

# Electric Storage Heating & Hot Water Tank Guide

WEST DUNBARTONSHIRE COUNCIL

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Your home has electric heating and a water tank, this guide will help you get the most from your system.

## What is storage heating?

Storage heaters allow you to use cheaper, off-peak energy to heat your home.

Similar to a rechargeable battery, storage heaters operate by charging the bricks in your heater, usually clay or ceramic, during off-peak electricity periods.

This is usually overnight, when electricity rates are cheaper, and the heaters are then set to release the heat the following day.

New tariffs, such as Economy 10, allow you to charge your heaters during off-peak charging windows during the afternoon and evening. You will need a smart meter and either Connected Response Controls fitted or modern storage heaters with advanced digital controls to use these tariffs.

### **Getting the most from your storage heaters**

- Make sure both switches beside the heater are switched on, if not the heater will not charge,
- Do not place anything on the heater,
- Keep the space 30cm in front and 15cm on either side free of objects including furniture,
- If you have a digital control, check the date and time are correct.

## How does a water tank work?

There is a hot water tank in your home. It heats the water you need for hand washing, dishes, and baths. Usually, you will have an electric shower too.

The hot water tank is supplied by cold water, which is heated using a heating element, like the ones used in a kettle but larger. The heating element heats the water to the required temperature based on the thermostat. The tank should be insulated which will keep the water warm once heated.

We recommend charging your water tank during off-peak periods. Connected Response Controls or timer switches can help you do this. The Connected Response Controls also include a boost button which can give you a 30-minute hot water boost.

Remember if using a timer switch it should not be set for when you want hot water, it is for when you want the tank to charge.



Connected Response Heat Sage Control, pressing the blue button will boost your hot water for 30 minutes.

## Storage heating control panels (manual controls)

Depending on the age of your storage heaters, you will either have a manual or digital control panel. If you have manual controls, they will look similar to the photo below and have two main controls. You may also have a boost button.



### **Input dial**

The input controls how much electricity your heater uses, and how much heat you will get. The higher it is set, the more electricity it will use and the more the heat will be stored. Any changes you make to your input setting will not happen until the next day.

### **Output dial**

The output dial controls the release of heat – the higher it is set; the quicker heat emits from the heater. Adjusting the output dial will not cost any money, it is only releasing the heat you have already paid for, which the input dial controls.

## Boost

Some heaters have an optional boost. You should only use the boost function if you have run out of stored heat as it may be using the most expensive electricity rate. Try to use this minimally and only in the coldest weather if you have run out of stored heat.

## Manual Controls and Connected Response:

If you have Connected Response Controls fitted, we would recommend putting your INPUT setting to 5 or 6 (maximum) and allowing the controls to manage the charging for you. It looks at the weather and works out how much you will need. We would recommend putting your OUTPUT setting to 3 (middle).

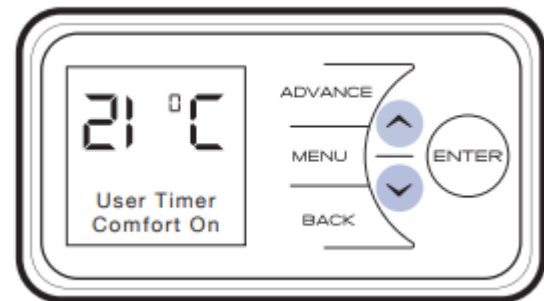


## Storage heater control panels (Digital controls):

Modern storage heaters come with digital controls, including a thermostat and a programmer. If you have Connected Response Controls installed these will take over the programming for you to match your tariff.

### Heater control:

The digital control, usually located on the top of each heater allows you to set the controls for your heating.



If you have connected response controls you will want to use the factory reset settings, details on how to do this for our most common heater types below.

**Please check the date/ time is correct:** These are set in the factory but to check they are correct, press the menu button, use the up/down arrows, until time and date are highlighted, and then press enter.

If the date or time is incorrect use the up/ down buttons to choose the right numbers for the date/ time and repeat until all is correct and the menu screen is showing again. If the heater is turned on, it will update for daylight saving automatically.

### Boost button:

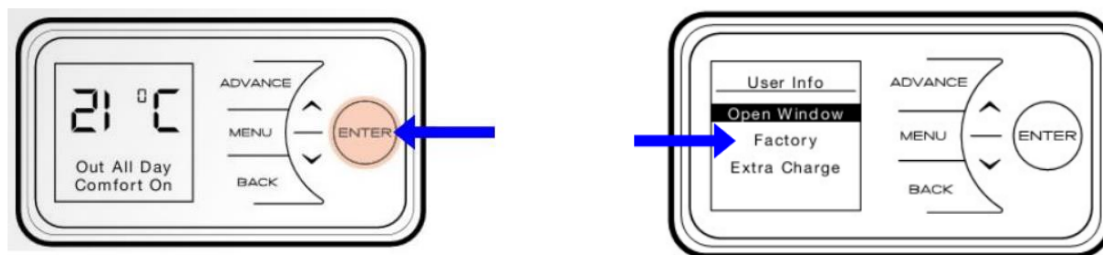
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using the most expensive electricity rate. Try to use this minimally and only in the coldest weather if you have run out of stored heat.

**Digital controls and Connected Response:** If you have Connected Response Controls, putting your heaters onto factory reset allows the digital control to do the hard work of charging and turning your heaters on and off without effort.

### Factory Reset:

Usually when the Connected Response Controls are fitted the electricians will set up your storage heaters too. If you need to reset your heaters, please follow the steps below.



From the Main (home) screen, shown here to the left, press and hold Enter for 5 seconds to show the User Information menu, shown on the right. Use the arrows to scroll down and select Factory and press Enter. If your settings look different to these and you'd like help to factory reset, please contact your housing officer or repairs.

**Child Lock:** To stop settings from being tampered with, press the back button three times, and then press enter for three seconds. Child lock will appear on the screen. Repeat this to clear the child lock.

## Smart Meters and Tariffs

We would recommend a smart meter so you can keep track of your electricity usage using the display and receive more accurate bills.

Properties with storage heaters require a 5-terminal SMETS2 smart meter, so ask your supplier to make sure this is what is being fitted in your home. If the wrong type of meter is fitted, your heating will not work.

### **What is a five-terminal SMETS2 meter?**

A five-terminal meter is an electricity meter with an extra terminal for alternative heating solutions such as storage heaters.

### **Blank meter**

All types of meters can break and sometimes if there has been a power cut or power surge, the screen goes blank, and they go into "free vend" mode which is a safety feature.

This **does not mean free electricity; you will still be charged for the electricity you use**. It is very important that you contact your electricity supplier as soon as possible. They will need to send an engineer to reset your meter.

This will stop you from building up large debts when you cannot see how much you are using. If you do build up debts, speak to your energy provider about a repayment arrangement so it is still affordable.



## Smart meter In-Home Display



The smart meter comes with a display showing you how much energy you use daily. This requires power to work so it must be plugged in. If this stops working, contact your energy company.

## Tariffs

Smart meters also will allow you to access more and different off-peak tariffs such as the economy 10 tariff. **These tariffs work well with Connected Response controls but you must tell Connected Response your tariff so they can match your charging to your tariff.**

You can contact them on 0800 048 9220 Monday to Friday (9-5pm) or by email at [glasgow@connectedresponse.co.uk](mailto:glasgow@connectedresponse.co.uk) detailing your name, address, contact details and requirements.

## What is the economy 10 tariff?

Economy 10 is a UK electricity plan that can help you pay less for your electricity. Users pay normal prices most of the time but pay cheaper rates during “off-peak” times.

These off-peak times are set by the energy supplier and spread across the day and night. Using Connected Response controls, you can charge your heaters and hot water tank during these windows, any other electricity you use during these windows will also be at the off-peak rate for example washing machines, televisions etc.