Meter Reads FAQ's

"When will I get a bill?"

We can generate a bill manually but need to transfer to another department

"Will you send these to my new supplier?"

Yes, we will send them across on the customer's behalf, previous supplier will then provide the customer their final bill when received. This can take 2-3weeks

"What is my annual consumption?"

Annual consumption is the projection of how much customer will use based on meter reads. This will be seen on meter reads page with "valid from" & "valid to" dates, needs to be for the period of a full year.

"Why are the reads estimated?"

If we don't receive the read for the billing cycle it will be estimated. We do not prompt customers for reads after they join supply

"Why cant I put the read online? Why is it higher than the read I have now?"

If the read is higher than the customer's it most likely was estimated for the purpose of a bill (It will show as an 'Internal Supplier Estimation'.. Or the customer added the read incorrectly the first time

"I have a smart meter, why do I have to give you reads?"

We do not have the function to retrieve the read digitally so we need them provided to us

"I have two reads to enter, which way do I enter them?"

This is only for electricity Economy 7 meters where there is a day and night read. Usually the Day read is the larger read and Night is generally lower

We can check what register to enter them for the customer using the TPR on the Tariff page
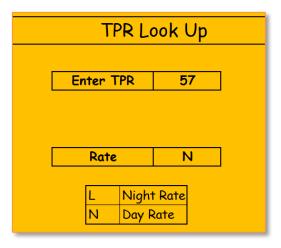
(Contracts → POWER → Account → Tariff)

Name	Description	Value	valid from	valid until	Price in	Payment Method	TPR	
Unit Rate	Day	11.64 pence	14/11/2014		Net		00057	
Unit Rate	Night	6.16 pence	14/11/2014		Net		00278	
Standing Charge	Daily Standing Charge	48.98 pence	14/11/2014		Net			
Payment Method	Direct Debit	0	14/11/2014			Direct Debit		

We can then compare this against the Master Data page

(Contracts → POWER → Account → Master Data)

TPR Look Up

Enter TPR	57

Rate	N

L	Night Rate
N	Day Rate

TPR for this account is 57 and shows as N for day rate

Meter K94R57411
Valid from: 25/03/2004
Meter Type: Non-Half Hourly
Meter Location: Indoors
Date of Installation: 25/03/2004

Register 02
Time Pattern: 00057
Register Type: Culmulative
Meas. Qty Id: Active Import (kWh)
Digits: 6
Settlement Reg.: Yes

Register 03
Time Pattern: 00278
Register Type: Culmulative
Meas. Qty Id: Active Import (kWh)
Digits: 6
Settlement Reg.: Yes

Register 02 – is Day Rate

Register 03 – is Night Rate