How to read your meter

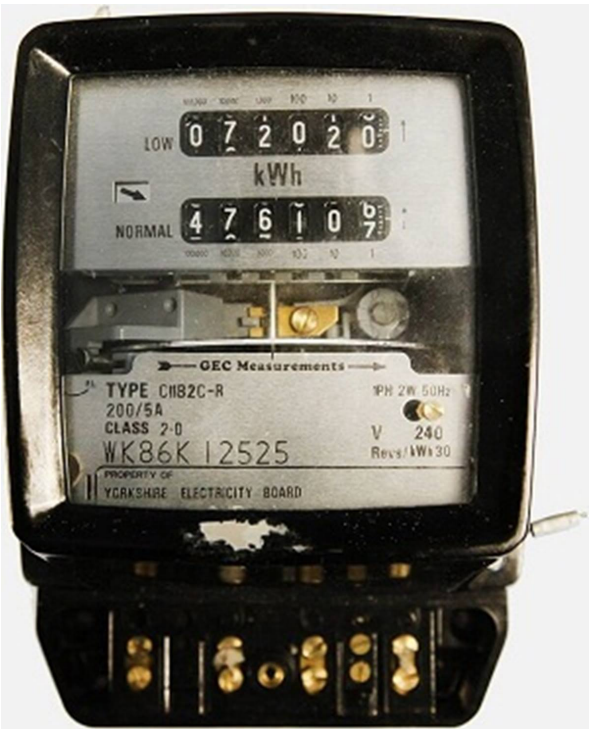Identify your meter type and how to read it.

Electricity meter - electromechanical dial meters instructions

Always write down the number the pointer has passed (this is not necessarily the nearest number to the pointer). So if the pointer is anywhere between, say, 4 and 5, write down 4.

If the pointer is directly over the figure, say 6, write down that figure and underline it. The sample meter reading shown will be **96160**

This reading now requires adjusting to eliminate small variations to the pointer positions. Look at the figures underlined. If one of these is followed by a 9, reduce the underlined figure by 1. The correct reading in this example is **96160**

Please be aware the dials alternate between being read clockwise and anti-clockwise

Electricity meter - electromechanical meter instructions

Electromechanical meters commonly show one or two sets of readings. Please submit all meter readings shown.

Write down the numbers shown from left to right including any leading zeros. Ignore any figures shown after a decimal point, with a 1/10th value or in red.

The sample meter reading shown will be:

72020
476106

Electricity meter - digital meter instructions

Depending upon meter configuration, the number of displayed digits can range from five to eight, and readings from numerous registers may be required.

The display will either scroll through screens automatically or there will be a button to press to advance through the screens.

For any screen with a kilowatt hour (kWh) display, write down the register ID and numbers from left to right including all leading zeros. Ignore any figures shown after a decimal point.

In this example the meter reading is:

206144

Gas meter reading instructions

Write down the numbers shown from left to right.

Ignore any figures shown after a decimal point or highlighted in red.

If your meter has a row of numbers and a dial, ignore the numbers on the dial

The sample meter reading shown will be:

524224