



**Guernsey  
Electricity**

# A guide to reading your electricity meter

How and why you should read your  
electricity meter



# Why read your meter?

## To ensure you pay the correct amount

If we don't receive an accurate meter reading we calculate what your consumption is likely to be and send you an estimated statement, as shown here.

MR A CUSTOMER HOUSE NAME STREET NAME PARISH GUERNSEY GY0 9ZZ	<b>ESTIMATED STATEMENT</b> <small>sent for information only</small> Quarterly account 14 February 2014 Your reference number <b>0123456789</b> Your current balance is <b>£ 22.78 CR</b> Statement number 53
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There are many reasons why your actual consumption could be higher or lower than our estimate, including:

- The number of occupants in the household has changed
- You have upgraded to more energy efficient appliances
- The property has been unoccupied for a period of time
- You have moved into a new property

If the estimate is lower than actual consumption you won't be paying enough to cover your usage. If, on the other hand, the estimate is higher than actual usage you will be paying more than you need to.

Regular reading of your meter means you will be paying the correct amount.

## So you get to know your energy consumption

Reading your meter regularly means you will get to know what your normal energy usage is throughout the year. You can use this to help set goals for saving energy. Energy saving advice can be found on our website.

# Are meters read automatically?

A large proportion of Guernsey Electricity meters are automatic and return readings to provide accurate statements.

However, not all meters can be read this way and even those that can occasionally experience problems that result in a reading not being received.

So even if you have an automatic meter you may occasionally be asked to read it.

## How to read your meter

### Locating your meter

Usually the meter is located near the front or back door of a property, under the stairs, outside the property (in a weatherproof accessible location) or in communal areas in apartment buildings.

If you have trouble finding your meter, call us on 241975.

### Reading the correct meter

To ensure you are reading the correct meter, you can find your meter number on the back of your statement and the same corresponding number on your meter, as shown below.

<b>ELECTRICITY BILLING CALCULATIONS</b>									
Meter No.	Date	Previous Reading	Present Reading	Units Used	Tariff / Use		Rate / Unit	Total	Final Total £
GP654321	01 Feb	5771	6192	421	E12D	L	7.6612P kWh	32.25	106.55
		5859	6261	402		N	18.4831P kWh	74.30	

<b>ANNUAL CONSUMPTION</b>				
Last 12 Months	3823 Units	Previous 12 Months	3855 Units	Change -0.83%

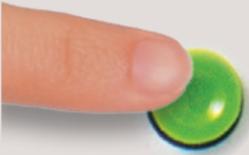
Meter No.	Service No.	Supply Address
GP654321	0123456	HOUSE NAME, STREET NAME, PARISH, GY0 9ZZ

 Meter number

# Reading a Landis & Gyr E350



The first screen you will see shows the current rate of electricity you are using. E12 and Superheat customers will have both Rate 1 = Low and Rate 2 = Normal.



Pressing the green button cycles through the display.

## The display legends



Display number\*

\*Number refers to the current display and always starts with 1.8. For rate 1 the number will be 1.8.1. For rate 2 (Economy 12 & Superheat customers only) the number will be 1.8.2



**Press once**  
Rate 1 reading



**Press again**  
Rate 2 reading  
(Economy 12 and Superheat customers only)

Once you have your reading get in touch via our website at [electricity.gg](http://electricity.gg) or call 241975 to submit it or send it in with the bill remittance.

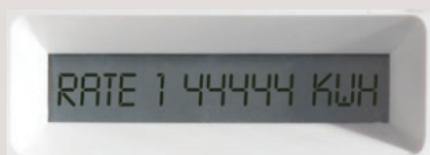
# Reading an AMR Mains Talk



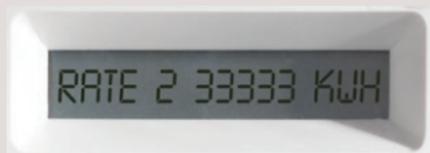
The first screen you will see shows the current rate of electricity you are using. E12 and Superheat customers will have both Rate 1 = Low and Rate 2 = Normal. Single Rate customers will only have Rate 1.



Pressing the orange button cycles through the display.



**Press once**  
Rate 1 reading



**Press again**  
Rate 2 reading  
(Economy 12 and Superheat customers only)

Once you have your reading get in touch via our website at [electricity.gg](http://electricity.gg) or call 241975 to submit it or send it in with the bill remittance.

## If you can't read your meter

Most people find it more convenient to read their meters themselves rather than arranging to be home for us to call. The meters are designed to be read and it is safe and simple to do so.

However, should you have a different meter to the ones shown here, or have any difficulties simply call us on 241975 for assistance.



**Guernsey  
Electricity**

Northside GY1 3AD  
electricity.gg

 241975

 @guernseyelectricity

 /guernseyelectricity

 www.electricity.gg