

How to add a meter read

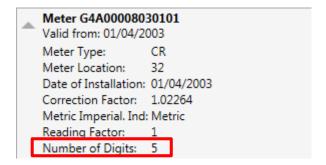
Before adding a meter read, check how many digits the customers meter has for both fuels

- ✓ Accounts
- ✓ Select gas or power
- ✓ Master Data

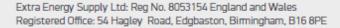
Electric details



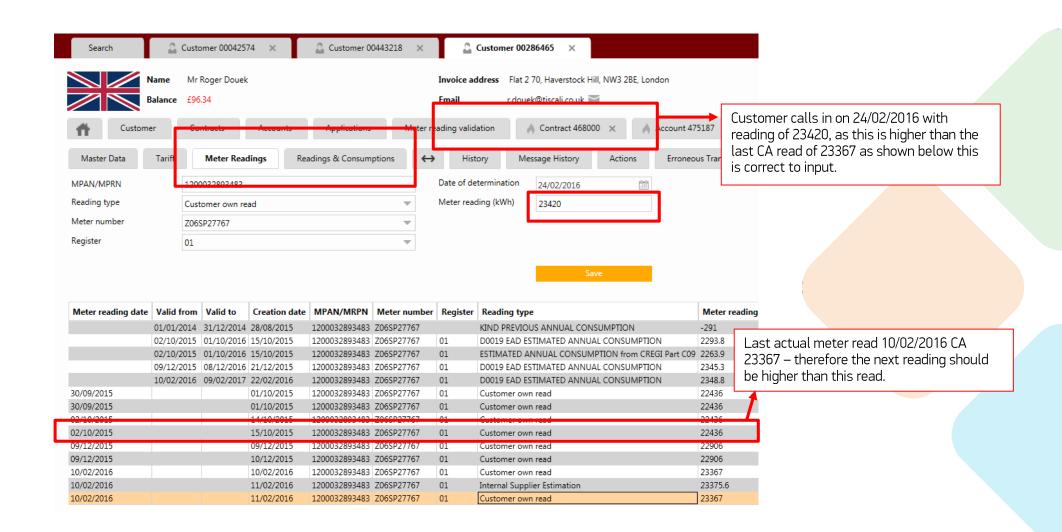
Gas details



- ✓ Ensure the meter reading follows on from the most recent actual read
- ✓ Ensure the correct date is inputted for the meter reading, as you can back date by changing the date









Potential Issues

✓ Customer giving a read that does not match our system

- Check they have the right fuel
- Confirm the MSN with them
- Check previous reads as they could be incorrect and require deleting, ready to input todays correct read (SA or TM to delete reads)
- Opening reads may be incorrect and require a disputed read to be raised, based on the actual reads you have taken today (raise disputed read hand off)

✓ Transposed Reads

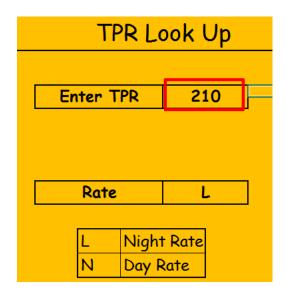
- Customer giving economy 7, 2 rate meter reads the wrong way round
- Our opening D86 could be incorrect
- Our previous actual readings could be incorrect
- The customer will need to double check against the meter
- Advisor to check the TPR code





How to check TPR





Enter the Time Pattern code into the TPR Look Up to identify which rate is day or night.

The example shows L and N, but not all accounts show this. There can be 01/02 - 1/2 - R1/R2 etc

L – Low for Night

N - Normal for Day