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

Meter Z06SP27767
Valid from: 11/08/2006
Meter Type: Non-Half Hourly
Meter Location: Hall
Date of Installation: 11/08/2006

▲ **Register 01**
Time Pattern: 00001
Register Type: Culmulative
Meas. Qty Id: Active Import (kWh)
Digits: 5
Settlement Reg.: Yes

Gas details

Meter G4A00008030101
Valid from: 01/04/2003
Meter Type: CR
Meter Location: 32
Date of Installation: 01/04/2003
Correction Factor: 1.02264
Metric Imperial. Ind: Metric
Reading Factor: 1
Number of Digits: 5

- ✓ 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

Customer calls in on 24/02/2016 with reading of 23420, as this is higher than the last CA read of 23367 as shown below this is correct to input.

Last actual meter read 10/02/2016 CA 23367 – therefore the next reading should be higher than this read.

Name Mr Roger Douek
Balance £96.34

Invoice address Flat 2 70, Haverstock Hill, NW3 2BE, London
Email r.douek@tiscali.co.uk

Tabs	
Customer	Contracts · Accounts · Applications · Meter reading validation · Contract 468000 ✕ · Account 475187
Master Data · Tariff · **Meter Readings** · Readings & Consumptions ↔ · History · Message History · Actions · Erroneous Tran

MPAN/MPRN: 1200032893483
Reading type: Customer own read
Meter number: Z06SP27767
Register: 01

Date of determination: 24/02/2016
Meter reading (kWh): 23420

Save

Meter reading date	Valid from	Valid to	Creation date	MPAN/MRPN	Meter number	Register	Reading type	Meter reading
	01/01/2014	31/12/2014	28/08/2015	1200032893483	Z06SP27767		KIND PREVIOUS ANNUAL CONSUMPTION	-291
	02/10/2015	01/10/2016	15/10/2015	1200032893483	Z06SP27767	01	D0019 EAD ESTIMATED ANNUAL CONSUMPTION	2293.8
	02/10/2015	01/10/2016	15/10/2015	1200032893483	Z06SP27767	01	ESTIMATED ANNUAL CONSUMPTION from CREGI Part C09	2263.9
	09/12/2015	08/12/2016	21/12/2015	1200032893483	Z06SP27767	01	D0019 EAD ESTIMATED ANNUAL CONSUMPTION	2345.3
	10/02/2016	09/02/2017	22/02/2016	1200032893483	Z06SP27767	01	D0019 EAD ESTIMATED ANNUAL CONSUMPTION	2348.8
30/09/2015			01/10/2015	1200032893483	Z06SP27767	01	Customer own read	22436
30/09/2015			01/10/2015	1200032893483	Z06SP27767	01	Customer own read	22436
02/10/2015			14/10/2015	1200032893483	Z06SP27767	01	Customer own read	22436
02/10/2015			15/10/2015	1200032893483	Z06SP27767	01	Customer own read	22436
09/12/2015			09/12/2015	1200032893483	Z06SP27767	01	Customer own read	22906
09/12/2015			10/12/2015	1200032893483	Z06SP27767	01	Customer own read	22906
10/02/2016			10/02/2016	1200032893483	Z06SP27767	01	Customer own read	23367
10/02/2016			11/02/2016	1200032893483	Z06SP27767	01	Internal Supplier Estimation	23375.6
10/02/2016			11/02/2016	1200032893483	Z06SP27767	01	Customer own read	23367

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

Meter D10W631778
Valid from: 19/07/2011
Meter Type: Non-Half Hourly
Meter Location: Indoors
Date of Installation: 19/07/2011

Register L
Time Pattern: 00210
Register Type: Cumulative
Meas. Qty Id: Active Import (kWh)
Digits: 5
Settlement Reg.: Yes

Register N
Time Pattern: 00043
Register Type: Cumulative
Meas. Qty Id: Active Import (kWh)
Digits: 5
Settlement Reg.: Yes

TPR Look Up

Enter TPR	210

Rate	L

L	Night Rate
N	Day Rate

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