

If you have storage heaters you should be on an Economy 7 (E7) electricity tariff with two meter readings, one for day use, and one for night use.

If your E7 bills seem high or you have had a new E7 meter fitted in the last few years it is worth checking that the day and night readings are being recorded the correct way round by your electricity supplier. Here's how.

1 Record your two electricity meter readings

Look at your meter and find the two meter readings for rate 1 (r1) and rate 2 (r2) or normal and low. You may have to press a button to scroll through the screens.

Electric Only (Economy 7)	Rate 1 / Low	Rate 2 / Normal
Start of day – kWh reading		
End of day – kWh reading		
Which is day reading? – kWh reading has increased during day		
Which is night reading? – kWh has not increased during day		

Your meter will usually also show a total, 't' kWh. The day kWh and night kWh added together should add up to this total.

But: Sometimes this may not be the case as the number is too high to show on the dials (it has gone round the clock).

Did you know..?
The E7 day rate is usually two to three times more expensive than the night rate!
Are your readings the right way round?

If you want to check which meter dial is in use over a short period of time, you can do 'the kettle test'. Boiling a kettle full of water usually uses 1 kWh of electricity so will usually cause one of the meter readings to increase.

2 Check your energy bill readings

Electric Only (Economy 7)	Day kWh	Night kWh
Total kWh		
Cost per kWh (pence)		

Are these readings the correct way round compared to your readings in Step 1? **If these don't match, phone your supplier and let them know, you may be due a refund.** They won't be an exact match but you should be able to easily tell which meter dial each reading is from.

Turn over for further tips and advice.

Further tips and advice for storage heaters

1 Check your heating controls

If you are not sure how to use your storage heater controls you may be wasting money and still not getting the heat when you need it.

Check our guide '**How to use your storage heaters efficiently**' available to download from our website, www.wdh.co.uk or call into any service access point.

2 Is there a cheaper tariff?

You can see if you could save money by switching tariff or supplier using our Switch & Save service?



www.switch-save.com

0800 112 0206

01259 220 219

3 Did you know there is an Economy 10 tariff?

If you are struggling to get enough heat from your storage heaters in the evenings, even after you have used our guide '**How to use your storage heaters efficiently**', you may benefit from an Economy 10 tariff.

You must check you are using the storage heater controls to their best effect first. As the Economy 10 tariffs are not suitable for everyone, you should weigh up the pros and cons carefully.

Economy 10 provides 10 hours of cheap rate electricity a day over three periods. This means that your storage heaters would store heat three times a day, instead of seven hours overnight, usually:

- **five** hours overnight;
- **three** hours in the afternoon; and
- **two** hours in the late evening.

Economy 10 meters are only available from E.ON, EDF, SSE and Scottish Power and only to existing customers.

If you do get Economy 10 you will need a new meter fitting, which the energy supplier may charge for.

Economy 10 tariffs are not compared or available through the comparison services so if you think you may benefit from an Economy 10 tariff you can contact the Sustainability Team for further advice and support.

**For further information and support contact OneCALL
on 0345 8 507 507 and ask for the Sustainability Team**