

# HOW TO READ YOUR METER

Here's what you need to know



# HOW TO READ YOUR METER

Your meter readings

How to read your electricity meter

How to read your gas meter

Ready to send us your readings?

Book your smart meter upgrade

Half-Hourly meters

Getting in touch



# YOUR READINGS ARE IMPORTANT



**Accurate meter readings mean accurate bills.**

If you've recently switched to EDF, it's important for us to check your start readings to make sure they're accurate.

If you're already an EDF customer, providing regular readings is a good way to keep your bills on track.

If it's tricky or unsafe to reach your meter, don't worry!

[Speak to a member of our team](#)

**Say goodbye to reading your meter!**

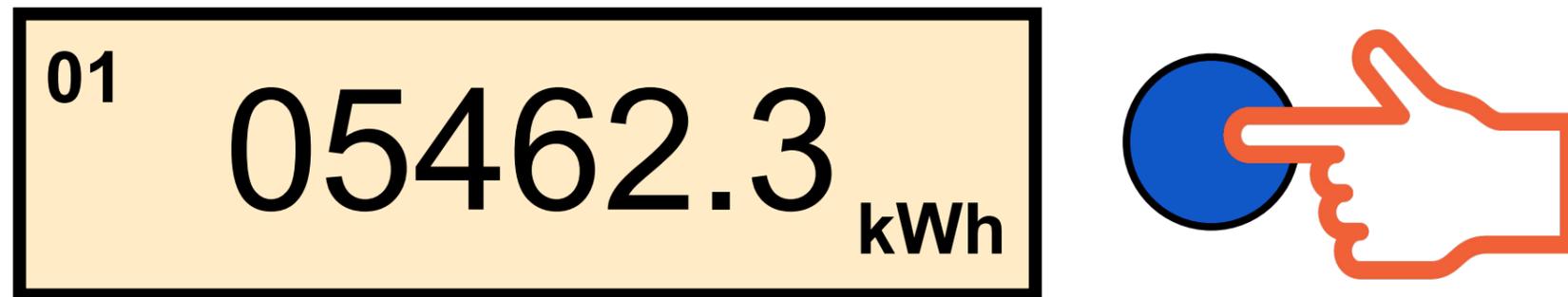
[Book your smart upgrade today](#)



# HOW TO READ YOUR ELECTRICITY METER



# DIGITAL METERS



Press the button until you see 'kWh' (kilowatt hour). There may be other screens showing information like date and time.

Note the numbers from left to right. Ignore any number after the decimal point.

If you have multiple rates (like day/night), press the button to view and record each rate.

The reading shown here is 05462.

# MECHANICAL METERS

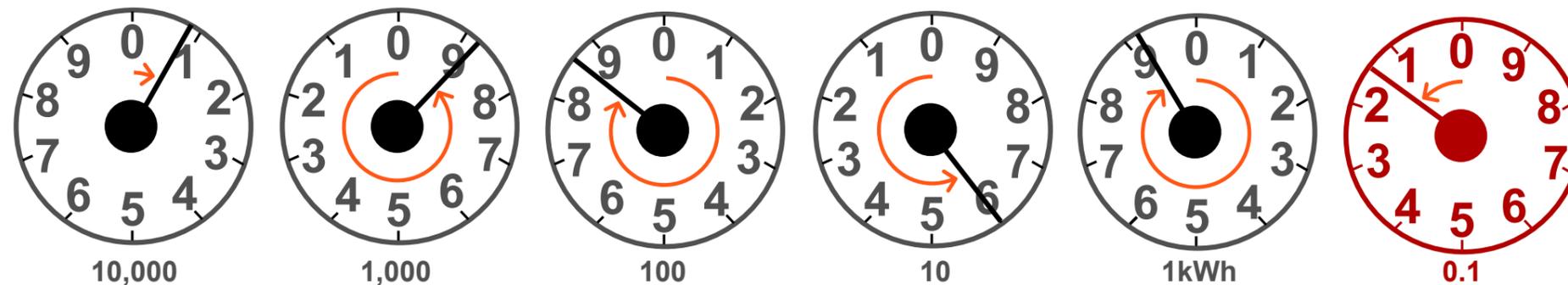


Make a note of the numbers from left to right. If there's a red dial, you should ignore it.

If you have multiple rates (like day/night), you must note down each register.

The reading shown here is 01743.

# DIAL METERS



An electricity dial meter has 5 or more dials. They each turn to point to a number between 0 and 9.

Each dial on your meter will turn in the opposite direction to the ones next to it. Some dial meters start with a clockwise dial and some start with an anticlockwise dial - check the direction of your dials before you read them.

## To read the meter:

- Read the first 5 dials from left to right - ignore any red dials or dials marked 1/10.
- If the pointer is between two numbers, write down the lower number - if it's between 9 and 0, write down 9.
- If the pointer is directly over a number, write down that number and underline it.
- If you've underlined a number, check the next dial to the right. If the pointer on that dial is between 9 and 0, reduce the number you've underlined by 1. In the example shown here, the second to last dial looks like 6 but the last dial is between 9 and 0, so the reading is **08859**.

# FURTHER HELP



**If you're a new EDF customer**, we recommend you send readings to us and your previous supplier. It's the best way to make sure your transfer is accurate. [Get in touch](#)



**Why not take a photo of your readings?** Use your mobile phone and make sure your photos are clear. Include images of all your readings and the meter serial number. If we ask you for photos, you'll have them ready to send.



**What if I have a Half-Hourly meter?** These meters send us your consumption data automatically. So you don't need to worry about taking any readings.



**Only take a reading if it's safe to do so.**

If you need help reading your meter or think there may be a problem, [speak to a member of our team](#).

# HOW TO READ YOUR GAS METER



# DIGITAL GAS METERS



Press the button until you see 'M3'. This will be your reading in cubic metres. There may be other screens showing information like date and time.

Note the numbers from left to right. Ignore any numbers after the decimal point.

The reading shown here is 00253.

Your reading will be converted into kWh (kilowatt hours) on your bill.

# MECHANICAL GAS METERS

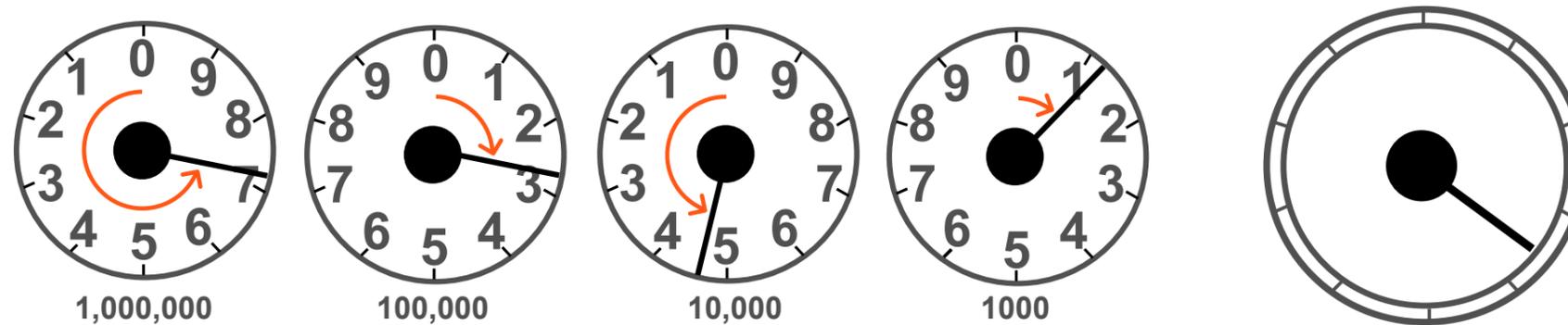


Make a note of the numbers from left to right. Ignore any red dials.

The reading shown in both images here is 06203.

Don't worry if your gas meter measures your consumption in cubic feet. We'll convert your readings into kWh (kilowatt hours) on your bill.

# DIAL GAS METERS



A gas dial meter has 4 or more dials. Each one turns to point to a number between 0 and 9.

Each dial on your meter will turn in the opposite direction to the ones next to it. Some dial meters start with a clockwise dial and some start with an anticlockwise dial - check the direction of your dials before you read them.

## To read the meter:

- Read the first 4 dials from left to right - ignore the large dials or red dials
- If the pointer is between two numbers, write down the lower number - if it's between 9 and 0, write down 9
- If the pointer is directly over a number, write down that number
- The reading shown here is **7241**
- We'll convert your readings into kWh (kilowatt hours) on your bill.

# FURTHER HELP



**New EDF gas customer?** Send us your gas meter reading within a week of your contract starting. We recommend you take a photo of your meter. We'll get in touch to help set up your account, and if there are any issues, we'll explain how to share it with us.



**If you have a converter attached to your gas meter**  
It's the converter reading we need. Not sure? [Get in touch](#)



**If you have an Automatic Meter Reading (AMR) device fitted to your meter**  
In some cases, older meters may be fitted with a secondary AMR device. Not sure which meter to read? [Get in touch](#)



**Only take a reading if it's safe**  
Problems accessing your meter? [Get in touch](#)  
Smell gas? Leave the meter area immediately and call the 24 hour gas emergency line immediately on **0800 111 999**.

# READY TO SEND US YOUR READINGS?



# SENDING YOUR READINGS



**MyBusiness** is the easiest way to submit your meter readings, check your consumption data and view your bills. Everything you need, all in one place.

**Need to submit multiple readings in MyBusiness?**  
[Just use our simple form](#)

You can also contact our customer support team if you need any help adding your readings, [here](#)

[Get online with MyBusiness](#)

[Check out our MyBusiness e-guide](#)

# TIME TO GET SMART



**Say goodbye to reading your meter!** Upgrade to smart.

- no more estimates, so you only pay for what you use
- no more manual readings
- save cash and carbon with smart insights to help change how your business uses energy
- Half-Hourly data will get you the best products and tariffs

**Book your smart upgrade today**



# HALF-HOURLY METERS



Half-Hourly meters for larger supplies measure your consumption from zero every half hour. They cannot be read as they don't provide any cumulative reading.

These meters send data to us automatically so, if you have a Half-Hourly meter, you don't need to worry about trying to provide readings.

You can check your Half-Hourly consumption data via our MyBusiness portal.

[Get online with MyBusiness](#)

[Check out our MyBusiness e-guide](#)

# GETTING IN TOUCH



## Problems with your readings or your meter? Need more help?

If you're a framework customer or have a regular customer service team, they'll be happy to help. You'll find their contact details at the top of your bill.

Or, you can call our team on **0845 366 3664\***

## Here's the essentials

Please visit our website to [view our opening times](#).

\*We may monitor and/or record calls for security, quality, or training purposes. Calls to 0845 numbers will cost up to 7p per minute plus your standard network charges.

The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges.

## In an Emergency

- **24-hour gas emergency helpline 0800 111 999**
- **Power cut? Call 105 from any UK landline or mobile**

Your local distributor takes care of maintaining your electricity supply. It's important to know who they are in case you ever experience a power outage.

[Find more details on our website](#) or simply dial 105 from any UK landline or mobile to be connected directly to your local distributor.

