

How to read your “basic electricity and/or gas meter”



Safety When Reading Your Meter

Please take care when you are reading your meter. There may be hidden hazards around, inside or outside your meter board or cabinet.

If you have any queries call **13 37 02** and we can arrange for someone to read your meter for you. Please note there may be a fee charged for this service.

1. Reading your own meter

Alinta Energy is committed to giving you convenient and useful service options. These now include the option to read your own electricity or gas meter.

This is a handy way to check your estimated energy bill if the meter reader cannot access your meter for an actual reading.

As long as you submit your meter reading before the due date shown on your bill, Alinta Energy will accept and review your reading and send you a revised bill.

Note: As long as you provide your meter readings to us before the due date on your bill, we will determine if the meter reading you provided meets our eligibility requirements to provide an adjusted bill.

2. Where to find your electricity or gas meter

Your gas or electricity meter may be outside attached to one of your walls of your home, or on the front or rear porch. Your electricity meter may not always be in the same location as your gas meter. Your meters could also be in your hallway, laundry, garage or under your carport. In some cases, your gas meter could be under your kitchen sink. If you are renting the property, you might want to contact your property agent who may be able to help you find your meters.

If you live in an apartment, duplex or other multi-dwelling building, your electricity or gas meters may be in the basement, carpark or in a cabinet on your level. Your meter should be labelled with your unit number. Your gas or electricity meters could also be located in separate locations within the common areas of your apartment complex.

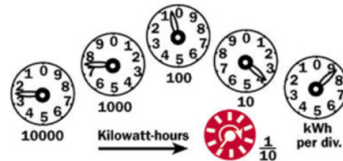
3. Reading a “Clock Face” electricity meter

Clock Face meters are found in homes and small businesses throughout Australia.

The meter used in the example below uses five dials to give a reading.

Here’s how to read it:

- Stand directly in front of the meter.
- Read each dial in turn starting from left to right, recording each figure as you go.
- When a dial hand points between numbers, record the lower number.
- Only read dials that are black.
- In this example below the correct reading would be **2 - 7 - 0 - 3 - 8**.



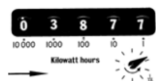
4. Reading an electricity digital meter – Single Rate

This meter gives a numbered readout of the electricity used. Read the numbers in the same sequence as shown on the meter.

In this example the reading is:
7 - 2 - 4 - 2 - 1.



In this example the reading is:
0 - 3 - 8 - 7 - 7.



5. Reading an electricity digital meter – Dual Register

These meters are similar to Single Rate Digital Meters, but with a dual display.

First, record the reading for the top display

Then record the reading for the bottom display.

In this example, the meter shows two displays - H (High/Peak) and L (Low/Off Peak).

Some meters may have the H and L displays reversed.

The reading for this example is:

H 0-0-3-1-2

L 0-0-2-9-5



6. Reading a gas metric meter

Simply record the numbers from left to right, ignoring any red digits.

In this example the reading is: **2-7-7-5**.

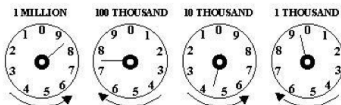


7. Reading a gas imperial meter

Stand directly in front of the meter to ensure you record the numbers accurately.

Read and record the numbers the hands point to, from left to right. If a hand points to the middle of two numbers, record the lower number - the exception to this rule is if the hand falls in between 0 and 9, in which case you should record the number as 9.

In this example the reading is: **8-7-4-9**.



8. Submitting your meter reading

What you'll need to provide before the due date on your bill:

You must provide the following information:

- NMI* or MIRN**
- The meter's serial number (which can be found on the front face of your meter)
- The meter reading
- Reading date
- A photo of your meter (optional)

* Your National Meter Identifier (NMI) is a number specific to the electricity meter installed at your home and is found on page 2 of your Alinta Energy electricity bill.

** Your Meter Installation Registration Number (MIRN) is a number specific to the gas meter installed at your home and is found on page 2 of your Alinta Energy gas bill.

You can provide your meter reading in one of three ways:

1. Visit alintaenergy.com.au/self-read and complete the meter read form.
2. Email it to customer.service@alintaenergy.com.au
3. Call us on **13 37 02** and tell us your meter readings over the phone

Please make sure your reading reaches us before the due date on your bill.