HOW TO READ YOUR GAS AND ELECTRICITY METERS

NEA

Action for Warm Homes

It is important to be able to read your meters to make sure you are giving your energy supplier up-to-date readings which ensures they can provide you with an accurate bill and not one based on an estimate.

Meters can sometimes look confusing so we have pulled together information on the different types of most common meters and how to read them. Meters can vary slightly in how they look and show your reading(s). Your meter may look slightly different or show different rates than the pictures show.
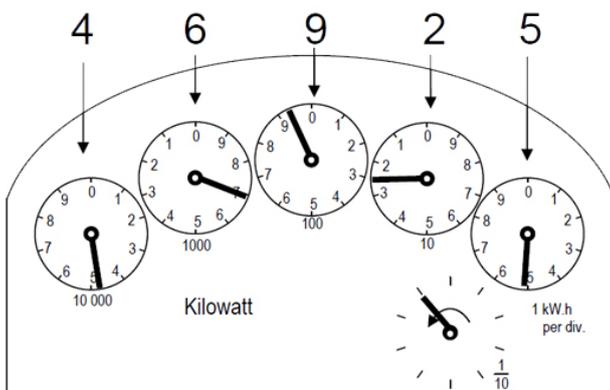
If you are unsure of the reading, have a look at your latest bill and see if the numbers are slightly higher than the last reading (if the last reading was estimated or you are not sure, call your supplier for advice).

It is important to take accurate readings from your meters to ensure you don't have to pay more than you need to.

TYPES OF ELECTRICITY METER

Dial meter

- Read the dials from left to right starting with the dial marked 10,000. Do not read the dial marked 1/10
- If the pointer on a dial is between two numbers, write down the lower number. This may not be the number nearest to the pointer
- If the pointer is between 0 and 9, use 9

- If the pointer is exactly on a number, write it down and underline it
- If any of the underlined numbers you have written down are followed by a 9 or 8, you will need to take one away from the number you have underlined.

Single rate digital meter

Write down all the numbers from left to right including any zeros at the start. Ignore any numbers after the decimal point or shown in red.

The reading above is 21138

Two rate digital meter

|	10,000	1,000	100	10	1	0.1
LOW	4	7	4	2	8	**3**
HIGH	0	6	0	1	9	**4**

If you get lower-price, off-peak electricity your meter may have two rows of numbers.

- The top row (marked LOW or NIGHT) shows how many units of off-peak electricity you have used
- The bottom row (marked HIGH or DAY) shows how many units of peak electricity you have used
- Write down the numbers from left to right including any zeros, making sure you clearly mark which is the LOW rate and which is the HIGH rate
- Ignore any numbers after the decimal point or which may be shown in red.

The reading for the above meter is LOW 47428
The reading for the above meter is HIGH 06019

Two rate electronic meter

4 3 3 6 6 6
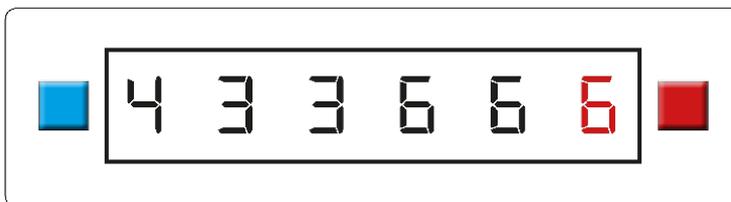
Your electronic meter may show one or multiple screens. You will need to scroll through to find your reading. Different electronic meters go through the information in different orders. Letters or numbers will come up on the display to show which rate the reading is. For example:

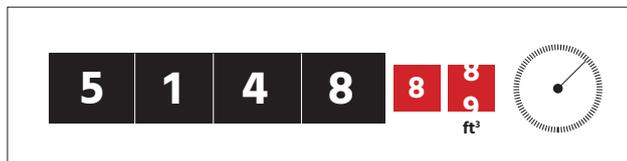**Rate 1 or Rate 2 | 1 or 2 | L or N | Low or Normal**

For all electronic meters:
- Ignore the red button
- Press the blue button to change the screen display to show what you want
- Write down all of the numbers from left to right including any zeros
- Ignore the last number shown in red.

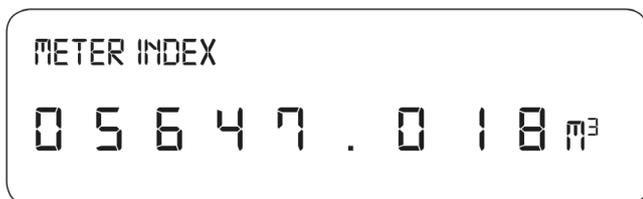**The reading for the above meter is Rate 43366**

Digital imperial meter

5 1 4 8 8 8 9 ft³

Imperial gas meters are shown in cubic feet or ft³ and have four numbers to read. Write down all the numbers from left to right including any zeros. Ignore any numbers after the decimal point or which may be shown in red.

The reading for the above meter is 5148

Digital metric meter

0 9 9 6 1 . 3 2 3 4 5 m³

Metric gas meters are shown in cubic meters or m³ and have five numbers to read. Write down all the numbers from left to right including any zeros. Ignore any numbers after the decimal point or which may be shown in red.

The reading for the above meter is 09961

Electronic meter

METER INDEX
0 5 6 4 7 . 0 1 8 m³

Write down all the numbers from left to right including any zeros. Ignore any numbers after the decimal point or shown in red.

The reading for the above meter is 05647

Smart energy meter

Every household in Great Britain will be offered a smart meter between now and 2020. They work in prepayment and credit mode and will send your meter readings directly to your supplier. This means an end to estimated bills.

Smart meters will also come with an in-home display, allowing you to see how much energy you are using, and how much it is costing you in pounds and pence. It will help you to work out which appliances in your home use a lot of energy and which are less expensive to run.

You can contact your supplier to request a smart meter or you can wait until they contact you. Although all homes should be able to receive a smart meter by 2020, some homes will not be able to have them yet.

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Prepayment energy meters

To use a prepayment meter you will need to go to a shop with PayPoint or PayZone or to a Post Office to charge (add credit) to your card or key, or to buy tokens. Your card or key is then inserted into the front of your prepayment meter.

The display window on the front of the meter can show a range of information including:

* units of energy consumed
* any fixed charge the energy supplier charges
* the rate per unit of fuel
* the amount of credit inserted
* current credit.

* any outstanding debt
* any debt repayments
* emergency credit
* when the energy meter runs out of credit, the gas or electricity supply automatically stops.

You will be sent energy statements either quarterly or annually. These will show how much energy you have used and at what price, any debt that has been paid back, any outstanding debts and meter readings.

Priority Services Register

You can sign up to a Priority Services Register to receive extra help from your energy supplier as well as from your distribution network operators (the companies that operate and maintain your gas and electricity supplies).

You can receive the services available if you:

* are of pensionable age
* are disabled or chronically sick
* have a long-term medical condition
* have a hearing or visual impairment or additional communication needs
* are in a vulnerable situation including certain mental health conditions, physical injury as well as temporary situations of vulnerability
* have a child under 5 living with you.

Each energy supplier and network operator maintains its own register. A wide range of support is available including:

* information provided in accessible formats
* advance notice of planned power cuts

* identification scheme, password protection and nominee scheme for a family member or carer on behalf of the customer
* priority support in an emergency
* arrangements to ensure that it is safe and practical for the customer to use a prepayment meter
* meter reading services.

To be added to the Priority Services Register, you simply need to contact your energy supplier. You can find their contact details on your energy bill. You can also ask your supplier to pass your details on to your network operator, especially if you are dependent on your supply for medical reasons. If you have a different supplier for your gas and electricity, you need to contact them both. If you switch supplier, you'll need to register for the service again with them.

You could also be eligible for the repositioning of the meter if it is allowed by the electricity/gas supplier and is in a position which makes it difficult for you to provide meter readings.