

Calculating your usage

The meter shows the total number of units used since it was installed. This is indicated by the label *meter reading* in **Figs. 1 and 2**. To read your meter, write down the digits shown from left to right. Eg. reading is 00406 as shown in **Fig. 1**

To determine the **units used in a particular period**, subtract the previous reading from the current reading. Please note that all your bills will reflect the total number of units used, as well as the reading taken by the meter reader.

Sample Calculation

Current Reading May 17, 2009 = 00406 kWh
Previous Reading April 15, 2009 = 00175 kWh
Units used between April 15 and May 17
 $= 00406 - 00175 = 00231\text{kWh}$

When is Your Meter Read

Meters are read monthly. Your meter is read approximately the same date each month, but may be a few days earlier or later than the previous month.

Although we make every effort to read all meters every month, a meter may not be read for one of the following reasons:

- Locked gates
- Bad dogs on the premises or within reach of the meter
- Severe weather conditions
- Inaccessible or overgrown roadways

When we are unable to read your meter, your consumption may be estimated for the period. To avoid receiving a bill with estimated consumption, please assist us by providing safe access to your meter. You can also submit the reading to our Customer Service

Team by telephone or at any of our offices. You will be required to provide us with your account number or meter number.

Points to note

Multiple Meters on a building

Special care must be taken to provide the correct meter number to tenants of buildings with multiple meters, to prevent occupants from settling the wrong account.

This may be easily determined by turning off all appliances and the main switch in your apartment, then noting the meter whose disc has stopped spinning or whose arrow is no longer blinking.

Tampering with a Meter

The Electric meter on your premises is the property of GRENLÉC. It is illegal for anyone to tamper with it in any way.



How to read Your Meter



Grenada Electricity Services Ltd.

Reading your Meter

Your **electricity meter** is an instrument used to record the number of units or kilowatt-hours (kWh) of electricity you use.

This guide will allow you to read and record your daily or monthly consumption. When you read your meter accurately, it can help you budget for your electricity bill and assist in your conservation efforts.

Your electricity meter is a precision instrument certified before installation by the manufacturers and our Meter Services team.

We utilise two types of meters: **the electromechanical and the digital meter**. Before attempting to take your meter reading, it is important to identify which type of meter you have.

Electro-mechanical Meters

This meter contains a rotating disc, which indicates your rate of consumption. The disc rotates faster as more power is used. See **Fig. 1** below.

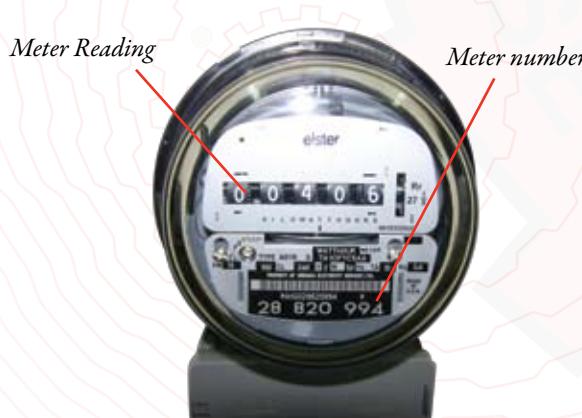


Fig. 1

Digital Meters

This type will replace the electro-mechanical meter, in due course.

Digital meters do not have a rotating disc. The rate of consumption is indicated by a blinking arrow. The arrow blinks faster as more power is used.

In the case of a power outage or service disconnection, there will be a blank display screen until the power supply is returned.

Digital Meters may have one, two or three alternating displays on the screen.

A meter with **one display** will only show your consumption and this is the reading you should record. Eg. reading 000005 shown in **Fig. 2** below.



Fig. 2

A meter with **two alternating displays** will show a reading of 888888 on the **first display** (see **Fig. 3**) on the next page. This display verifies that the meter is functioning correctly and it will always show the same numbers.

The **second display** will show your consumption.

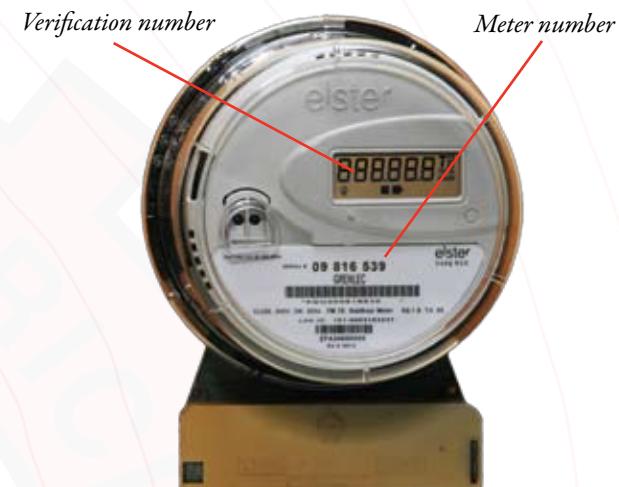


Fig. 3

A meter with **three displays** will first show the verification display.

The **2nd display** will show your consumption.

The **3rd display** applies only to customers with Photo Voltaic (PV) systems or systems purchased by the customer, with Grenlec approval to generate power using the sun. Eg. reading - 00000 as shown in **Fig. 4** below.



Fig. 4