

USEFUL TIPS FOR A SUCCESSFUL METER READING

- Avoid building gardens, fences or anything else close to your electricity, gas or water meter.
- Ensure all grass, trees and shrubs are cut back if they are overhanging or impeding your electricity, gas or water meter.
- Check the date on your bill and ensure there is clear and safe access to your meter during the scheduled meter reading period.
- Provide or update your electricity, gas or water retailer with any access instructions to the meter.
- Ensure latches on gates into your property are easy to open.
- If you would like to know if the meter reader has visited your property, stick a piece of paper on the meter with instructions "please remove when read" indicating the meter has been read.
- Remove any private locks on your gate or meter box during the scheduled meter reading period.
- If you are concerned about security, you can purchase an Energex or Ergon Energy lock from approved locksmiths. The meter readers will be able to use a master key to open this lock.
- Keep your dog away from the meter during the scheduled meter reading period.
- If you are renovating your home with the help of an electrician, consider whether you can move the meter box to a more accessible location.

The Energy and Water Ombudsman Queensland is here to help resolve complaints with your energy supplier across Queensland or water supplier in south east Queensland.

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LOCATIONS

Brisbane – Level 16, 53 Albert Street

Rockhampton – Level 2, 209 Bolsover Street

Cairns – Level 1, 15 Lake Street

Electricity, gas and water meters

Energy and Water Ombudsman Queensland can help.





WHERE IS MY METER?

Your electricity or gas meter should be located on the front or back of your property, or on some older properties it could even be inside the house.

Water meters are usually located on the nature strip outside your property; your water meter will be set in the ground in a box.

If you live in an apartment, unit or townhouse complex, it is likely that all of the meters are located in one central location. In some older unit blocks there might only be one meter for the property and the body corporate or landlord will determine how the usage is charged to residents.

HOW DO I FIND OUT WHICH METER IS MINE?

Every meter, whether it is water, electricity or gas, has a meter identifier number on it. This is used by your energy or water company to distinguish which meter is yours. You can find your meter identifier number on your electricity, gas or water bill.

- Electricity: National Meter Identifier (NMI)
- Gas: Meter Installation Reference Number (MIRN)
- Water: meter serial number.

WHO READS MY METER?

Your meter will be read by your distributor (the companies that own the poles, wires, pipes and meters), or their representative, and the information given to your retailer for billing.

HOW OFTEN IS MY METER READ?

Generally your meter will be read every three months. Distributors do have the right to estimate your usage instead of taking an actual meter reading, but they must read your meter at least once every 12 months.

WHAT ARE MY RESPONSIBILITIES WITH MY METER?

You must provide safe and clear access to your meter for maintenance, meter readings and connecting or disconnecting supply. If you live within a secure complex, your distributor will have access arrangements with the complex manager.

Your electricity, gas or water bill will contain advice about the approximate date of the next scheduled meter reading so you can provide clear and safe access for the meter readers. If you cannot provide access to your meter (due to a locked gate, unsecured dog or other obstruction) your retailer has the right to estimate your bill. Most distributors keep a register of properties with dogs and whether your property is safe to enter. You can notify your retailer or distributor of your dog by filling in a form online or calling them.

If access to your electricity, gas or water meter continues to be denied, your retailer has the right to disconnect or restrict your supply. To avoid this, contact your retailer to find out what other arrangements can be made. Options include self-reads, moving the meter to the fence line, or organising a special meter reading.



Dial meter



Odometer meter



Digital meter



Water meter

CAN I MEASURE MY ENERGY OR WATER USAGE?

You can measure your electricity, gas or water usage by calculating the difference between your 'start read' and the 'end read'. For example, if you move into a property and the meter shows 18525 (the start read) and at the end of the billing period it shows 24976 (the end read), your electricity usage would be 6451 kilowatt hours (24976 – 18525 = 6451).

HOW DO I READ MY METER?

Dial meters: Stand directly in front of the meter so you can see the exact position of the pointer on each of the five dials. Record the numbers from each dial (from left to right). If a pointer is sitting between two numbers on a dial, record the lowest number.

Odometer meters: Record the numbers from left to right (but ignore the red numbers on gas meters).

Digital meters: These show the total usage for the billing period.

Water meters: There are many types of water meters but all have a combination of black and red numbers and/or dials. Record all the black numbers and only the first three red numbers or dials. Numbers are read from left to right, while dials are read in a clockwise direction.

CAN METERS MEASURE INCORRECTLY?

There are Australian Standards for meter accuracy. You can pay to have your meter tested against these standards. Generally, if the meter is found to be running outside the standards, your retailer will credit you the fee paid for the test and amend your bills. Most tests find that meters are operating within Australian Standards.