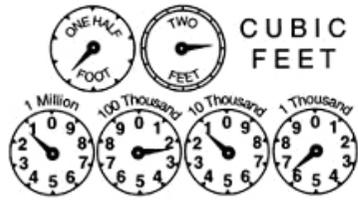## GAS DIAL METER



Works in the same way as an electric dial meter, but because it is imperial (cubic feet) there are only **four** numbers to read.

The reading for this meter is **1216**.

## PREPAYMENT ENERGY METERS

To use a prepayment meter you will need to go to an outlet 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.



## SMART ENERGY METERS

**Smart meters** enable energy suppliers to record how much electricity and gas you're using remotely, so no more estimated bills and meter readings.

The Government is rolling out smart meters nationally between 2014 and 2019. Your energy company will contact you to arrange installation of a smart meter.

## PRIORITY SERVICES REGISTER

Customers who have difficulties reading their meters may be entitled to extra support through their suppliers' **Priority Services Register**. If you're of pensionable age, disabled or living with a long-term limiting illness then you may qualify for extra help from your energy supplier (or energy distribution company). These priority services include:

- help to read your meters
- large print bills
- Gas safety checks for appliances
- Special controls and adapters for controlling heating and assistance if there's a power outage

You could also be eligible for the repositioning of the meter if it is allowed by the electricity supplier and is in a position which makes it difficult for you to provide electricity meter readings. Ask your electricity/gas supplier (or distribution company) about their Priority Services Register. See your energy bill for contact details for your supplier.

## HOME HEAT HELPLINE

For further support and information contact the **Home Heat Helpline**, a free service that provides energy advice, advice on benefits, electricity and gas payment options and advice for those with special needs.

Telephone: 0800 336699 (free)
Textphone: 0800 027 2122 (free)
A call-back service is also available.


**HOME HEAT HELPLINE 0800 33 66 99**

# HOW TO READ YOUR **GAS AND ELECTRICITY** METERS



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 estimates.

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 shown.

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 measurements from your meters to ensure you don't have to pay more than you need to.




**NEA**
*Action for Warm Homes*
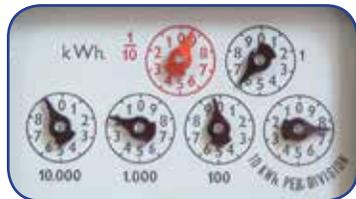
# TYPES OF **ELECTRICITY** METER

## 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 for the above meter is **21138**.

## DIAL METER



Read the five dials from the largest number (10,000) to the smallest (1), ignoring the dial marked 1/10 shown in red.

Always write down the number that the pointer has just passed. The first pointer has just passed 9, so write down 9. The second pointer is directly over 2 so look at the third dial. It has not yet reached 0 so write 9 for it and change the 2 to a 1, so you have now written 919, not 920. (Once the third dial passes 0 you can write 920). You can finish reading this meter now, to give 91976.

Don't be caught out by the direction of the dials. Look closely at the way the numbers are going. If the first dial is clockwise the second will be anti-clockwise.

# TWO RATE/VARIABLE/ECONOMY 7 METERS

## TWO RATE DIGITAL METER



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 'NORMAL' 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 to 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 46748**.
The reading for the above meter is **NORMAL 64**.

## TWO RATE ELECTRONIC METER



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. For example:

**Rate1 or Rate2      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 the numbers from left to right including any zeros.

The reading for the above meter is **Rate 4 37664**.

# TYPES OF **GAS METER**

## DIGITAL IMPERIAL METER



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. Imperial gas meters are shown in **cubic feet** or **ft³** and have four numbers to read.

The reading for the above meter is 5148.

## DIGITAL METRIC METER



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. Metric gas meters show gas used in **m³ (cubic meters)** and have **five** numbers to read.

The reading for the above meter is 04539.

## ELECTRONIC METER



Write down 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 00021.**