

Solar panels and your hot water cylinder



We've installed a device that connects your solar panels to your hot water cylinder. This helps use energy from the sun to heat your water.

Before the system is switched on

If you use your hot water cylinder regularly, we'll need to flush the system. This means running water through all hot water taps and showers to make sure the system is fresh and ready to use.

If your hot water cylinder has not been used for 28 days or more, we'll clean the system with a special disinfectant. This makes sure the water system is clean and safe to use.

Frequently asked questions

- **How much will this cost?**

The cost is usually low, but it can vary from home to home. The contractor or project team can tell you the cost for your property.

- **How long will the work take?**

The work can take up to four hours, but it is often much quicker.

- **Who will do the work?**

A specialist water safety contractor will carry out the work.

- **Will I still have hot water when the sun isn't shining?**

Yes. Your hot water system will still work when there is little or no sunshine.

- **Why do you need to flush my system?**

Water that has been still or stagnant for over 7 days can provide the conditions for the growth of bacteria including legionella. This can cause illness if breathed in. In an occupied home, the water should turn over regularly and therefore not allow bacteria to develop, as such there is no requirement to repeat this.

Where the water has not been regularly turned over, a flush will be carried out to recreate this and ensure the system is filled with fresh water. The chemical disinfection is carried out where the water has been stagnant for 28 days or more, as there is a higher risk of bacterial growth, this is in line with government water safety guidance.

- **Will the water be safe to use immediately afterwards?**

Yes, the contractor will ensure that any chemicals are fully flushed out of the system before leaving the property.

- **Can I use cold water while the work is being carried out?**

This will depend on the individual water system present in the property.

- **Do I need to do anything before the engineer arrives?**

No. The contractor will take care of everything.

- **Which rooms will the contractor need access to?**

Any room with a hot water tap or shower.

- **How do I know if it is working?**

A red light will show that the unit has power. The contractor will leave a guide with more information.

- **What does the Boost button do?**

The Boost button heats your water using electricity from the grid. Only use it if you have run out of hot water, as it may cost more to run.

- **What should I do after a power cut?**

The guide left by the contractor explains how to restart your eddi or iBoost after a power cut.

- **What if my hot water is too hot?**

For a new installation, please contact the Customer Liaison Officer (CLO). The contractor may need to check the system.

If the system was installed more than 12 months ago, call Customer Services on **0300 123 8080**.

- **How does this work with my Economy 7 water heating?**

Any extra electricity made by your solar panels can be sent to your hot water cylinder to help heat your water.

- **How can I make the most from the system and save the most money?**

During sunnier months, you may be able to reduce how much water is heated overnight on your Economy 7 tariff. This allows the eddi or iBoost to use more free solar energy during the day.

Top tip:

Using hot water regularly helps keep fresh water moving through the system and reduces the need for extra cleaning or flushing.