Meter Reading Guide

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"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 & gas 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 energy 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

2 8 4 5 2 **6**

The reading for this is: 28452

Two Rate Meter Example

Night

1 3 2 7 9 **3**

2 8 4 5 2 **6**

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

35274.8

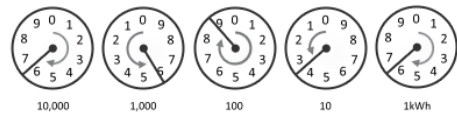The reading for this is: 35274

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.

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).

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 Example

The reading for this is: 74274

Display/Select button located here

Types of gas meter

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

Digital Imperial & Metric

A mechanical meter can display readings in either imperial or metric units. It should be read from left to right including any zeros. Ignore any numbers after the decimal point and any last numbers in red.

Imperial Meter Example

2845 2 ft³

The reading for this is: 2845

Metric Meter Example

13279 100 m³

The reading for this is: 13279

5-Digit Electronic

An electronic meter should be read from left to right including any zeros. Ignore any numbers after the decimal point and any last numbers in red.

Electronic Meter Example

35274.8

The reading for this is: 35274

Types of gas meter (cont.)

Dial Meter

Read the numbers on the dials from left to right. 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: 6583

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

Smart meters automatically transmit readings to your gas supplier. However, they also have a digital display for manual readings if needed. Most smart meters have a button to press to display the reading. The reading shown is usually in cubic meters (m^3) or cubic feet (ft^3), indicated on the screen. It should be read from left to right including any zeros.

Smart Meter (m^3) Example

The reading for this is: 74274

Smart Meter (ft^3) Example

The reading for this is: 74274

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Submit a meter reading

There are a number of ways to submit your meter reading(s) 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
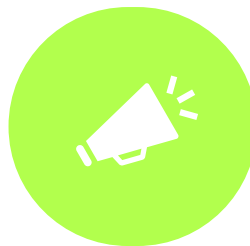gasmeterreadings.business@smartestenergy.com

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