


# How to read your energy meter

Your gas or electricity meter records how much energy you've used. It's important that you regularly update us with your meter reads to ensure your bills are accurate. If we don't have up to date meter reads for you we may have to use an estimate which can result in a bill that is either too high or too low. There are many different meter styles, this guide shows examples of how they may look, yours may be different but don't worry the principle is the same.

## Electricity Meters

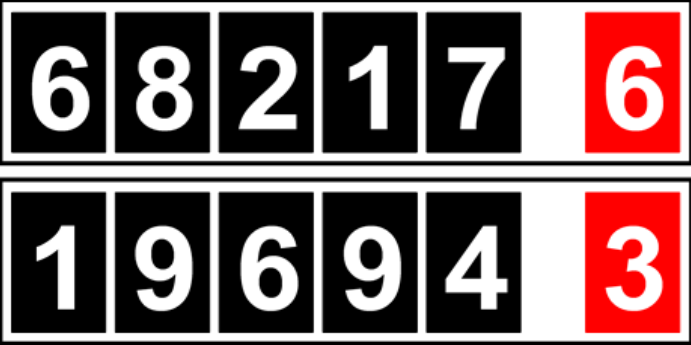
### Standard Single Rate Meters

Single rate meters are very common. They will have a traditional display as below or if your meter is newer it will have a digital display. Our example below shows a meter with 6 numbers, however, yours may have more.

For example:	Reading Your Meter Step-by-Step
	<ol style="list-style-type: none"><li>1. Write down the numbers from left to right including any zero's that maybe at the beginning</li><li>2. Please do not include any numbers in red or after a decimal place</li></ol>
For this example the meter reading is: 19694	

### Two Rate Meter

You may have a two rate meter like the example below, commonly referred to as an Economy 7 meter or a dual rate meter. Economy 7 tariffs offer better rates for electricity at certain times of day. This means your meter will display 2 rows of numbers, one for each rate. The top row will show your 'low' or 'night' read. The bottom row will show the 'normal' or 'day' read. (Meters for a business can have more than 2 rows).

For example:	Reading Your Meter Step-by-Step
	<ol style="list-style-type: none"><li>1. Read both the top and bottom rows</li><li>2. Write down the numbers shown left to right including any zero's that maybe at the beginning</li><li>3. Please do not include any numbers in red or after a decimal place</li></ol>
For this example the meter reading is: Rate 1: 68217 and Rate 2: 19694	

## Two Rate Single Display Meter

Some dual rate meters only have 1 digital display. Next to the display there will be a button. You will need to press this button multiple times to cycle through all relevant information. Different electronic meters cycle through information in different orders. The meter readings will be clearly marked. When the meter readings are displayed they should be accompanied by a series of letters or numbers on the left hand side. The most common are:

**R1 or R2, 1 or 2, L or N, Low or Normal** (these designations show which rate your meter read corresponds to)

For example:



For this example the meter readings are:

Rate 1: 74988 and Rate 2: 20806

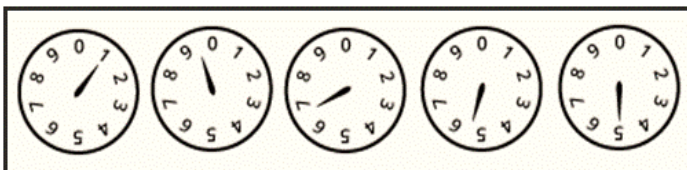
### Reading Your Meter Step-by-Step

1. Write down the numbers shown left to right
2. Make sure you get both readings

## Dial Meter

Dial meters usually be 4 or 5 dials. The dials will look like clock faces but they will start at 0 and go up to 9. There will be a hand at the centre of the dial, similar to one found on a clock.

For example:



For this example the meter reading is: 09655

### Reading Your Meter Step-by-Step

1. Always read the dials from left to right
2. If the hand on the dial is between two different numbers, we advise you to write down the lower number. Bear in mind this may not be the number nearest to the pointer
3. If the pointer is between 0 and 9, always use 9
4. If the hand on the dial is exactly on a number, write down that specific number
5. If a pointer falls between 9 and 0, write down 9 and reduce the reading you've already taken for the dial on its left by one. For example, if you originally recorded 5, reduce it to 4. In the example on the right, you can see the 1 on the first dial has been reduced to zero because the 2<sup>nd</sup> dial is between 9 and 0.

## Gas meters

### Gas Metric Meter

A digital metric meter will have an electronic or digital display, showing 5 numbers then a decimal point, followed by a few more numbers.

For example:



For this example the meter reading is: 40540

#### Reading Your Meter Step-by-Step

1. Always write down the first 5 numbers shown from left to right
2. Ignore the numbers after the decimal point, sometimes shown in red

### Gas Imperial Meter

A digital imperial meter has an electronic or digital display, showing 4 black or white numbers, followed by 1 or 2 numbers in red.

For example:



For this example the meter reading is: 8860

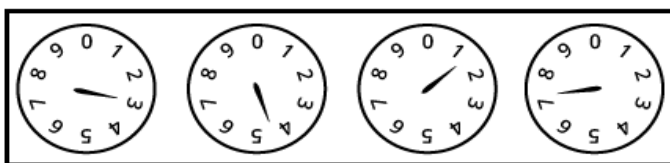
#### Reading Your Meter Step-by-Step

1. Write down the first 4 numbers from left to right
2. Ignore the rest of the numbers, shown in red

### Gas Dial Meter

A dial meter has 4 or more dials. Each one turns to point to a number between 0 and 9.

For example:



For this example the meter reading is: 3417

#### Reading Your Meter Step-by-Step

1. Always read the dials from left to right. You will not need to read any red dials.
2. Read the first 4 dials from left to right along the bottom row only
3. Write down the number closest to each pointer
4. If the pointer is between 2 numbers, give the lower number, if the pointer is between 9 and 0, write down 9.

## Frequently Asked Questions

### How often should I provide meter readings?

We recommend that you provide us with regular meter readings. A monthly meter reading, taken around the same day of each month would help us to ensure your usage and payments are calculated accurately.

If we don't receive actual meter readings, we'll have to calculate your usage using estimated reads, which may mean you're billed for more energy than you've used. To provide us with future reads please login to 'My extraenergy' and click on the tab 'Meter Reads'. Here you'll be able to view your last reads and also provide new ones.

### What is a unit / kilowatt-hour (kWh)?

At **extraenergy** we bill you in kWh or kilowatt hours. kWh is a standard measure of energy. All electricity meters measure energy in kWh. One unit on your electricity meter is equal to one kWh of usage. Your gas meter measures your energy in cubic feet or cubic meters. So we use a calculation to convert gas unit into kWh.

### How to calculate your gas usage?

On your gas bill, you'll notice that we bill in you in kWhs. Gas meters don't measure gas in kWhs so we have to use a calculation to get from the units you've used to kWhs:

#### Formula to calculate gas usage:



#### How to convert the volume of gas registered by your meter into kWh.

1. Subtract the previous meter reading from the current meter reading.
2. Multiply this volume of gas used by 2.83 to convert to cubic metres (not required if your meter is metric).
3. Multiply this number by the calorific value which is 39.1.
4. Multiply the result by the meter correction factor, which is 1.02264.
5. Divide the result by 3.6 to convert to the number of kilowatt hours (kWh) used.

#### Please Note:

All energy suppliers have to use the same calculation when working out gas usage.

### Smart Meters

If you have a smart meter we can happily still supply energy at our great rates to your home or business. However, we will treat your meter as a standard non-smart meter, and smart functionality will not be available. For example you will still need to provide your meter readings to us instead of us taking them automatically. Supporting smart meter functionality is something we're working on and we will be offering in the future.

### Solar Panels

If you have solar panels we can happily supply your energy. However, the Feed in Tariff aspect of your supply would need to either stay with your existing provider or if you have just had your solar panels installed you will need to source a provider. To find a Feed in Tariff provider a list of Licensed Electricity Suppliers is held by Ofgem on their website, please see the link below.

<http://www.ofgem.gov.uk/environmental-programmes/feed-tariff-fit-scheme/applying-feed-tariff/registered-fit-licensed-suppliers>