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.

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.
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.
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

*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

Once you have your reading get in touch via our website at 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 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.