



How to read your meter

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1.1 Prepayment Meters

1.1.1 Standard 24 hr

This is the most common type of Prepayment Meter. To read your 24 hr Prepayment Meter, simply press 9 on your Prepayment Meter and read the numbers from left to right.

1.1.2 Multi-Rate Prepayment Meters (Economy 7 & Powershift)

Multi-rate Prepayment Meters:

- Press 3 on your Prepayment Meter or freedom unit for your first read.
- Press 3 again for your second (or additional reads).

Note:

'Day/Night' Prepayment Meters will have 2 reads.

'Economy 7' Prepayment Meters have up to 3 reads.

'Powershift' Prepayment Meters have 4 reads.

1.2 Credit Meters

1.2.1 Standard 24 hr

Standard meters are the most common and have one row of numbers.

To read this type of meter:

- Read the numbers from left to right, including any zeros.
- Ignore any numbers after the decimal point or in red.

If you have a dial/clock meter it will have six dials. To take your meter reading, you'll need to read the dials on the top row.

To read this type of meter:

- Read the numbers from left to right.
- If the dial is between two numbers, round down to the lowest number. If the dial is between 9 and 0, round down to 9.
- Ignore any dials in red.



1.2.2 Economy 7 Meter

Economy 7 (Day/Night) Meters have two rows of numbers to separately record the electricity you use during both day and night.

These rows may be labelled as Day and Night, 1/I (Night) and 2/II (Day) or Low (Night) and Normal (Day).

To read this type of meter:

- For each row, read the numbers from left to right including any zeros.
- Ignore any numbers after the decimal point or in red.

1.2.3 Digital Meter

Digital meters have an electronic display which changes automatically. You may also have a blue button which allows you to scroll through the screens.

1.2.4 For 24 hr Digital Meters:

Scroll or wait until you see the screen with 'KWH' - this is your reading. Write down the numbers from left to right, including any zeros, and ignoring any numbers after the decimal point.

1.2.5 For Day/Night or Nightsaver/Weekender Rate Digital Meters:

Scroll or wait until you see the 'R1' and 'R2' screens. R1 is your Day reading, and R2 is your Night reading. Write down the numbers on the screen from left to right, including any zeros, and ignoring any numbers after the decimal point.

Note: some Nightsaver customers may also have a 'R3' reading, if you have a separately metered storage heater.

