

Step-by-step plan for when the TF signal is switched off

What action should I take and why?

In 2022, your grid operator Stedin will switch off the TF signal (Toon Frequent signal) in your postcode area. This will affect the way boilers are switched on and off.

Do you have a large electric boiler (that also provides your hot shower water) and is it currently only heating up at night? Then your boiler is probably switched on and off automatically by this TF signal.

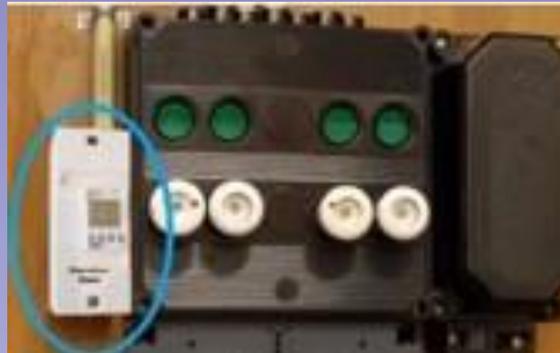
Follow the step-by-step plan below and see what the consequences will be for you when Stedin switches off this signal.



Step 1 – Look in your meter cupboard

Look in your meter cupboard. Is there a box in there like the ones in the photos below? Or is the box on photo 4 (the SmartBoiler Module) hanging next to your boiler?

Then you don't need to do anything!



Step 2 – Check your boiler

Is there a button or switch in your meter cupboard like in one of the photos on the right? Then you can switch on the boiler manually. We recommend that you test this as soon as possible. This is how it works: you switch on the boiler during the day using the button or switch in your meter cupboard. Pay close attention to whether your boiler starts up and your water heats up. If this is the case, you can switch the boiler on manually after the TF signal is switched off. You will then be assured of hot water again.

Bear in mind that from that moment onwards, you will be using more electricity because your boiler will now also be heating up during the day. You can find more information on how to avoid cold water and/or higher electricity costs on www.eneco.nl/tf-oplossing.



Step 3 – Get in touch

The following questions are important if you do not have one of the above-mentioned (meter) boxes, buttons or switches, or if you have one but you haven't succeeded in turning on the boiler yourself:

- Do you rent the boiler through your housing association or owner's association? Then contact them to find a solution in time.
- Do you own the boiler? Then contact the company with which you have a maintenance contract or an accredited fitter as soon as possible. You can find an accredited fitter via Techniek Nederland, www.technieknederland.nl.
- In all other cases, please contact Eneco on 010 – 890 69 36 (usual call charges) and we will help you. Please also contact us if you only get hot water by using the so-called 2-hour switch. This is only a temporary solution to have hot water for short period. We will be happy to help.



The 2-hour switch is a temporary solution and is only intended as a transitional measure.