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Meter Reading Guide

"Submit regular readings to get an accurate bill and only pay for what you use"

SmartestEnergy Business Customer Help Guide

A guide to reading your electricity meter

If you have recently joined SmartestEnergy Business or are awaiting installation of a smart meter, we may require you to take a meter reading. Reading your existing electricity meter is very straightforward and will enable us to bill you accurately for your consumption.

Once we have installed a smart meter, readings will be taken automatically and sent via a direct communication link. So you will no longer need to take manual readings.

Please use the instructions in this guide to learn how your meter works and how to provide a meter reading.

Smart meters explained

Smart meters are the future in billing technology. They help our customers to save time, money and effort, and allow you to focus on running your business. Smart meters are a big improvement on digital and mechanical meters, as they do not need to be read by a person.

Your Smart meter automatically sends readings for your electricity supply usage. The signal is securely transmitted to us via a SIM card in the meter, just like a mobile phone. We use the data provided by your Smart meter to produce an accurate bill, so you only pay for what you use.

Types of electricity meter

There are four types of electricity meters: mechanical digital, electronic digital, dial and smart meter.

Mechanical Digital

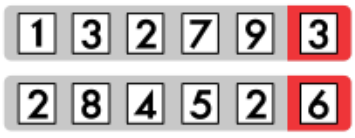
A mechanical meter can be a single or two rate meter. It should be read from left to right, ignoring the last number in red. Your meter may show 5 or 6 digits in black, please supply them all.

Single Rate Meter Example

The reading for this is: 28452

Two Rate Meter Example

Night



Day

The reading for this is: 13279 & 28452

Electronic Digital

An electronic meter can again be a single or two rate meter. Each has just one row of figures. A two-rate meter will show the 'normal' or 'day' rate meter reading by default.

Press the ‘cycle display button’ to see the 'low' or 'night' rate reading. Always take both readings, ignore the last number in red.

Electronic Meter Example

The reading for this is: 35274

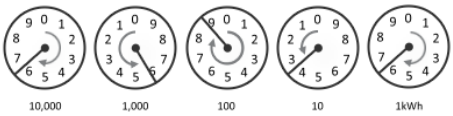
Types of electricity meter (cont.)

Dial Meter

Read the numbers on the dials from left to right. Ignore dials that are red, don't have a pointer or that have no numbers marked on the dial or any dials without figures or hands.

Adjacent dials turn in the opposite direction. If the needle is between two figures, write down the figure the dial has just passed.

Dial Meter Example



The reading for this is: 65836

If the pointer is directly on a number look at the next dial to determine whether the number has just been passed. A higher number indicates that it has not passed. If the dial shows a zero in black, always provide this number as part of your reading.

Smart Meter

The LCD display on a Smart meter should automatically scroll through the time, date and the register reads. It can also be manually cycled by pressing the 'display/select' button (see picture for location).

The number of registers depends on the tariff to which the meter has been programmed (e.g. day, night would have 2 registers).

Smart Meter Example

The reading for this is: 74274

Display/Select button located here

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Submit a meter reading

There are a number of ways to submit your meter readings to SmartestEnergy Business.

When submitting your meter reading/s, please ensure you provide your account number and meter serial number. This can be found on your SmartestEnergy Business

Phone: *0800 088 4581*
(24/7 automated, freephone service)

Email: *meterreadings.business@smartestenergy.com*

Online: *smartweb.smartestenergy.com*

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