




## **How to read your electricity meter**

Follow this step by step guide

## Why read your meter?

If we don't receive an accurate meter reading, we will need to send out an estimate bill based on predicted consumption. Estimated statements are clearly marked on your electricity statement.

ESTIMATED STATEMENT	
	Date Printed: 02/11/2022
	Customer Reference: CUS0030481
	Payment Reference: IS00001817
	Closing Balance: £262.79 CR
	Invoice Number: INV000203638

The reasons your consumption could be different to our estimate, include:



The number of occupants in the house has changed



You have upgraded to more energy efficient appliances



The property has been unoccupied for a period of time



You have made changes to your home

Your meter readings tell us how much electricity you're using. This makes sure you only pay for the electricity you actually use – no more and no less.

**Find out more about energy saving at [www.electricity.gg/savemoney](http://www.electricity.gg/savemoney)**

## Why is my meter not reading automatically?

Most of the island is now covered by electricity meters that transmit readings to us automatically, but sometimes the signals may not reach us. This means you may receive an estimated statement which is calculated using your previous usage patterns. If your statement is estimated, it will be clearly marked on the top right hand side of your statement.

## 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.

**Reading the correct meter:** To ensure you are reading the correct meter and providing us with the correct number of readings for that meter, you can find your meter number and tariff on the back of your statement. The meter serial number can then be matched to the same corresponding number on your meter, as highlighted below

#### Electricity Billing Calculations

Supply Address:

Tariff: **SUPERHEAT DOMESTIC** Meter: **GS020089** Service Number: 1370604 Tariff Cost: £4.65

From Read Date	Reading Units	To Read Date	Reading Units	kWh Used	Use	Estimated
27/10/2022	11864	01/11/2022	11911	47	Low	

Supply Address:

Tariff: **SUPER ECONOMY 12** Meter: **GS020086** Service Number: 1370604 Tariff Cost: £4.89

Low-Rate Times: - and - Percentage used in Low-Rate: 35.71%

From Read Date	Reading Units	To Read Date	Reading Units	kWh Used	Use	Estimated
27/10/2022	4339	01/11/2022	4357	18	Normal	
27/10/2022	2462	01/11/2022	2472	10	Low	

If you have trouble finding your meter, call us on 200700.

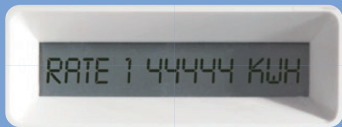
## Reading a Black Meter

### Standard tariff

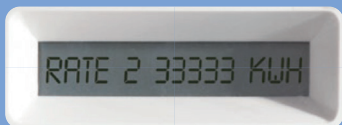
You will only need to provide one reading.  
This 'Rate 1' will be displayed on the screen.  
Note this down and submit it online.

### Economy 12

You will need to provide two readings:



**Low Rate Reading:** Press the orange button until 'Rate 1' is displayed on the screen.



**Normal Rate Reading:** Press the orange button again until 'Rate 2' is displayed.



### Meter Number

Pressing the orange button cycles through the display

Note both readings down and submit online:  
[www.electricity.gg/submit](http://www.electricity.gg/submit)  
or via phone on **200700**

# Reading a White Meter

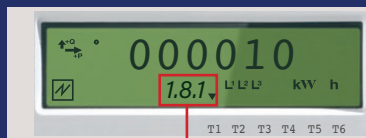
## Standard tariff

You will only need to provide one reading. This is the long number displayed at the top of the screen. Note this down and submit it online: [www.electricity.gg/submit](http://www.electricity.gg/submit).

This reading is 0010.73



Pressing the green button cycles through the display

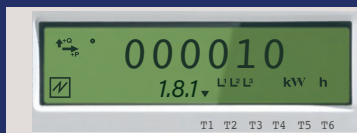


Display Number\*

\*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

## Economy 12

You will need to provide two readings:



### Low Rate Reading:

Press the green button until 1.8.1 is displayed on the screen.



### Normal Rate Reading:

Press the green button again until 1.8.2 is displayed.

## Need some help?

If you would like us to read the meter for you, please call **200700** or email [customer@electricity.gg](mailto:customer@electricity.gg)

