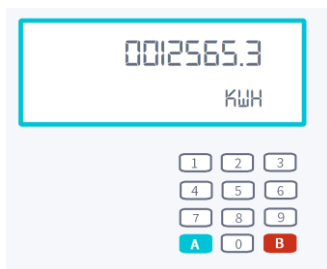


How to read your smart meter

Meters installed by **British Gas**

SMETs 1

If you have a first generation smart meter, known as 'SMETS1', you'll have a keypad on your meter.



How to read this type of meter:

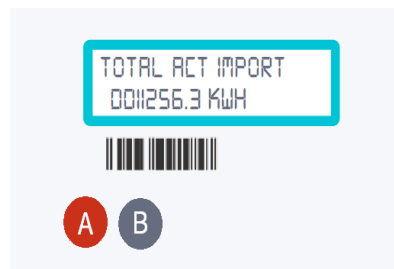
1. Press **9** on the keypad.
2. A series of letters will appear: IMP, KWH.
3. You'll see 8 digits (e.g. 0012565.3) followed by kWh at the bottom right of the screen.
4. This is your meter read, don't include any numbers after the decimal point, so in this case your reading would be 12565.

If you have an Economy 7 smart meter where you have day and night rates:

1. Press **6** on the keypad until you see 'IMP R01' followed by 8 digits - this is usually your night/off-peak reading.
2. Then keep on pressing **6** on the keypad until you see 'IMP R02' followed by 8 digits - this is usually your day/peak reading.
3. Ignore any digits after a decimal point if you have one. We only require whole numbers.

SMETs 2

If you have a second generation smart meter, known as 'SMETS2', you'll have A and B buttons.



How to read this type of meter:

1. Press **button B** until you see "Total..." or "TOU..." displayed. This means that you're in the 'reads' menu.
2. Now press **button A** to scroll through the reads, you will see 'Total Active Import kWh', 'Total Active Export kWh', 'TOU Rate 1', etc, options.
3. Your meter reading that is used for billing will be **TOU Rate 1** for single-rate tariffs, or both **TOU Rate 1** and **TOU Rate 2** for two-rate tariffs.

Elster A1140

If you have a Elster A1140 smart meter, known as **AMR**, you'll have 2 YELLOW buttons on your meter.



How to read this type of meter:

1. The display on the meter runs through a sequence when you press the **right hand YELLOW** button.
2. Your meter reading will be when you see **TOU 1 (Rate 1)** on the display.



3. If you have day and night rates, press the **right hand YELLOW** button again to see **TOU 2 (Rate 2)** on the display.



EDMI MK7 /MK10

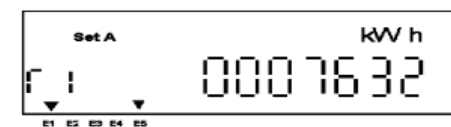
If you have a EDM I MK7 or MK10 smart meter, known as **RCAMY**, you'll have 2 buttons on your meter, **CONNECT** and **SELECT**.



How to read this type of meter:

1. The LCD meter display automatically scrolls through the time, date and the meter reads. It can also be manually shown by pressing the **SELECT** button.
2. Your meter reading will be when you see **r 1** on the display

(r 2=Rate 2, r 3=Rate 3 may follow)

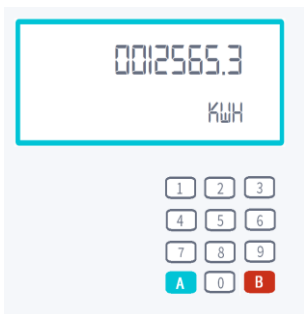


3. If you have day and night rates, press the **SELECT** button again to see **r 2** on the display.

How to read your smart meter

Meters installed by **Other Suppliers**

If you have a keypad



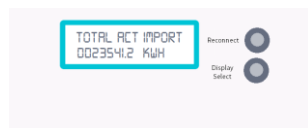
How to read this type of meter:

1. Press **9** on the keypad.
2. A series of letters will appear: IMP KWH.
3. Then you'll see 8 digits (e.g. 0012565.3) followed by kWh at the bottom right of the screen.
4. This is your read, so in this case your reading would be 12565.

If you have an **Economy 7** smart meter (your meter records day and night usage):

1. Press **6** on the keypad until you see 'IMP R01' followed by 8 digits - this is usually your night/off-peak reading.
2. Then keep pressing **6** on the keypad until you see 'IMP R02' followed by 8 digits - this is usually your peak/day reading.
3. Ignore any digits after a decimal point if you have one. We only require whole numbers.

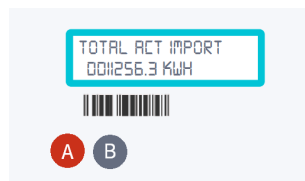
If you have a 'display' button



How to read this type of meter:

1. Press the "Display" or "Display Select" button.
2. The meter will then scroll through to the meter reading. The number you're after is the one followed by **kWh**.
3. Ignore any digits after a decimal point if you have one. We only require whole numbers.
4. In this example the meter reading is 23541.

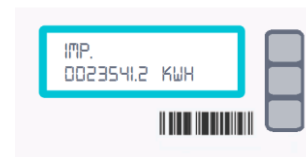
If you have A and B buttons



How to read this type of meter:

1. Press the **A** button.
2. Keep on pressing this until you get to **TOTAL ACT IMPORT**.
3. The number shown below this is your meter reading.
4. Ignore any digits after a decimal point if you have one. We only require whole numbers.
5. In this example the meter reading is 11256.

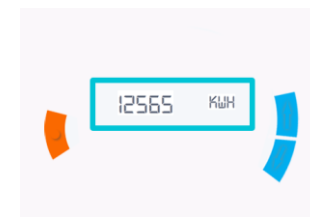
If you have 3 buttons



How to read this type of meter:

1. Press the **middle button**.
2. The number shown below IMP is your meter reading.
3. If you have a 2-rate meter, R1 indicates Rate 1, R2 is Rate 2 and T is total.
4. You can press the middle button again to see all the readings.
5. Ignore any digits after a decimal point if you have one. We only require whole numbers.
6. In this example the meter reading is 23541.

If you have an orange and blue buttons



How to read this type of meter:

1. Press the **orange button**.
2. You'll see a row of digits followed by kWh.
3. Ignore any digits after a decimal point if you have one. We only require whole numbers.
4. The reading in this example is 12565.