

# How to use your electric central heating



## Repairs Service

For general advice:

 0117 922 2200 (Option one)

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This factsheet explains how you can control your electric heating and hot water supply.

Please note, if you have an older model, your electric heating controls may be slightly different.



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## Night Storage Heaters

### What are Night Storage Heaters?

Night Storage Heaters contain a series of heat storing bricks, which are heated overnight. During the day, a flap at the top of the heater can be opened to let the heat out. The bricks gradually cool down, releasing heat into the room through the outer casing of the heater unit. The speed at which the heat is released can be increased by opening the internal damper valve and allowing air to enter the brick core.



### How can I control my night storage heater?

Night Storage Heaters have two control dials, called an **INPUT** and **OUTPUT**.

- The **INPUT** is on the right and the **OUTPUT** is on the left.
- The dials will either be numbered or have markings showing low to high marks or marks gradually getting larger.
- Turn the dials clockwise, from a low to a high setting.

Some Night Storage Heaters may also have a boost feature.

## Input

The dial labelled **INPUT** allows you to control how much heat is stored and how much electricity is used. The dial has a number of settings.

- The lower the setting the smaller the amount of heat will be stored.
- The higher the setting the more heat will be stored.

We recommend the following settings:

- Lowest setting: Spring, Early Autumn
- Maximum setting: Winter

During the summer you may wish to turn the heater off completely, which you can do using the wall on/off switch.

## Output

The dial labelled **OUTPUT** allows you to control the rate at which heat escapes into your room by adjusting the damper opening. The dial has a number of settings.

- The lower the setting the more slowly heat will be released.
- The higher the setting the quicker heat will be released.

We recommend:

- Turn the **OUTPUT** back to zero (or one depending on the unit) before going to bed. If you don't whilst it's charging up overnight all the heat will be released.
- Gradually turn the **OUTPUT** up during the day as needed. This will prevent you being left without any heat in the evening, especially on a cold winter's day. If it gets too warm, just turn the **OUTPUT** down.

## Boost

Some Night Storage heaters may have a boost function. This allows you to charge the heater up. This can be expensive so we recommend you only use it if your heater has run out of heat.

## Tips on using your Night Storage Heaters

Your Night Storage Heaters give heat throughout your home. If you turn any of them off, you may find the remaining heaters do not provide sufficient heat. It is therefore a good idea to leave heaters in unused rooms on minimum settings during cold weather.

## Fire safety and looking after your Night Storage Heater

- Do not place any items on or over your Night Storage Heaters. This includes curtains or pushing furniture right up against them, as this could cause a fire.
- If you wish to clean the heater ensure that it is switched off, allow it to cool and then use a damp cloth or sponge to wipe over it. Do not use abrasive cleaning powders or furniture polish, as this can damage the surface finish.
- You must not paint over them.

# Panel Heaters

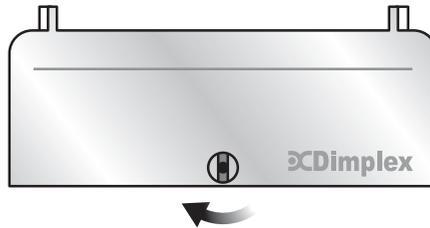
## What are Panel Heaters?

Panel heaters contain a series of heating elements. However, unlike Night Storage Heaters they can provide heat anytime of the day.



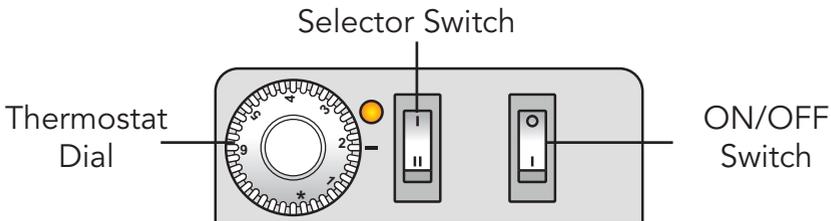
## Location of controls

Depending on the model of your heater the controls are located on the top, either in the centre or on the right hand side. They may have a cover which can be locked shut using a small bladed screwdriver. To open the cover insert the blade of the screwdriver in the small slot and rotate a quarter of a turn clockwise. The cover can then be hinged backwards.



## Thermostat only models

Older models have three controls:



## Turning the heater on and controlling the heat produced

- Turn the Panel Heater on by pressing the **ON/OFF Switch** marked **O** and **I**.
  - **I** is the **ON** position.
  - **O** is the **OFF** position.
- You can choose the amount of heat the heater will produce by pressing the **Selector Switch** marked **I – II**.
  - **I** is half heat.
  - **II** is full heat.
- You can tell the Panel Heater is producing heat as a light next to the **Thermostat Dial** will come on.

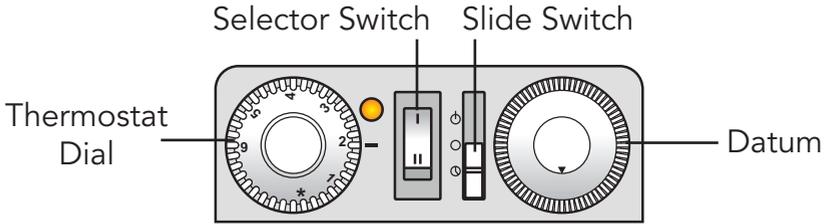
## Setting room temperature

- You can decide what temperature you'd like the room to be by using the Thermostat Dial. This is the round button marked from **\*** to **6**.
- **\*** will provide a room temperature of 5 degrees centigrade, with **6** providing a maximum of 30 degrees centigrade.
- All you need to do is:
  - Turn the heater on.
  - Turn the thermostat dial so that the number **6** is against the indicator mark. This can be found on the centre right of the knob.
  - Set the selector switch to full heat **II**
  - When the room has reached the temperature you want it to be turn the thermostat knob back slowly, until you hear a click.
  - The heater will then maintain the room temperature at your chosen level.

**NOTE:** Should your heater fail to come on when the **Thermostat Dial** is at a low setting this may be due to the room temperature being higher than the thermostat setting.

## Timer models

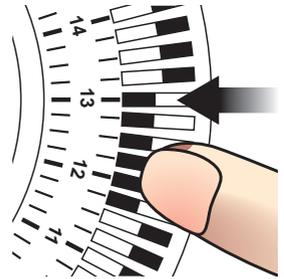
Newer models also allow you to control when the heater comes on and off. If this is the case there will be two extra controls:



### Setting the time you want your heater to come on and off

You can set the time you want your heater to come on and off using the Datum which is next to the Slide Switch. The Datum is numbered just like a clock and contains segments, each of which represents approximately 20 minutes. To set when the heater will come on and off:

- Using your finger tip or the tip of a pencil push in the segments when you don't want heat. You can select as many as you want within the 24 hour day. If you want to change the settings simply push in or pull out a segment.



## Manually controlling when the heater comes on and off

- Move the Slide Switch from **O**(OFF position) to **Ⓜ**(MANUAL position).
- Set the Selector Switch to either the **I** (half power) or **II** (full power) position.
- Set the room temperature as shown in the “setting room temperature section” on the previous page of this guide.

## Automatically controlling when the heater comes on and off

- Move the Slide Switch from **O**(OFF position) to **ⓐ** (AUTOMATIC position).
- Set the Selector Switch to either the **I** (half power) or **II** (full power) position.
- Set the room temperature as shown in the “setting room temperature section” on the previous page of this guide.

## Fire safety and looking after your Panel Heaters

- Do not place any items on or over your panel heaters. This includes curtains or pushing furniture right up against them, as this could cause a fire.
- If you wish to clean the heater ensure that it is switched off and then use a damp cloth or sponge to wipe over it. Do not use abrasive cleaning powders or furniture polish, as this can damage the surface finish.
- You must not paint over them.

## Hot Water

Hot water for your bath and sinks is created overnight in a tank which can normally be found in your hallway, though not always.

### How can I control how much hot water is created?

The control unit you have may vary depending on when your hot water tank was installed. Generally there will be:

- **A Water Heater Switch.** This allows you to turn on and off when your hot water will be produced.
- **A Clock.** This allows you to set for how long you want hot water to be produced. To take advantage of cheaper priced electricity this should be set between 12pm to 7am during the winter and 1am to 8am in the summer. The clock has a dial which will turn once every day.

### How can I set my clock?

- On newer models the **Clock** may have a WINTER and SUMMER Time line. The time line should be set so that it is against the WINTER TIME line in the winter or SUMMER TIME line in the summer.
- You can adjust the **Clock** by turning the dial clockwise.

### What if I need extra hot water?

If you find that you run out of hot water during the day extra hot water is available by using the Boost Switch. This will either be part of the same control which includes the Water Heater Switch and Clock or it may be on its own.

The Boost Switch is made up of a dial which you turn to generate hot water for a period up to two hours.

**If you use this during the day, it will cost you more.**

## How can I check what electricity tariff I am on?

It's important to make sure you are on the right tariff, you don't want to be paying more for your electricity than you have to. You can do this by contacting your electricity company or you may want a relative, carer, support worker or friend to call on your behalf.

| Company           | Tel. Number   | Website  |
|-------------------|---------------|--|
| British Gas       | 0800 048 0202 | <a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a>               |
| E.on              | 0845 301 5793 | <a href="http://www.eonenergy.com">www.eonenergy.com</a>                     |
| EDF Energy        | 0800 096 9000 | <a href="http://www.edfenergy.com">www.edfenergy.com</a>                     |
| N Power           | 0845 601 1102 | <a href="http://www.npower.com">www.npower.com</a>                           |
| Scottish Power    | 0845 270 0700 | <a href="http://www.scottishpower.co.uk">www.scottishpower.co.uk</a>         |
| Southern Electric | 0845 026 0654 | <a href="http://www.southern-electric.co.uk">www.southern-electric.co.uk</a> |
| SSE               | 0845 026 0658 | <a href="http://www.sse.co.uk">www.sse.co.uk</a>                             |
| Swalec            | 0845 026 0656 | <a href="http://www.swalec.co.uk">www.swalec.co.uk</a>                       |

## Electric Safety

- Switch off any appliances when not in use and pull out any plugs.
- Never take electrical items into the bathroom.
- Do not overload sockets.
- Do not touch electrical appliances with wet hands.
- Get to know your fuse box and how it works.
- Report all broken switches, light fittings or exposed wiring to the Repairs and Maintenance Service on **0117 922 2200 (Option one)**.
- Keep sockets safe from children by fitting socket covers.

- You can find more information on the Electrical Safety Councils website [www.esc.org.uk/public](http://www.esc.org.uk/public) and if you have children the Switched on Kids website [www.switchedonkids.org.uk/house](http://www.switchedonkids.org.uk/house)

## Energy Advice

The following guidance is from the Energy Saving Trust and the Home Energy Team at the Centre for Sustainable Energy in Bristol.

### Introduction

Giving your home a bit of love is important. Did you know there are a number of no-cost and low-cost things you can do around your home to save money and energy? From some simple changes to the way you use energy in your home to getting the best out of your energy supplier.

### Tips for lower energy bills

#### Turn down and switch off

- Always turn off the lights when you leave a room and at night. If you want to light a child's room or a landing, use a low-wattage night light.
- Don't leave appliances such as TVs and stereos on standby and remember not to leave appliances on charge unnecessarily.
- Switch off your computer and monitor when they're not being used.
- Catch 'em young: encourage your children to switch off electric toys and lights that they're not using. They'll soon get the hang of saving energy.

## Cooking

- Only boil as much water as you need to, but remember to cover the metal element at the base.
- Use the kettle to boil water for cooking, instead of heating a pan on the stove. This is more efficient and takes less time too!
- When cooking choose the right sized pan for the food and the cooker, cut food into smaller pieces and put lids on pans as the food will then cook a lot quicker.
- If you are defrosting food, or just warming things up, then microwave ovens are ideal as they use much less electricity than conventional ovens.
- Use a toaster rather than a grill for making toast.

## Good housekeeping

- Fit draught excluders to your front door, letter box and key hole, and draw your curtains at dusk to keep the heat in.
- Recycle anything you are able to, such as newspapers, bottle and cans. Recycling saves energy. Elements in kettles and washing machines that are coated with limescale are inefficient and use more energy. To remove limescale leave a cup full of vinegar in your kettle overnight.
- Replace your light bulbs with energy saving recommended ones: just one can reduce your lighting costs by up to £100 over the lifetime of the bulb, and they last up to 12 times longer than ordinary light bulbs. Seal up any draughts in doors and windows using draught excluders. For small draughts use stick on draft excluding tape, available from most DIY stores.
- Put aluminium foil behind any radiators fitted to outside walls (with the shiny side facing the radiator). Ordinary kitchen foil

will do, or you can buy specially designed panels from DIY stores.

## Hot water

- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!

## Fridges and freezers

- Let hot food cool down before putting it in the fridge or freezer.
- Don't leave the door open for longer than necessary as cold air escapes.
- Defrost your freezer regularly to keep it running efficiently and cheaply as those filled with frost work harder to stay cold.
- Keep your fridge and freezer well stocked as they need less energy than empty ones.
- If your freezer frosts up quickly, check the door seals.
- Replace an old fridge freezer with a modern 'A' rated one which will use two and a half times less energy.

You can find more energy saving advice online at [www.cse.org.uk/loveyourhome](http://www.cse.org.uk/loveyourhome)

## Getting the best from your energy supplier

Whoever you buy your electricity from you need to make sure you are getting a good deal.

### 1) Are you on the best tariff?

If your existing fuel supplier hasn't put you on the cheapest option (or 'tariff') you may be paying more than you need to for your electricity. You can phone them to check; the number will be shown on your fuel bill.

### 2) Paying by monthly direct debit

Energy companies prefer customers to pay a fixed amount each month and will offer discounts of 5-10% to customers who do this. If you're not currently paying by direct debit, it may be worth doing so. If the amount you chose to pay by direct debit is not enough to cover the bill, or if you are being charged too much, you can call your supplier and request that the amount you pay is changed.

### 3) Switch to an internet tariff

This can save you another 10%. The only thing that will change is that you will get your bill by email.

### 4) Do a meter reading every time

Every time you receive a bill, check your meter. Most bills are based on estimates, and these are often inaccurate. If your supplier has under-estimated, you'll have to pay the difference at the end of the year. If they have overestimated, you'll get refunded, but not for several months.

### 5) Avoid pre-payment meters if you can

Some people like pre-payment meters because they do make budgeting easy. But pre-payment customers don't benefit from direct-debit discounts, online discounts or prompt-payment discounts. So it usually pays to switch to a billed meter, though there may be a charge to do this.

## Get in touch

If you have a question about saving energy, or you want further information please contact the Home Energy Team at the Centre for Sustainable Energy by:

**Telephone:** 0800 082 2234 (free from a landline)  
**Telephone:** 0117 934 1957 (cheaper from a mobile)  
**Email:** [home.energy@cse.org.uk](mailto:home.energy@cse.org.uk)

You can also find them on Facebook and Twitter

[www.facebook.com/energysavingadvice](http://www.facebook.com/energysavingadvice)

[www.twitter.com/cse\\_homeenergy](http://www.twitter.com/cse_homeenergy)

## Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its' customers and welcomes your feedback. You can do this by submitting a complaint, comment or compliment, about the services you have received.

If you wish to do this you can complete our online form at [www.bristol.gov.uk/faircomment](http://www.bristol.gov.uk/faircomment) You can also obtain a Fair Comment leaflet from any Customer Service Point or by contacting our Customer Services Centre.

## How to contact us

If you need to contact the **Repairs and Maintenance Service** details are set out below.

**General enquiries:** 0117 922 2200 (Option one)  
**Textphone:** 0117 357 4444  
**Fax:** 0117 922 2011  
**By Post:** Repairs, PO Box 3399, Bristol, BS1 9NE  
**By Email:** [repairorders@bristol.gov.uk](mailto:repairorders@bristol.gov.uk)  
**By Internet:** [www.bristol.gov.uk/repairs](http://www.bristol.gov.uk/repairs)

## Translations

If English is not your first language and you need a translation, we can get one for you.

### Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন মনু্বাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

### Chinese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

### Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

### Gujarati

તે તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને આપાતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀ ਦੇ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

### Hindi

दि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

### Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

### Kurdish

Heke Îngilîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bînin.

### Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

### Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

### Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.

