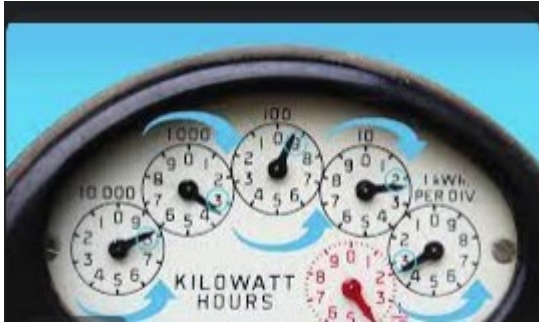


## How to read your meter

There are different types of electricity meters – Please see below to understand how to read each meter.

### Clock dial meters



Read each dial from left to right. Please note that the dials alternate in direction. When a dial is between two numbers, you should write down the lower number. If its between 0 and 1, write down 0, but if it points between 9 and 0, write down 9. If the pointer is resting directly on a number, look at the dial to the right. If this number hasn't passed 0, then the original dial hasn't passed the number yet and you should note the lower number.

### Cyclonic dial meters



The meter can be read from left to right, including all leading zeros. If a dial appears to be between numbers, record the lower number - except when the dial sits between 9 and 0, note down 9. If your meter has two readings marked with an L and H, please read both, left to right. If you have this meter type, submit both numbers.

## Digital meters



Digital display meters may have a single display or may scroll through a series of displays. To read your meter, press the 'display' or 'scroll' button which will display the reading options. As the meter scrolls, note each of the readings. Your meter may also automatically cycle through the various meter readings. If so, it is not necessary to press any buttons to read this meter, simply wait and watch as the various meter readings appear. If a reading is missed simply wait and it will be displayed again. Please note that some digital display meters may have a scroll button which does not scroll through the registers when pressed.

**All of the above are BASIC METERS and if you receive an estimate bill for these types of meters, please take a self-read and notify us via call/email.**

## SMART METERS

Smart meters are read remotely by the metering party and reads are send to the retailer at regular intervals.