CUSTOMER GUIDE

How to Read Your Electricity Meter: A Self-Read Guide for Real Utilities Customers

Effective Date	19 August 2024
Version	1
Company	Real Utilities Pty Ltd

Table of Contents

As a valued customer of Real Utilities living in an embedded network building, it's important to know how to locate and read your own electricity meter. By following this comprehensive guide, you'll be able to accurately determine your electricity usage and ensure your bills are based on actual readings rather than estimates. Let's get started!

Where you receive a bill that is based on an estimate read (other than your own reading) and the bill is for electricity, you may request an adjusted bill based on your reading of the meter if you provide us with that reading before the due date of the bill.

The purpose of this guide is to explain how to read your meter, to explain the information we need you to provide and to explain how you can give us a self read.

1.   **Step 1: Locating Your Meter**

The first step is to find your electricity meter. In most embedded network apartment buildings, meters are typically located in one of the following areas:

- On an external wall of the building
- In the basement or building car park level
- In a utilities cabinet, cupboard, or room on the same floor as your apartment

If you are not sure where your meter is, you can contact your building manager or us. You may also need to contact your building manager to ensure that you can access the meter. When you do access the meter area, you must be careful to avoid any hazards, you must not touch the meter or any other equipment, and if you identify any hazards you must leave and notify the building manager.

To ensure you're accessing the correct meter, look for a label displaying your unit number and the meter serial number. If you're unsure about the location of your meter or how to safely access it, please contact your building or site manager for assistance.

2. Step 2: Identifying Your Meter Type

Real Utilities customers may have one of three types of electricity meters:

1. Digital Meters (Smart Meters)
2. Basic Meters
3. Manually Read Interval Meters (MRIM)

Digital meters, also known as smart meters or interval meters, are the most advanced type. These meters record your electricity usage in 30-minute intervals and can be read remotely by Real Utilities, eliminating the need for estimated bills.

Basic meters and MRIMs, on the other hand, require manual reading. If you have one of these meter types, proceed to Step 3 to learn how to read your meter.
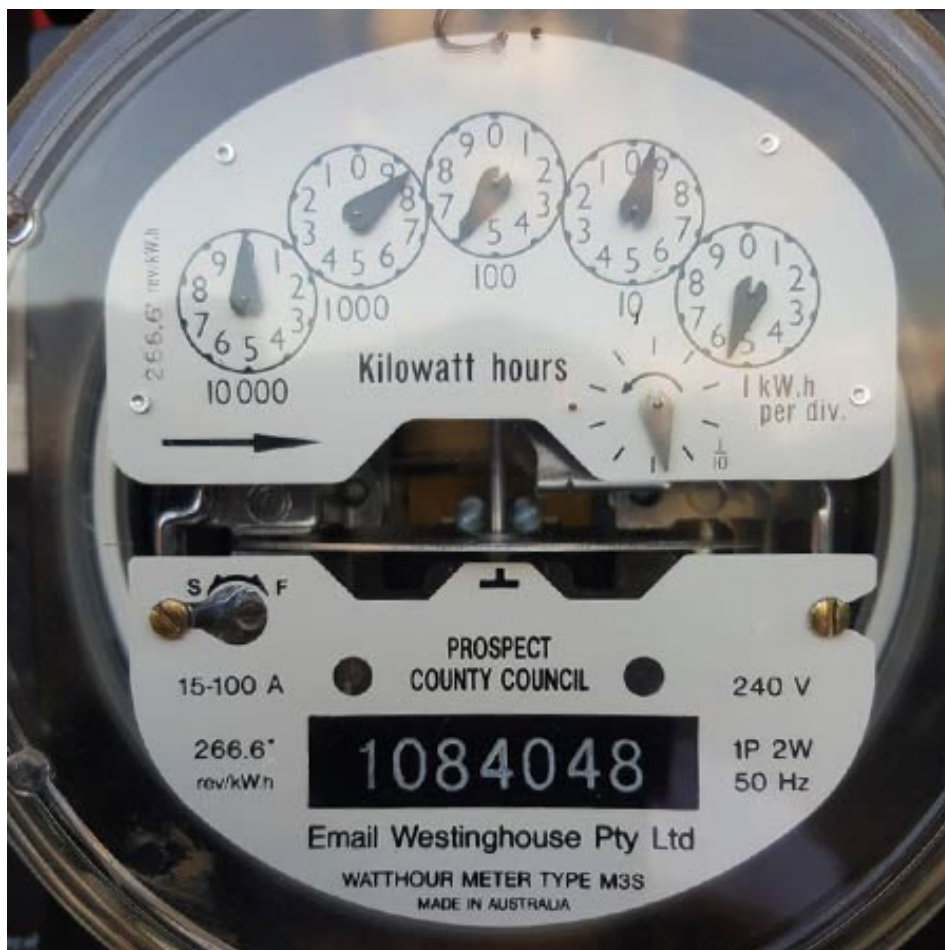
3. Step 3: Reading Your Meter

Once you've located and identified your meter type, it's time to take the reading. Before you begin, double-check that the meter serial number matches the one on your most recent Real Utilities bill.

Clock Display Meters
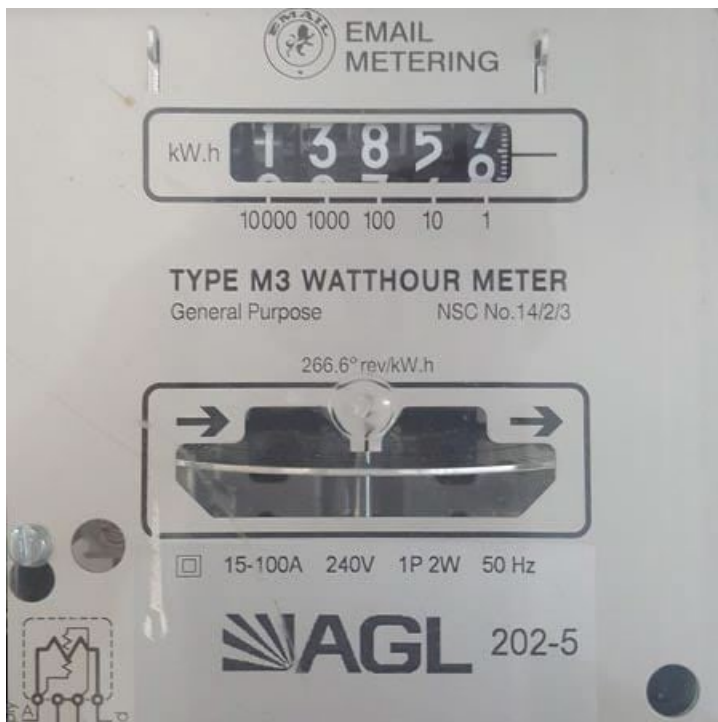
If your meter has a clock-style display:

1. Read each dial from left to right. Note that some dials may turn in opposite directions.
2. If the pointer is between two numbers, record the lower number. If the pointer is between 9 and 0, record 9.
3. If the pointer is directly on a number, look at the dial to the right. If it hasn't passed 0, record the lower number on the original dial.

Odometer Display Meters

For meters with an odometer-style display:

1. Read the numbers from left to right, including any zeros before the numbers.
   2. If a dial is between numbers, record the lower number. If it's between 9 and 0, record 9.
   3. If your meter has two readings marked 'L' and 'H', note down both numbers.

Digital Display Meters

Reading a digital display meter is straightforward:

1. Write down all the numbers displayed from left to right, excluding any numbers after a decimal point.
2. If your meter has multiple registers, the screen will either automatically scroll or you can press the display button to cycle through the registers.

4. Step 4: Submitting Your Meter Read

After recording your meter read, compare it to the previous reading to ensure it falls within a similar range. If Real Utilities has issued your last bill based on an estimated read, or if you believe the previous read was incorrect, submit your new meter read and request a reissued bill.

To submit your meter read, contact Real Utilities via phone or email:

- Phone: 1300 16 16 68
- Email: support@realutilities.com.au

To accept your new read we will need your name, account number, and the new meter reading. Real Utilities will verify your submitted read and issue a new bill in accordance with your Energy Supply Agreement and the applicable energy laws.

By following this self-read guide, you can take control of your electricity billing and ensure you're only charged for your actual usage. If you have any questions or concerns about reading your meter or your Real Utilities account, don't hesitate to reach out to our friendly customer support team for assistance.

We take all your concerns and complaints seriously and will handle them in accordance with our Complaints Policy here. We welcome feedback on this guide. If you have feedback on this guide, please do not hesitate to contact us.