YOUR TROUBLESHOOTING GUIDE
How to fix metering and data problems and get an accurate bill

I don’t understand charges on my bill.

Is it a MOP or DA/DC charge?

Yes

Your MOP or DC/DA will invoice either you or us to cover the costs of their services.
If they invoice us, we recover that cost by adding a charge, including an admin fee onto your energy bill for that site.

No

Do you have a contract with a MOP or DC/DA?

Yes

You can request one with an agent of your choice.

No

Let us know so we can make sure they’re appointed to your site.
- If a different agent has been appointed, then the contract will not cover those services and the charges will still appear on your bill.
- If they are appointed to your site, it could be because your contract renewal is changing the charges in our system, or it could be a slight timing issue. Sometimes the agent may have set it up that you pay the charges through us rather than directly to them.

Is it a consumption charge?

Yes

For a HH meter you can download and view all of your consumption data via MyAccount.

No

I still think there’s an issue.

Please contact us.
The more information you can provide us, the easier it will be to find the solution. If you have a NHH meter please give us a current meter reading.

Did you pay for your AMR meter upfront?

Yes

You may be charged for renting the meter from a Meter Asset Provider (MAP).

No

Send us a copy of the invoice for the meter(s) and we’ll resolve this for you.

Remember to check out our Understanding Your Bill guide.
How to fix metering and data problems and get an accurate bill

Firstly, what type of meter do you have?

If you have a HH meter, the “Power Information” section of your bill will have “usage start” and “usage end” dates with a total value for your consumption.

If you have a NHH meter, the “Read history” section of your bill will have a start and end reading (similar to your home energy bill).

No problem. You can see this by checking your bill.

Go to the “Power Information” section of your bill. Next to the consumption will be either an ‘e’ for Estimate or ‘a’ for Actual.

Go to the “Read history” section of your bill. Next to the reading will be either an ‘e’ for Estimate or ‘a’ for Actual.

So is your bill an estimate or an actual?

Estimate

Actual

I don’t know if my bill is an estimate or actual?

I don’t know

NHH

If you have a HH meter, please get in touch. We can book an engineer to visit your site to understand and resolve the issue.

If you have a standard NHH meter, we can talk to you about options to upgrade your meter. However these may incur additional costs.

Remember to check out our Understanding Your Bill guide.

I want to submit a meter reading for my NHH meter.

You can do this quickly and simply via MyAccount. You can also contact our Customer Service Team.

You’re up to date. If you have any other questions, you can contact us.

Once you’ve submitted your reading, it will be used on either your next invoice or to action a rebill.

If you have a standard NHH meter, we can talk to you about options to upgrade your meter. However these may incur additional costs.

HH or AMR meter - Please get in touch. We can book an engineer to visit your site to understand and resolve the issue.

I want to submit a meter reading for my HH meter.

I don’t know if my bill is an estimate or actual?
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How to tell what meter you have.

If you have a HH meter the “Power Information” section of your bill will have “usage start” and “usage end” dates with a total value for your consumption.

If you have a NHH meter the “Read history” section of your bill will have a start and end reading (similar to your home energy bill).

How to tell if your bill is an estimate or an actual.

Go to the “Power Information” section of your bill. Next to the consumption will be either an ‘e’ for Estimate or ‘a’ for Actual.

Go to the “Read history” section of your bill. Next to the reading will be either an ‘e’ for Estimate or ‘a’ for Actual.