excited.

She added: "She was such a fan of high heels – the higher the better – so she would absolutely love it."

Soulmates..

Ish and Fiona are proud to wear Shoes for Sian

ISH DONALDSON

STUDENT Ish Donaldson believes she owes her life to Sian.

The 21-year-old was studying away from home in Stirling when she started neglecting her insulin regime.

And after seven days of taking "next to no insulin", the psychology student was in a bad way.

She said: "I was on the DWED page as I was feeling so ill, I couldn't breathe and I was throwing up every five minutes. I couldn't even keep down water.

"This was about 3am, so Sian phoned me. She was on the phone to me for a good four or five hours and, in the end, she actually convinced me to take insulin.

"I know she saved my life by doing that – when you're in that kind of state as a diabetic, you can go downhill really, really quickly."

Today, Ish, from the west end of Glasgow, is in her first year at Caledonian University and is looking forward to a career helping others.

She said: "She was such an amazing person. Despite her own serious complications, she just did so much to help people.

"She called girls in America, Canada, all over the world. She'd stay on Skype all night because of the time difference.

"I just couldn't believe it when I heard she had died. She was in recovery. She wasn't misusing insulin.

"Even though a year on we're all still so sad, we're hoping Shoes for Sian will raise lots of money and awareness for DWED."

