



YOUR GUIDE ON HOW TO READ YOUR METER

ANALOGUE

Your meter's dial will look something like the below. You just need to send us all digits in black for each rate.

Please disregard the numbers outlined in red.

Always tell us the name of each read. (In the below example you would include low and normal read)

Single rate meter

kWh **6 3 2 8 7** **3**

Two rate meter

Low **0 9 5 7 1** **2**
kWh

Normal **5 6 9 8 2** **6**

DIGITAL

Your meter's dial will look something like the below. You need to send us all digits **before the decimal point**, for all rates that are labelled as kWh.

If you have two or more rates, you will need to press the button on your meter to cycle through the display to show all rates. Always tell us the name of each read. (In the below example you would include R1 and R2)

R1 0 9 5 7 1 . 2 

Button to cycle through reads

(Please note that other information will cycle on the display, such as date and time, kva details, etc. Only send us reads which are marked as kWh.)

THE BEST WAY TO SUBMIT YOUR READS

The best way to submit your meter reads to us is to send us clear photos, showing the read(s) and meter serial number. If you would like to submit your read directly to your supplier, this can normally be done via your online account or over the phone. We would still recommend that you take pictures as proof of your read.