BPG ENERGY

smart business energy

Reading your electricity meter

Learn how your meter works and how to provide a reading

Reading your electricity meter..

If you have recently joined BPG Energy or are awaiting installation of a Smart Meter, we may require you to take a meter reading.

Reading your existing electricity meter is very simple and will allow us to bill you accurately for your consumption, making sure you are never paying more than you should.

Use the instructions in this guide to learn how your meter works and how to provide meter readings.

Why submit a meter reading?

Providing frequent readings means that we can give you an accurate invoice to the exact amount of electricity you have consumed.

Suppliers do have an obligation to provide readings to the electricity industry at certain points of the year to ensure that enough electricity is being generated for the supply demand.

We may occasionally contact you to take a reading or to schedule an appointment to read your meter.

Smart Meters explained

Smart Meters are the future in meter technology. They are being installed across the UK, to replace the traditional meters. Smart Meters help our customers to save time, money and effort, and allow them to focus on running their business.

Smart Meters are a big improvement on current digital and mechanical meters, as they do not need to be read by a person. Your Smart Meter will automatically send readings for your electricity supply usage.

We use the data provided by your Smart Meter to produce you an accurate bill, so you are only ever paying for exactly what you use. Putting an end to estimated invoices!

Energy network operators, can also see this data, but only anonymously. This is so they can get a better understanding of energy usage, deal with power outages more efficiently and plan better for Britain's energy needs.

There is no extra cost for a smart meter. You won't have an extra charge on your bill because you choose to have a smart meter. The costs will be spread across everyone's bills, just like the cost of running and maintaining today's traditional meters.

Once you've booked a time and date, a trained installer will visit your business at the agreed time to fit your smart meter.

Contact our Customer Services team to arrange an appointment for your Smart Meter installation.

Your electricity meter..

There are various types of electricity meter within the UK. Each meter will need to be read differently. The main type of meters within the UK are shown below.

Electricity Mechanical Meter

These meters have rotating counters

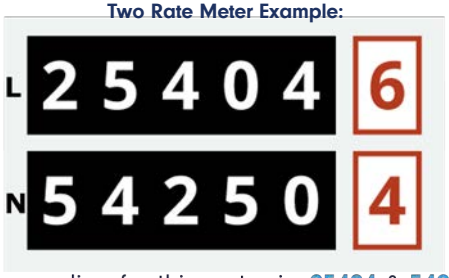
Write down the numbers shown on the display. Do not write down any red numbers or any numbers with red borders.

If the numbers include a decimal point, do not write down the numbers that follow the decimal point. This meter type can often show "L" or "N" next to the reading. Be sure to provide these letters with the reading as they signify which rate they will be charged.

Single Rate Example:

The reading for this meter is: **75085**

Two Rate Meter Example:



The reading for this meter is: **25404** & **54250**

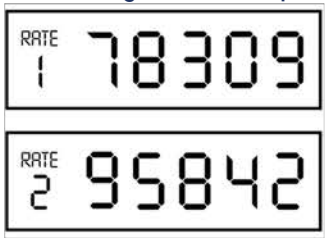
Electricity Digital Meter

These meters have a digital display screen

Write down the numbers shown on the display. If the numbers include a decimal point, do not write down the numbers that follow the decimal point.

Make sure you write down the numbers shown on the display for each rate, such as Day or Night, Low or Normal, Rate 1 or Rate 2, A1 or A2, R1 or R2.

Two Rate Digital Meter Example:



The reading for this meter is:
R1 **78309** & R2 **95842**

Electricity Dial Meter

These meters have clock-style dials

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

To read the meter:
1. Read the first 5 dials from left to right.
2. Ignore the dial marked 1/10 (if there is one).
3. Write down the number that the pointer has just passed.
4. Underline any number that the pointer is exactly over when you write it down.

Dial Meter Example:

The reading for this meter is: **15649**

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. For example, a 6 followed by a 9 should be written as a 5 and underlined.