

Reading your meter

To help make sure you are being charged for the gas and electricity usage in your home accurately, it is important to send regular meter readings to your energy supplier. Taking regular meter readings can also help you understand and track your energy usage so you know where you can make changes to how you use energy in your home.

Where is my meter?

A meter can sometimes be tricky to find for the first time. It's a boxy piece of equipment with a display with numbers.

Your meter might be:

- By the boiler or electricity consumer unit or fuse box
- In a cupboard
- In a garage
- In a basement
- Outside in a white box attached to one of your walls
- If you live in a flat, there might be a communal meter room on the ground floor. The meters should be labelled to show which ones belong to which flat.

How to read your gas meter

How you read your gas meter will depend on which kind you have.

Generally, your gas meter readings will either be in ft³ or m³. It is important to make sure this is known when submitting readings as it will affect the calculations the energy supplier uses to understand the kWh being used (which is what will appear on your gas bill).



Gas meter



Electricity meter

Reading your meters

How to read your electricity meter

There are lots of types of electricity meters and you can find out more about the different types by visiting the Changework's electricity meter webpage. The most common types are:

- Single rate standard or digital electricity meters
- Two rate standard or digital electricity meter (when you are on a tariff where you pay less for electricity at certain times e.g. Economy 7)
- Electricity dial meter

To read both gas and electricity meters, write down the white numbers from left to right and ignore any numbers after a decimal point or in red.

Prepayment meters

Your home may also have prepayment meters. These require either a physical card (for gas) or a key (for electricity) that you need to put money onto in order to make your gas or electricity flow.

You pay for your energy upfront with a prepayment meter. As a result, you don't need to send regular meter readings to your energy supplier. If you have a smart pre-payment meter, you could also have the option to pay online.

To find out more about prepayment meters, visit the energy advice section of the Changeworks website.

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Electricity meter



Gas meter