

Understanding your Meter

The information below will guide you through reading the many different types of electricity meters that exist. Simply find the section that matches your own metering.



SAFETY WARNING! Please take care when accessing your meter box. Check for any potential hazards such as damage done by water or animals (including insect nests/ infestation), any melted or burnt parts or exposed wiring. Should you identify any potential hazards, please do not touch the meter and contact us on **1800 109 099**.



National Meter Identifier (NMI) and Meter Serial Number

Every electricity meter has a serial number; you will need to record this number if you wish to submit a self-read. In addition, every address is assigned a National Meter Identifier (NMI) that can be found on the second page of your invoice. The combination of both are required to validate the metering on your property.



Clock Face (Pointer) Meters

Pointer or Clock Face meters have several clock faces, each with a clock hand that indicate the reading between 0 and 9.

To carry out a reading, take note of the numbers of each clock from left to right observing the direction of the numbering (see below). When the pointer is between two numbers, record the lower number.

Electricity usage on clock faced meters is calculated by subtracting your previous reading from the current reading to obtain the usage for the period.

There may be an additional meter labelled 1/10, this is not required for a meter reading and can be ignored.



The meter reads 85947.



Digits (Cyclometer) Display Meters - Single Rate

These meters provide a straight readout of your total consumption. To read these meters, simply record the numbers in the same order as they appear on the meter.



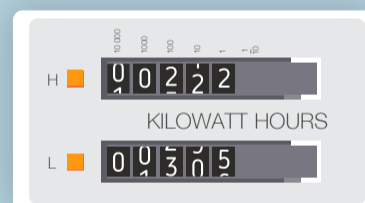
The meter reads 123456.



Digits (Cyclometer) Display Meters - Dual Rate

These versions of the Digits (cyclometer) display meters have a dual display and both values are required when reading them.

Note that they will typically be marked with a H (High/Peak) and a L (Low/Off Peak), ensure you note the H/L correctly against the relevant reading.



The meter reads H 00222 and L 00305.



Electronic Digital Display Meters

To read an Electronic digital display meter, you need to press the button labelled "Display". This will make the meter scroll through a series of displays. Note each of the readings that appear.



The meter reads 001995.



Smart Meters

Smart or Interval (as they are also known) Meters record usage at 15 to 30 min intervals. As these meters record a much larger amount of information, they cannot be manually read, rather the data must be downloaded by your meter service provider. In most cases, these meters remotely transmit this data back to the meter service provider daily. If you have a Smart Meter and would like a copy of your meter data, please contact Sanctuary Energy on **1800 109 099** or via email at info@sanctuaryenergy.com.au and our helpful Customer Experience Team will be happy to assist.



Submitting your Own Meter Reads

If you do not have a smart meter, have recently received an estimated invoice and is interested in submitting your own meter reading, please see our [Self Read Guide](#).

If you have not received an actual reading within the last 12 months, please contact us so we can arrange a suitable time for a meter reading. It is required that you receive an actual meter read at least once every 12 months to ensure that you are only paying for the electricity that you actually use.h