

Make sure you're
getting the most
from your electricity



SCOTTISHPOWER



Electric Storage Heaters

Electric Storage Radiators often look like standard radiators, however they do not have water flowing through them. It is important you know how they work.

Storage heaters work by storing heat during the night (or other periods determined by your energy supplier) and releasing this heat slowly throughout the day. Modern heaters combine storage and radiant heat to provide warmth in your home, while older heaters rely on storage alone to provide warmth. These heaters might have just one control or separate input and output controls. These controls are normally found at the top right hand side of the heater.

Tips on how to use Electric Storage Heaters efficiently

The Input control (or Charge control) sets the amount of heat that can be stored in the heater.

- This dial is normally marked 1-9. The higher the setting, the greater the amount of heat stored, and the more energy you'll use.
- We recommend that you set the Input control at a level that gives you enough heat to keep you comfortable while helping keep control of your costs.

The Output control (or Boost control) lets you manage the amount of heat the heater gives out during the day.

- If you spend a lot of time at home, you could set the control at a level that feels comfortable for the longest possible time between the periods that the system gets charged.
- If the house is empty, you could set the control at low for as long as possible and increase it if the house becomes occupied.
- Remember to reset the Output control to low before you go to bed to minimise the amount of heat the heater gives out during the night.



Wet Electric Systems

If you have a wet electric system it means that water runs through your radiators. These work by heating water and circulating it through pipes to the radiators throughout your home. However there are generally two main types of wet electric systems:

- **Electric storage boilers:** these are systems with thermal storage meaning they don't need a 24-hour electricity supply and can only supply heat and hot water if sufficient hot water is stored in the system.
- **Flow boilers:** these systems do not have any facility to store the hot water for heating use and therefore require a constant supply to provide hot water for heating at all times. Your hot water is supplied via a separate standard hot water tank.

Tips on how to use Wet Electric Systems efficiently

Thermal Store

- Always ensure that you have sufficient hot water available for use before the system switches off.
- Make sure that your controls on the boiler are set at the recommended manufacturer's settings.
- Try to keep the room thermostat at a setting of 21°C for the main living areas.*
- Adjust the thermostatic radiator valves to the required temperature setting for each room.

Flow Boilers

- Try to maximise any periods when your metering is operating at a lower unit cost.
- Remember that as this type of boiler requires a 24hr electricity supply to operate when needed, you should try to keep your room thermostat at the settings (21°C for living areas and 18°C for other rooms).*
- Make full use of any thermostatic radiator valves fitted to your system to control the temperature in each room.

*Source: www.energysavingtrust.org.uk/Heating-and-hot-water/Thermostats-and-controls

There are many different types of electric heating systems and you may even have more than one type in your home.

Below we have outlined some key information for the most common types of electric heating to help you understand how it works:

Electric Panel Heaters

Panel heaters are often slimmer than other types of radiators and do not have water flowing through them. Electric panel heaters and similar products use a variety of gels, fluids and other materials to try and retain heat longer than conventional panel heaters.

Unlike storage heating and some wet thermal systems, when connected to the correct metering, electric panel heaters don't just charge during periods when electricity is cheaper. To keep costs as low as possible, it is therefore important to always try to heat your home when it's cheaper for you.

Tips on how to use Electric Panel Heaters efficiently

- Use any timer or thermostatic controls supplied with your system.
- Make sure you know the length of time and energy needed to keep the system operating at your chosen temperature.
- Try to determine the length of time and energy needed to keep the system operating at your chosen temperature. Consult your manufacturer's guidelines for more information.



Some Useful Information

Weathercall Option

If you're on a ScottishPower meter with Weathercall Option, this means you have a Dynamically Teleswitched meter. These meters are controlled remotely by your energy supplier. The weather forecast for the following day automatically determines the periods your home is heated for. In colder weather the heaters get more electricity

than in milder weather. If the weather is very warm, you won't use any electricity to charge the heaters. The intention is that you should be able to leave all storage heaters switched on with the Input control set to maximum and obtain a general daily average indoor temperature in each heated room throughout the year.

Temperature	>18°C	18 - 15	15-10	10 - 5
Hours of Charge	Zero charge provided	Up to 1 hour	Up to 3 hours	Up to 5 hours
Temperature	5 - 0	0 – minus 5	Minus 5 - minus 10	> -10
Hours of Charge	Up to 7.5 hours	Up to 9.5 hours	Up to 11 hours	Up to 14 hours

Thermostats and Controls

- If you have a room thermostat, it's best to set the temperature at a comfortable level for you.
- Check your controls to make sure you're not wasting energy by heating your home more than you need to. If you have thermostatic radiator valves this gives you even more control.
- If you have control over your hot water temperature, we recommend setting it between 60°C to 65°C.*
- If any rooms aren't in use, you should keep the temperature lower to help reduce your energy costs.

*Source: www.energysavingtrust.org.uk/Heating-and-hot-water/Thermostats-and-controls

Turn over
to see more
energy saving
ideas.

Energy saving tips

It can be easier than you think to save energy around your home. Even a few small changes could help you become more energy efficient and save on your energy bills.

Switching off standby

You could save around £30 a year by turning your appliances off standby mode.

Energy saving shower

Spending one minute less in the shower each day could save £10 each year, per person.

Exclude draughts

Draught-proofing windows, doors and blocking cracks in floors could save up to £25 – £35 a year.

Turn the heating down

Reduce your thermostat by just 1°C and you could save between £85 and £90 per year.

These tips are from the Energy Saving Trust website (energysavingtrust.org.uk) and reflect average consumption. For more information, visit scottishpower.co.uk

Take our free Home Energy Check to help you save

With a simple online calculator you can work out your energy usage and get a detailed report of what improvements could work best for your home, and the savings you could make. Simply visit energysaving.scottishpower.co.uk



You could save money by moving to another ScottishPower tariff

We have a range of tariffs available to multi-rate meter customers that you can choose without having to replace your meter, or incur any costs associated with keeping your existing meter. Also, as a ScottishPower customer, you have the flexibility to move between tariffs at any time without paying exit fees. We provide details of our cheapest available tariff on the front page of your bill and Annual Summary.

For more information, visit scottishpower.co.uk or call us on **0800 027 0072**.
Lines open Monday to Friday 8am to 10pm, Saturday 8.30am to 6pm.

What else can we do to help?

Why not speak to us about the different meters we have available for electric heating systems as they could help you save more energy. Alternatively, you should consider if your current heating arrangements best suit your circumstances.

For example, if you have a gas supply into your property you might want to consider whether gas central heating might benefit you.

For more information, please visit scottishpower.co.uk or call us on **0800 33 22 33**.
Lines open Monday to Friday 8.30am to 4.45pm.

Getting advice

For free, independent and confidential advice on consumer issues and switching your supplier, call the Citizens Advice consumer helpline on **0345 404 0506**, or visit www.citizensadvice.org.uk/energy



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