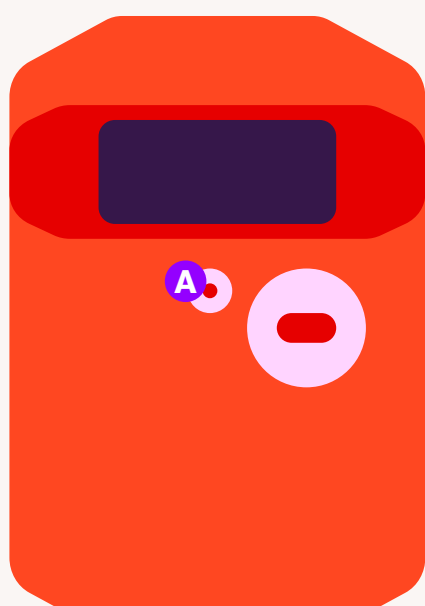# How to read your shiny new smart meter.

## Got a digital or mechanical meter?

Write down numbers starting from the left, include zeros at the start but **ignore numbers after the decimal point or in red**. You may need to push the button on the front of your meter to activate the display.

## If you have a multi-rate meter.

Write down numbers including the number **L=low** or **N=Normal**, or **R1/R2**, or **1 or 2**.

## Or if you have a gas meter.

Write down numbers **include zeros at the start** but **ignore numbers after the decimal point or in red**.

## Ready to take your reading?

Remember **you don't need to share readings with us**, those are automatically sent to your account. To read your smart meter, press "9" on the keypad if the display is not already showing your reading. For multi-rate smart meters, press the blue button or "6" to scroll between readings. Finally for gas smart meters, make sure you press Ⓐ to turn on and activate your display.

## So you've taken your reading, now what?

Pop your reading into your online account under 'Submit a meter reading'. And remember, your dedicated **Energy Specialist team is available 9am to 5pm** to take your meter over the phone. Ta-da! You're all done!

### Looking to find out more or want to submit your readings?

Got more questions? Let us help you find the answers. Visit our community where meter reads head scratchers are answered, our FAQ's are also super helpful. There are three easy ways to submit your meter reads, take your pick. Login to your online account, email us along with your account number, or call us on **0800 501 5200**. Talk soon!

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