

Get answers to your business metering questions.

See how you can read your meter as well as what to do if one of your business' meters is faulty.

Your business energy meters.

Your business energy meters are pretty much the same as at home. It's really important to take and regularly send accurate gas and electricity meter readings to us as it helps make your energy bills more accurate. If they're up to date, you'll only pay for the energy your business has used.

If you haven't submitted a reading in a while, we will use an estimate to guess how much you've used since your last payment. Your account and balance will reflect your real usage again whenever you next submit a reading.

There are various types of meters around, the one you have may vary on the size and nature of your business. Things like the type of equipment you use and your operating hours might also make a difference. Don't know which one is yours? Read on!



The big question: How do I read my meter?

From dial meters to mechanical meters, we've got you covered with a step-by-step guide on how to read your electricity and gas meters. You can then [enter your meter readings online](#).

How to read a dial meter.

These meters look a little like clocks. On electricity meters, ignore any numbers from red dials, dials with no pointer, dials with no numbers or dials marked 1/10. On gas meters, ignore any numbers from the large dial, the dial marked 100 or any red dials.

- Read the dials from left to right. As you read from left to right, the dials will turn in opposite directions. If the first one turns clockwise, the next will turn anti-clockwise and so on. You'll need to check which way each dial turns before you read it.
- If a pointer is between two numbers, write down the lower number. For example, if the pointer is between 9 and 0, write down 9, not 0.
- If a pointer is directly on a number, you'll need to look at the next dial before you write anything down.
- If the next dial is between 0 and 1, write down the number that the previous pointer was on.
- If the next dial is between 9 and 0, write down the number before the one the previous pointer was on.

How to read a digital meter.

These meters have a digital display screen. Write down the numbers shown on the display. If there's a decimal point, ignore anything after it. Make sure you write down the numbers shown on the display for each rate, such as day or night, low or normal, Rate 1 or Rate 2, A1 or A2, R1 or R2.

Depending on your type of digital meter:

- The rates might display together.
- The display might change between the rates automatically.
- You might have to press a button to switch between the rates.

How to read a smart meter.

- If you have an electricity single rate smart meter, the display will automatically show the reading.
- If you have an electricity dual rate smart meter, press and release the blue display button and this will show Rate 2.
- For gas smart meters, press and hold the red button A for 5-10 seconds. This will then display 'Credit ON'. Press and release button A, and the meter will display the reading.

Business metering FAQs.

Why am I receiving meter reading reminders?

We want to make sure your bill is accurate so we send a reminder just before we need to send you a bill. Then you can pop us a reading online and only pay for what you have used.

My business' meter is faulty, what should I do?

If you think your meter is faulty, give us a call on [0808 501 5699](tel:08085015699).

Where do I find my meter serial number (MSN)?

Your meter number is made up of a single line of letters and numbers, and can be found both on your meter and your energy bill.

Where can I find my MPRN (Meter Point Reference Number)?

There are a few ways you can find your MPRN

- On your gas bill under 'Your supply details'. Your bills are all available through your [online account](#).
- If you haven't joined us yet, you may be able to find it on a bill from your current supplier.
- Pop in your address details at [Find My Supplier](#).

- Call Xoserve, Britain's central gas data service, on **0870 608 1524**.

If you've not had your supply installed yet, your local gas Network Operator will provide your MPRN when they install your pipework.

I've just had my meter changed, will my bill be correct?

The engineer will provide us with your final meter readings for the old meter and initial install readings for your new meter.

We will then update your account automatically, this should be within three weeks.

If it was not a routine meter exchange then this may take a little longer and we'll keep you updated.

What is kVA or agreed supply capacity?

Kilovolt-ampere (kVA) is the measurement for your agreed supply capacity.

This refers to the capacity of the network cables. The amount required for your cable installation work is agreed between you and the distribution company.

Need a bit more help with your meter?

Check out the various metering guides we have to help you with your query, including how to read your smart meter and getting the most from your smart In-Home Display.

How to read
your smart
meter

How to use
your In-
Home
Display

Reconnect
your meters

Recently been moved over from E.ON?

Check out the differences between managing your Smart Pay As You Go account at E.ON Next vs E.ON.

Read more on the changes



Are smart meters good for the environment?

Have a read through our latest blog post to discover how you can switch to a smart meter and do your bit for the environment.

Read more about smart meters



Saving power, pennies and the planet

Check out our energy efficiency page for our latest energy saving tricks and tips.

Get energy efficient



What you can do online.

Give a
meter
reading



View your
meter
reading
history



Contact us by social media.

You can contact us by email, [Facebook](#), [Twitter](#) or [WhatsApp](#) to get a response within hours, we're here to help you 8am - 10pm, 7 days a week. We've got all hands on deck and fingers on keyboards to answer questions or concerns as quickly as possible. We promise to reply as soon as we can.

Contact us by phone.

If you prefer giving us a ring, know that our lines are open 9am - 5pm Monday to Thursday, 9am - 4pm Friday.

Speech or hearing impaired customers can put 18001 in front of our phone number to use text relay at no extra cost. You can find out more on the [Relay UK](#) website.



Home related calls
0808 501 5200



Business related calls
0808 501 5699

We're always still here for you after 5pm or over the weekend if you have an emergency with your prepayment or credit meter. You can either call [0808 501 5088](#), or you can email us or get in touch on our Social Media channels.

Contact us by email.

Drop us an email and we'll get back to you as soon as we can.



Home related emails
hi@eonnext.com



Business related emails
hellobusiness@eonnext.com



Contact
us

Complaints

Our
policies

Terms
and
conditions

Our
modern

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