

How to read your power meter

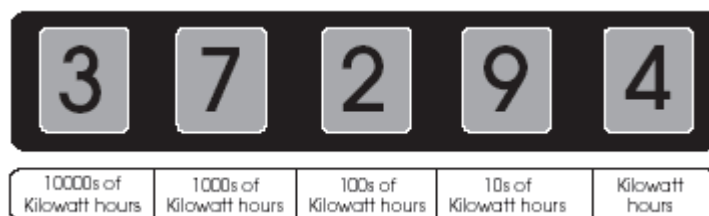
Finding your power meter



Your power meter is usually located in a metal box on the front or side of your house. If you live in a unit, you may have to ask your Body Corporate where your meter is, and possibly to gain access also. Rural consumers will usually find their power meter in a metal box on a pole at the front of their property.

Reading the meter

Before reading meters it is important for your safety to remember once you have opened the meter box to look but don't touch. When reading your power meter, read the meter dials from left to right. The digits represent the amount of kilowatt hours consumed.



For example, the digits above indicate that 37,294 kilowatt hours of power have been consumed since the meter was installed.

Accuracy of meters

Electricity meters are precision instruments, subject to rigorous inspection and testing before installation. However, sometimes customers with high accounts believe the meter is faulty and request a check.

Although meters are rarely the cause for increased accounts you can request Power and Water to do a meter check. There will be a charge for the service which is refundable if the meter is found to be faulty.

Maintenance

Power and Water is responsible for supplying and maintaining the metering equipment. Your side of the meter is your responsibility.

Access

Your meter should be accessible so that we can read it when we need to. If we can't access it, we may ask you to read it on our behalf, or we may estimate the usage.

Meters for domestic residences are read every three months, non-domestic customers are read monthly.

For more information freecall 1800 245 092