



How to read your Smart Meter

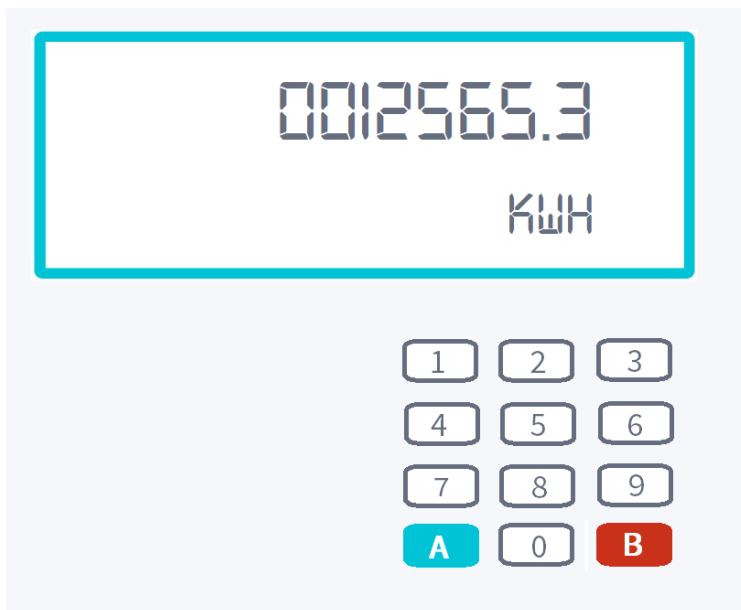
We understand that reading smart meters isn't as simple as it should be so we've got some instructions below that should help you out.

If the display panel on your meter is blank, you can press the A or the 9 button to wake your meter up.

Electricity Smart Meters

To find your electricity read you're looking for a number followed by "KWH" (but remembering to ignore the numbers after the decimal place).

If you have a keypad



To get a reading from these smart meters:

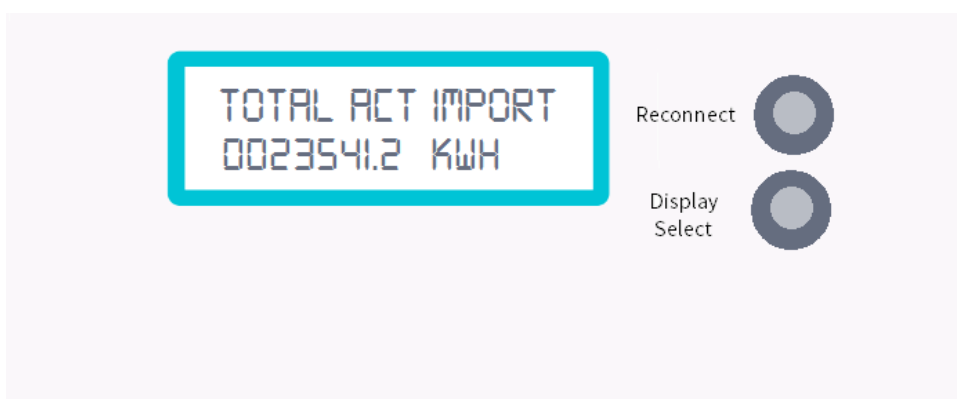
- Press 9 on the keypad.
- A series of letters will appear: IMP KWH.
- Then you'll see 8 digits (e.g. 0012565.3) followed by kWh at the bottom right of the screen.
- This is your read, so in this case your reading would be 12565.



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

- Press 6 on the keypad until you see 'IMP R01' followed by 8 digits - this is usually your night/off-peak reading.
- Then keep on pressing 6 on the keypad until you see 'IMP R02' followed by 8 digits - this is usually your peak/normal reading.
- We only need the digits ahead of the decimal point.

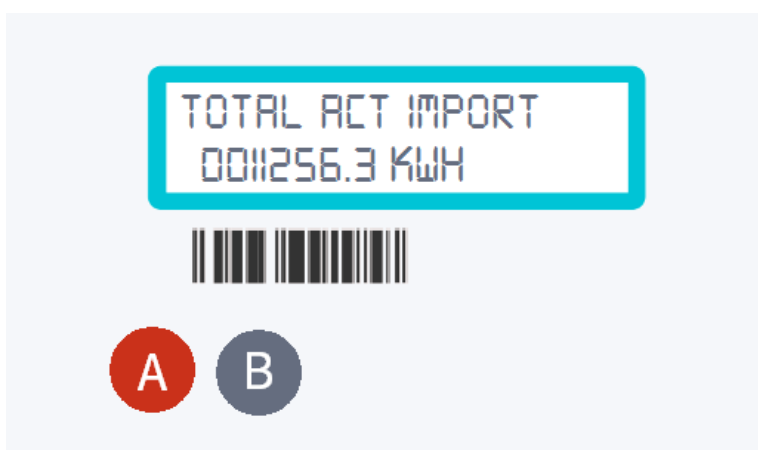
If you have two buttons



To get a reading from these smart meters:

- Press the "Display" or "Display Select" button.
- By pressing the button the meter display will scroll through to the meter reading. The number you're after is the one followed by kWh.
- As before write down all the digits except for those after the decimal place.
- In this example the meter reading is 23541.

If you have A and B buttons

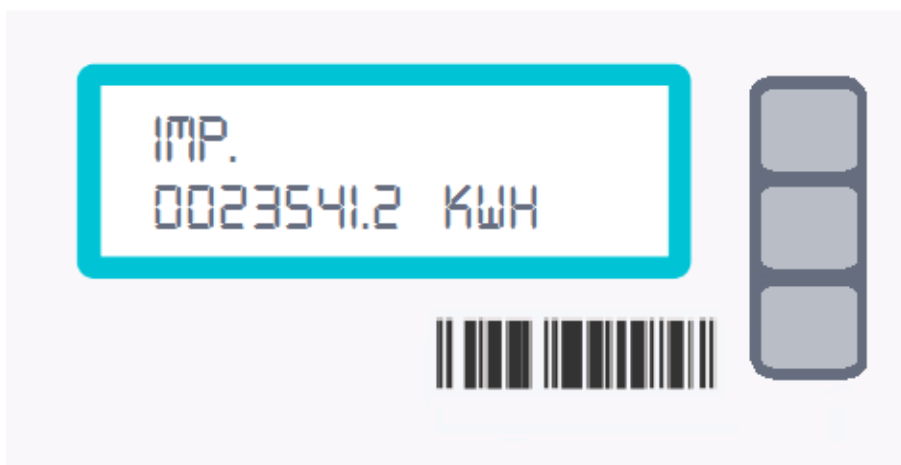




To get a reading from these smart meters:

- Press the A button.
- Keep on pressing this until you get to TOTAL ACT IMPORT.
- The number shown below this is your meter reading.
- In this example the meter reading is 11256.

If you have 3 buttons



To get a reading from these smart meters:

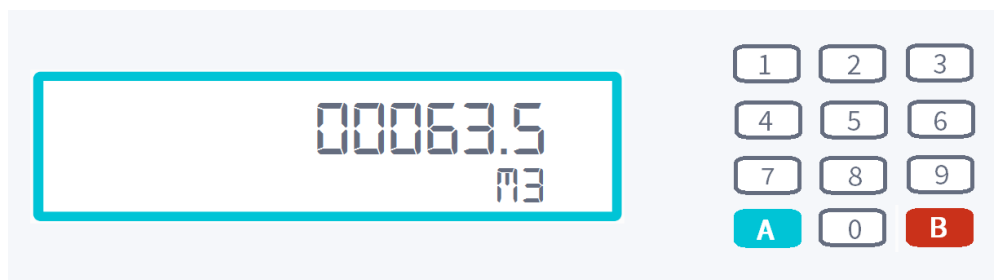
- Press the middle button.
- The number shown below IMP is your meter reading.
- If you have a 2-rate meter, R1 indicates Rate 1, R2 is Rate 2 and T is total.
- You can press the middle button again to see all the readings.
- In this example the meter reading is 23541.



Gas Smart Meters

To find your gas read you're looking for the number followed by "M3" (but remembering to ignore the numbers after the decimal place).

If you have a keypad



To get a reading from these smart meters:

- Press 9 on the keypad.
- VOLUME will appear on the screen.
- Then you'll see a row of digits (e.g. 00063.5) followed by M3 at the bottom right of the screen.
- The read in this example is 00063.

If you have A and B buttons



To get a reading from these smart meters:

- Press the A button.
- Keep on pressing this until you get to METER INDEX.
- The number shown below this is your meter reading.
- In this example the meter reading is 63.



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



To get a reading from these smart meters:

- Press the middle 'circle' button.
- The screen will show 'current meter reading' written along the top.
- You'll see a row of digits followed by m3.
- The read in this example is 63.

If you have 3 square red buttons



or



Your buttons may or may not be labelled A, B and C. To get a reading from these smart meters:

- Press the 'A' or left button.
- You'll see a row of digits followed by m3.
- The read in this example is 135.