

How to read your smart meter

How do I read my smart meter?

Please start by making sure you're looking at your smart meter on the wall and not your in-home display



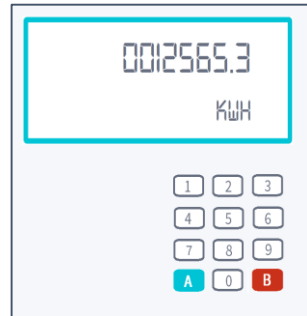
In-home display



Smart meter

How to read your electricity smart meter

If you have a keypad



How to read this type of meter:

1. Press **9** on your keypad
2. 'IMP kWh' should appear
3. Then you'll see 8 digits (e.g. 0012565.3) followed by kWh at the bottom right of the screen
4. This is your read, so in this case your reading would be 12565
5. Ignore any digits after a decimal point if you have one. We only require the whole number

If you have an Economy 7 smart meter (your meter records day and night usage):

1. Press **6** on your keypad until 'IMP R01' appears followed by 8 digits (this is usually your night/off-peak reading)
2. Keep pressing **6** on the keypad until you see 'IMP R02' followed by 8 digits - this is usually your peak/day reading
3. Ignore any digits after a decimal point if you have one. We only require the whole numbers

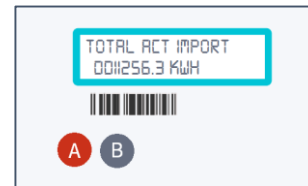
If you have a 'display' button



How to read this type of meter:

1. Press the "Display" or "Display Select" button
2. The meter should scroll through to the meter reading. The number you're after is the one followed by kWh.
3. Ignore any digits after a decimal point if you have one. We only require the whole number
4. In this example the meter reading is 23541

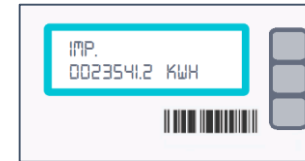
If you have A and B buttons



How to read this type of meter:

1. Press the **A** button
2. Keep on pressing the A button until you get to 'TOTAL ACT IMPORT'
3. The number shown below this will be your meter reading
4. Ignore any digits after a decimal point if you have one. We only require the whole number
5. In this example the meter reading is 11256

If you have 3 buttons



How to read this type of meter:

1. Press the **middle button**
2. The number shown below **IMP** will be your meter reading
3. If you have a 2-rate meter, R1 indicates Rate 1, R2 is Rate 2 and T is total.
4. You can press the middle button again to see all the readings.
5. Ignore any digits after a decimal point if you have one. We only require the whole number
6. In this example the meter reading is 23541

If you have an orange and blue buttons

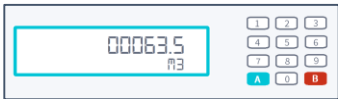


How to read this type of meter:

1. Press the **orange button**
2. You'll see a row of digits followed by kWh.
3. Ignore any digits after a decimal point if you have one. We only require the whole number
4. The reading in this example is 12565.

How to read your gas smart meter

If you have a keypad



How to read this type of meter:

1. Press **9** on your keypad
2. '**Volume**' should appear on your screen
3. Then you'll see a row of digits (e.g. 00063.5) followed by M3 at the bottom right of the screen.
4. Please ignore any digits after a decimal point if you have one. We only require the whole number
5. The read in this example is **00063**.

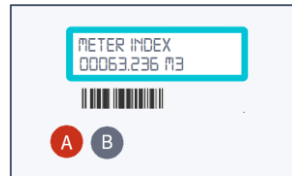
If you have a left arrow, a circle and right arrow



How to read this type of meter:

1. Press the **circle** button in the middle
2. The screen will show the **current meter reading** along the top
3. You'll see a row of digits followed by '**m3**'
4. Please ignore any digits after a decimal point if you have one. We only require the whole number
5. The read in this example is **63**.

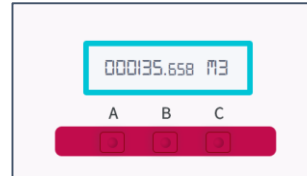
If you have A and B buttons



How to read this type of meter:

1. Press the **A** button.
2. Keep on pressing this until '**METER INDEX**' appears on your screen
3. The number shown below this will be your meter reading
4. Ignore any digits after a decimal point if you have one. We only require the whole number
5. In this example the meter reading is **63**

If you have 3 square red buttons



How to read this type of meter:

Your buttons may or may not be labelled **A, B and C**.

1. Press the **A** or the first button
2. You'll see a row of digits followed by m3.
3. Ignore any digits after a decimal point if you have one. We only require the whole number
4. The read in this example is **135**

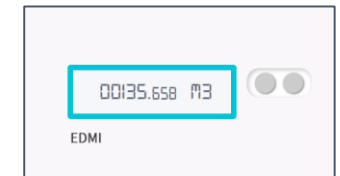
If you have an orange and a blue arrow to the right of the screen



How to read this type of meter:

1. Press the **orange** button
2. You'll see a row of digits followed by m3.
3. Ignore any digits after a decimal point if you have one. We only require the whole number
4. In this example the meter reading is **135**

If you have two white buttons to the right of your display



How to read this type of meter:

Your buttons might have arrows and other markings around them.

1. Press the button on the right hand side. This could be labelled **OK**
2. The display should wake up and you'll see a row of digits followed by m3.
3. Ignore any digits after a decimal point if you have one. We only require the whole number
4. In this example the meter reading is **135**