



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Where to find your meter

Some properties have more than one meter.

Electricity and gas meters are usually somewhere obvious like the front or side of your property. They can also be behind a fence or locked gate or in a building.

Water meters are usually in the ground at the very front of your property.

If you live in a unit or apartment, all the meters are likely to be in one place. In older unit or apartment blocks, there may be one meter for the whole property.

Meter numbers

Every electricity, gas and water meter has a unique meter number. Make sure you can find all your meters and keep a record of the numbers. These can help you if:

- you are moving to a new house
- you are changing suppliers
- your address is:
 - hard to find
 - part of a subdivided property
 - known by a name or lot number.

Electricity

Your electricity bill shows your meter number as well as a national metering identifier (NMI).

This meter number can help your provider identify your address.



Gas

Your gas bill shows your meter number as well as a meter installation reference number (MIRN).



Water

Your water meter has a meter serial number.



Meter reads

The distributor – the company that owns the poles, wires, pipes and meters – reads your meter and gives the read to your provider to bill you.

Your provider must make sure your meter is read and must tell you if it hasn't been read.

Some smart meters are read by the provider. See our fact sheet about smart meters.

Access to your meter

You must provide safe and clear access to your meter for maintenance, meter reads and connecting or disconnecting supply.

If a meter reader can't get access to your meter, your provider will send you an estimated bill.

If this happens three times in a row, your provider can disconnect your energy or restrict your water supply.

See our fact sheet on estimated bills for what to do if you get one.

How to read your meter

You can read your meter to work out and monitor how much energy or water you use.

You can also read your meter when you first move into a property and again when you leave to check you have been billed correctly.

Dial meters

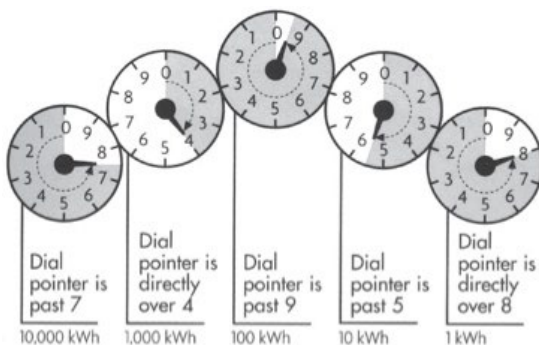
Ignore the dial marked 1/10 on electricity meters and the red pointer on gas meters – these are only used for testing.

Read all the other dials from left to right and write each number down.

If the pointer is between two numbers, take the lowest number.

If the pointer is directly over a number, underline it when you write it down.

If a nine follows an underlined number, minus 1 from the underlined number.



For this dial, the numbers are 74958 and the correct read is 73958.

Odometer meters

Read the numbers from left to right, excluding any red numbers.



Digital meters

Read the numbers on the digital display from left to right. Exclude any numbers after the decimal point or any numbers in red.



If you have an electric hot water or solar system, you may need to press a button to display the electricity meter read. Continue to press the button to see the reads for each register.

Calculating your energy usage

Your electricity meter records the number of kilowatt hours (kWh) of electricity you have used.

Your gas meter records the number of cubic metres of gas you have used.

Your water meter records the number of kilolitres of water you have used.

If you minus your last read from your current read, you will know how much energy or water you used in the billing period.

You can then use the number of days between reads to work out your average daily usage.

Example

Current read 29/08/2022	73958 kWh
Last read 01/07/2022	- 72457 kWh
Energy used in billing period	1501 kWh
Average daily usage = 1501 kWh/60 days = 25kWh	

Electricity

You can use your NMI and meter number to get this information from your distributor's online portal.

Some providers also offer online portals and apps to help you monitor your electricity usage.

For more information, read our fact sheet on meters and billing.