



# How to read your gas and electricity meters

## A guide

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## Introduction

### Your meters

Your energy meters slowly tick over as you use gas or electricity, measuring the number of units you consume, which we can then bill you to. If we do not have accurate, up-to-date meter readings then we have to bill you according to estimates, meaning that your bill may be either too high or too low compared to what you have actually used.

Meters are often hidden in out-of-the-way places and can sometimes be difficult to locate initially. If you are unsure where to find your meters when you move into a new property, then a landlord or previous owner/tenant can often help.

### Types of meter

**Electricity** Most modern electricity meters are digital display, with 5 numbers in a line – although some older properties may have older dial meters.

**Gas** can be either digital or dial, as well as either metric or imperial.

This guide will explain how to read all types of meter.

## Electricity Meters

### Single rate digital meters

A digital meter has an electronic or digital display. It will normally show 5 numbers in black or white, potentially followed by 1 or more red numbers or numbers after a decimal point. The red/decimal point numbers should be ignored when reading the meter – we don't need them.

The reading below is **54913**.



In these examples, you would send us the readings **06110** and **07220** respectively.



## Two rate digital meters

If you have a two rate meter – such as an Economy 7 meter – you should see two readings. One shows the electricity you've used at peak times during the day, known as 'day' or 'normal', and the other shows the electricity you've used at off-peak times, known as 'night' or 'low'.

'Low' counts how much electricity you use at off-peak times, with the exact hours that are clocked as off-peak depending on your meter set-up. The most common two rate meter, the Economy 7, records electricity used between midnight and 7am as off-peak, and electricity used at all other times as 'normal'/'day'.

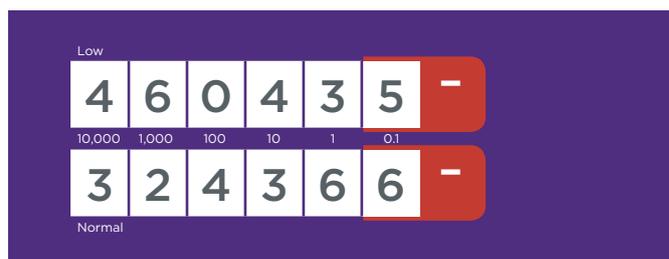
The 'low'/'night' number won't change during the day, as all the electricity used during this time will have been clocked as 'normal'/'day', and likewise the 'normal'/'day' number won't change from midnight to 7am. However, whatever time you take a reading, both figures will be up to date, even though one of them won't have changed for a while.

When submitting a read, you'll need to give us both of the readings, as well as letting us know which of the two registers they apply to. As before, don't worry about decimal places or red numbers – we don't need those.

The readings on the meter below are:  
'low'/'night' – 90534; 'normal'/'day' – 25821.

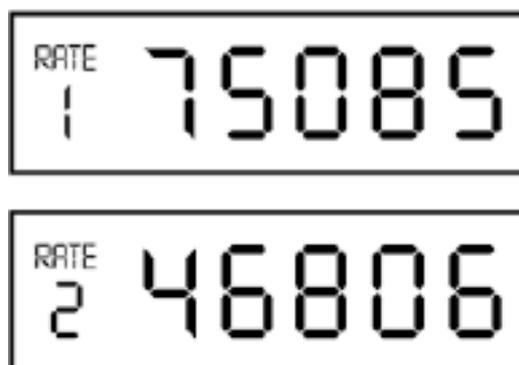


The readings on this meter are:  
'low' – 46043; 'normal' – 32436.



Sometimes the two rates will just be labelled with a number (01/02) rather than day/night or normal/low.

For example, the readings on the meter below are: 'rate 1' – 75085; 'rate 2' – 46806.



## Dial meters

Dial meters have an analogue clock-like display and can be a little bit trickier to get your head around. They typically contain 5 or 6 dials for a domestic meter (although this can increase for commercial metering systems).

Each of the dials points to a number between 1 and 9. You should read across the dials from left to right, jotting down the number that each dial is referring to.

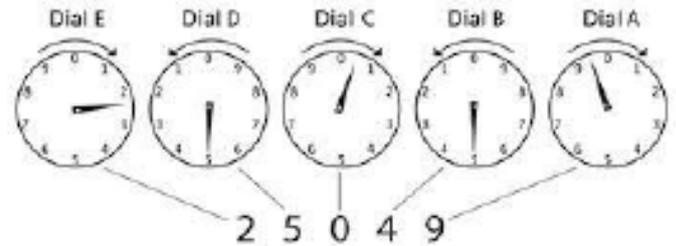
The most important point to note is that if the pointer is between 2 numbers write down the **lower** number - even if the pointer is closer to the higher number. For example, if it was between 1 and 2, but closer to 2, you would still write down the number 1 for that dial. Note that if the pointer is between 9 and 0, **always write down 9**.

In addition, note that as you read from left to right the dials will turn in opposite directions - i.e., if the first one turns clockwise, the next will turn anti-clockwise, and so on. Make sure to check which way each dial turns before you read it.

In the example below, the meter reading is **02896**.



The display below reads **25049**.



## Gas meters

Gas meter reads tend to be either 4 or 5 digits in length, although they may also have additional decimal points. As with electricity meters, you should ignore any red numbers or numbers after the decimal point.

Newer, metric gas meters tend to have a digital display and show 5 numbers followed by a decimal point. Imperial meters have 4 numbers, usually followed by some numbers in red. Metric meters measure gas in cubic meters (GM3), whereas imperial meters will measure hundreds of cubic feet of gas (HCF or ft3).

### Digital metric meters

In the example below, the reading would be **00254**. Remember to ignore the numbers after the decimal point.



### Digital imperial meters

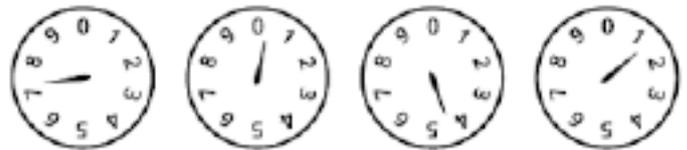
In the example below, the reading would be **5218**. Note that red digits are ignored.



### Dial meters

These are very similar to electricity dial meters, so see the section above for more information. Once again, the key point to remember is that if the pointer is between two numbers, always give the **lower** number (although if between 9 and 0, write down 9).

In the example below the meter reading is **7041**.



If you are at all in doubt about reading your meter(s), or are having difficulty in accessing your meter(s) to take readings, please get in touch and we can arrange to send someone out to read the meter on your behalf. We'd much rather know that you are having difficulties, as lack of meter readings can result in over or under billing.



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