

Economy 7 (E7) heating and hot water information and advice

E7 is when a number of storage heaters and a water cylinder in a property provides heat and hot water at Off Peak (night) and On Peak (day) rates. It works in the following way:

Heating and hot water

At approx 12pm a satellite signal is sent to a property with E7. The signal switches on the heating system in the property for approximately 7 hours, ensuring Off Peak costs to you. The system switches off at approximately 7am (times vary in summer due to the clocks changing, i.e. 1am - 8am). If more heat or hot water is required you should contact your supplier for Economy 9 (E9).

Heating

Storage heaters are filled with bricks which store the heat overnight and release it throughout the day. There are two settings on each storage heater - one for storage temperature and one for the release temperature. These can be set to suit your requirements, for example, 1 is lowest setting and 6 is highest setting.

Hot Water

The water heater is also activated by the E7 satellite signal, however the water cylinder has two elements; On Peak (day) and Off peak (night).

If there is a large family in the property they may need to use the booster switch to reheat **more** water throughout the day (this works in the same way as an immersion switch).

- It is very unusual for both elements in the cylinder to break down at same time, so you should always have hot water.
- A common problem is that the water provided is too hot. This indicates a problem with the thermostat.
- Clothes should never be placed over storage heaters to dry. This is because the storage heaters will overheat if the vents are covered and the thermal link will burn out.
- If the heating and hot water are not coming on, it usually indicates a provider/supplier problem.

- If you think you are being charged too much, write down the meter readings for DAY and NIGHT over the period of a week. This will show if there is a problem with the meter, for example night usage being charged at a day reading/cost.

If you are uncomfortable about carrying out any of the checks suggested in this self-help guide, or have concerns about any of the services in your home, please call the Customer Service Centre who will be happy to help.