

Fig. S1 Repeated temperature profiles in system no 5 at 3 different taps: Tap A (●), Tap B (○) and Tap C (■). Sampling was conducted at various months throughout the year 2012.

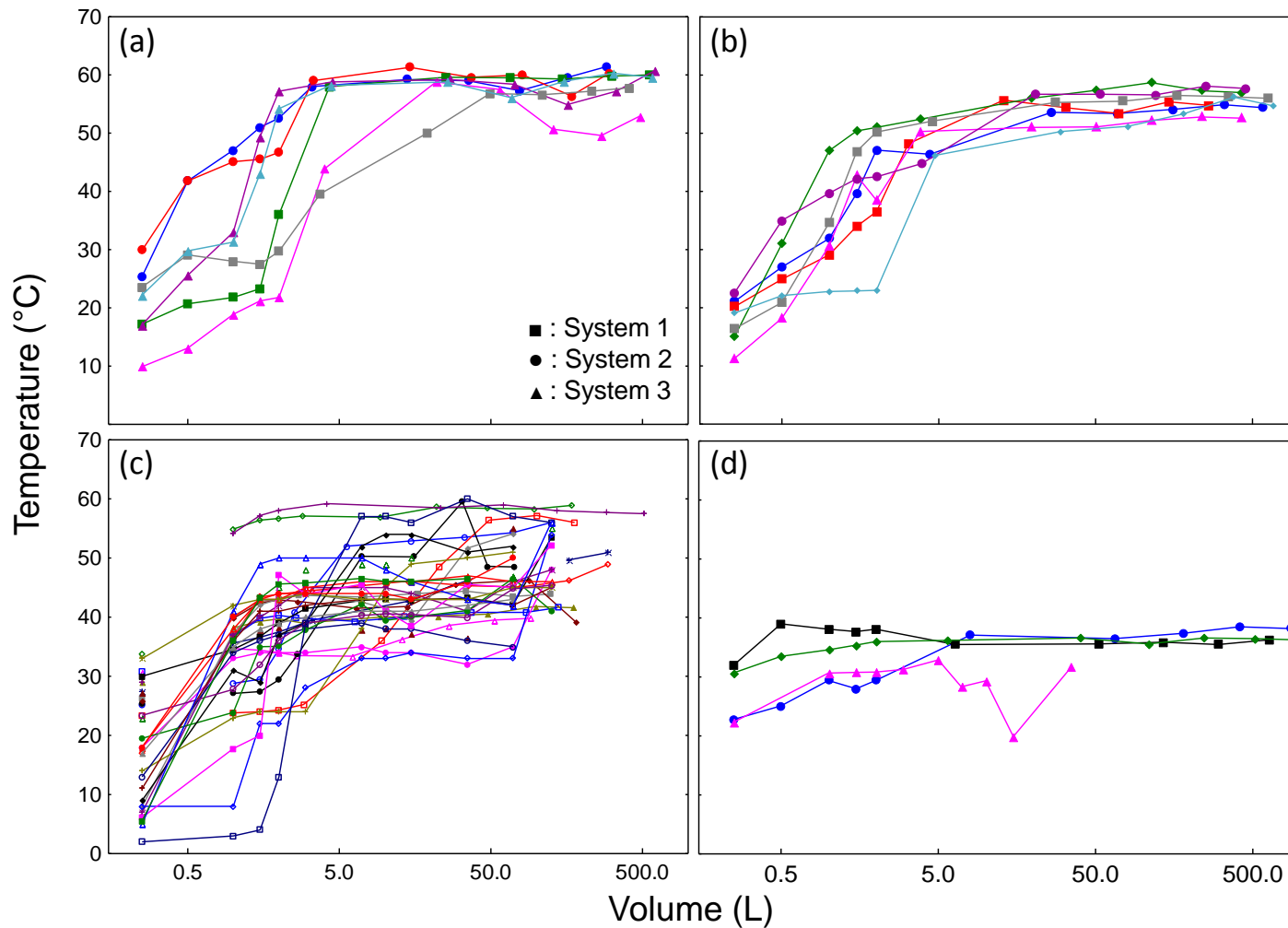


Fig S2. Single sampling points temperature profile as a function of volume sampled in different hot water systems (a, b, c) and for mitigated taps (d). Systems represented are: (a) nos 1, 2, 3 combined; (b) no 4; (c) no 5. Figure (d) represents profiles of mitigated taps in system no 5.

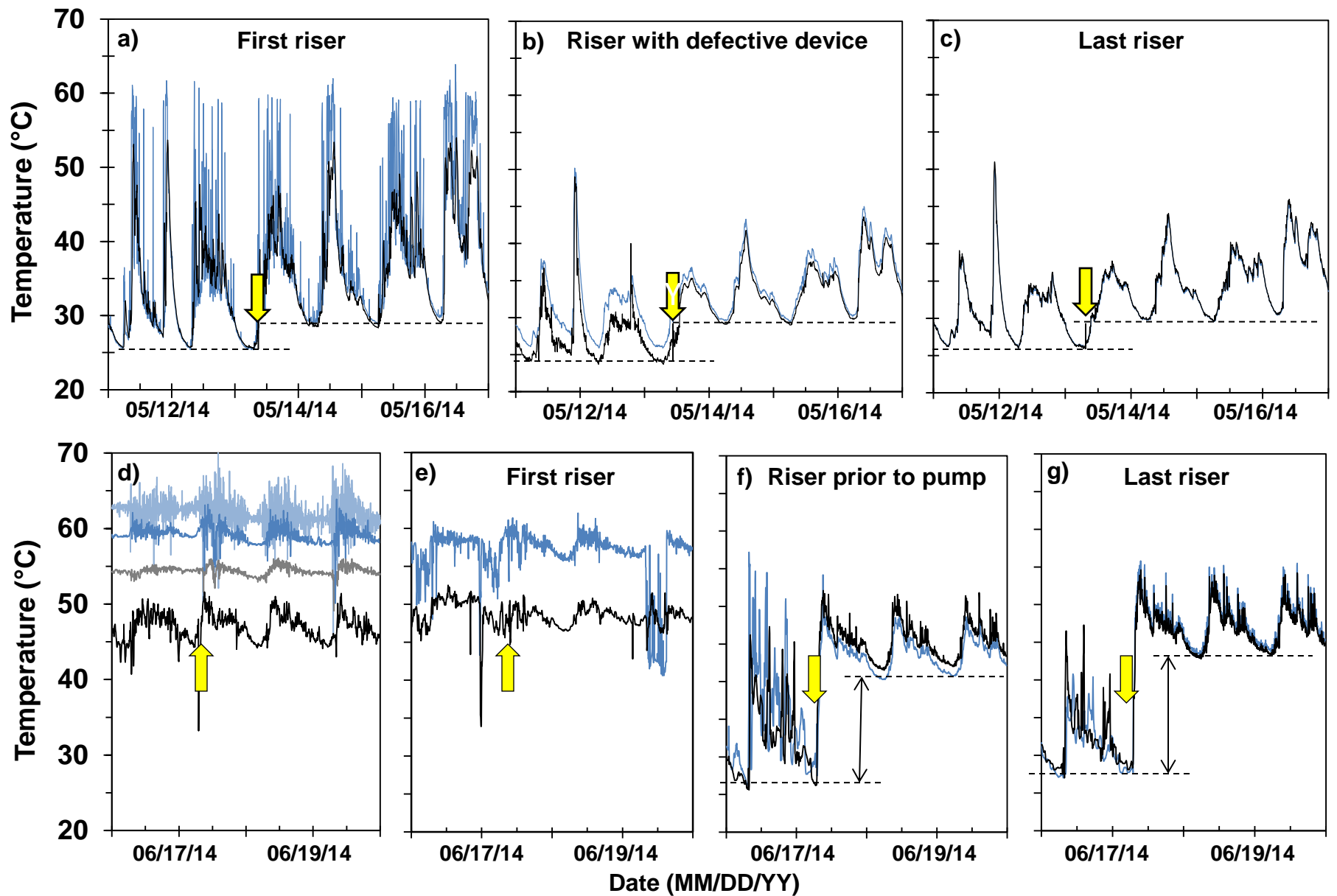


Fig. S3 Continuous temperature monitoring for hot water flow (dark blue) and return (black) in system 5 during 2 interventions on the system at different sampling locations: first riser into unit 3 (a, e), riser with intervention in unit 3 (b, f), last riser at the end of unit 3 (c, g), principal horizontal pipe coming into unit 3 (d). Light blue represents principal hot water flow at the heater outlet, dark grey represents principal return loop prior to water heater (3d).