

Self Reads

If you have received an invoice from Sanctuary Energy that indicates one or more of your reads were “Estimated”, you have the option to submit a self-read of your metering.

However, this does require that you meet the following criteria:

- You must have an open current account with Sanctuary Energy for the electricity supply at your address.
- You must be an authorised contact on the Energy account.
- Your metering must be an accumulation meter.
- The word “Estimate” must appear under Reading Type on the second page of your invoice (note, you will only see this information if you have an accumulation meter)
- You must submit your self-read before the payment due-by date of the invoice with the estimated read.

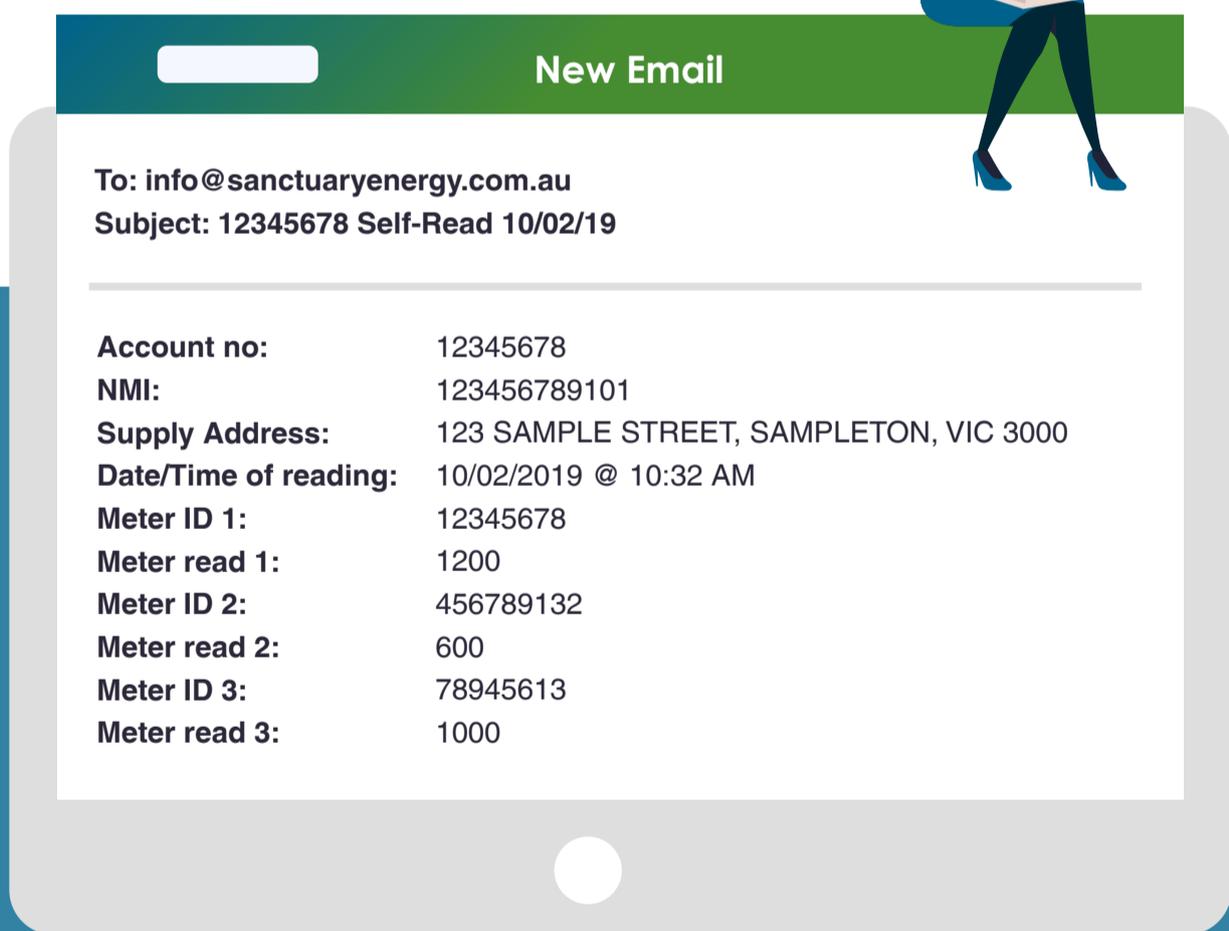
To submit a self-read, you will need the following information:

- ✓ **Your Account Number**
- ✓ **Your National Identification Number (NMI)**
- ✓ **Your full supply address (found on top of the second page of your invoice)**
- ✓ **The meter number of each meter on your property**
- ✓ **The corresponding read of each meter**
- ✓ **The exact date and time you recorded the meter reading**
- ✓ **If possible a clear photo of the metering showing the meter number(s) and read(s)**

Please email all the above information with the subject line that includes:

- Your account number
- The words “Self-Read” and the date of your reading

Send this information to info@sanctuaryenergy.com.au



Once you submit your self-read information, Sanctuary Energy’s Customer Experience Team will process your request and assess that the data provided is valid and compliant. If Sanctuary Energy deem that your self-read is viable, we will reverse the previously estimated invoice, and rebill your account up to the date of your supplied meter read(s). Please note, this will result in an off-cycle invoice being generated, which will then require payment within the normal terms. Your normal billing cycle will resume following the next subsequent network scheduled read as detailed on your invoice.

Additionally, as the read you have supplied was is not validated by the electricity market, it will display on the invoice as “Estimate”, however you will clearly see your read information on the invoice. However, if our team determines we cannot use your self-read, we will contact you to advise of why this is the case within two (2) business days. Please note, currently we are unable to accept solar meter self-reads. If you have a solar meter and have received an estimated invoice, please contact our Customer Experience Team on **1800 109 099** or via email at info@sanctuaryenergy.com.au.