

# Calculating your usage

The meter shows the total number of units used since it was installed. To read your meter, write down the digits shown from left to right.

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 16 Jan to 17 Feb 2021

Current Reading, 17 Feb	00406 kWh
Previous Reading, 16 Jan	– 00175 kWh
<hr/>	
Units used between Jan & Feb	00231 kWh

## When is Your Meter Read?

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
- Aggressive 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 Grenlec. It is illegal for anyone to tamper with it in any way.



# HOW TO READ YOUR METER



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# 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.

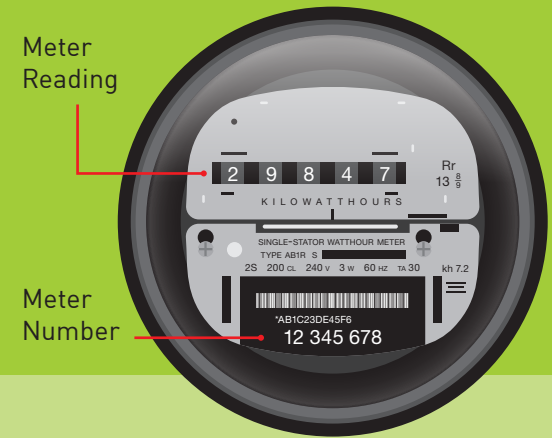
Your electricity meter is a precision instrument certified before installation by the manufacturers and our Meter Services team.

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.



## Electromechanical Meters

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



## Digital Meters

This type will replace the electromechanical 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. E.g. reading: 001234 shown in Display 2.

**A meter with two displays** will show a reading of 888888 on the first display (see Display 1). This display verifies that the meter is functioning correctly and it will always show the same numbers.

The second display will show your consumption.

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

The 2nd display will show your consumption.

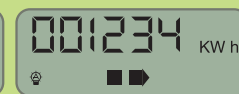
The 3rd display applies only to customers with Photovoltaic (PV) systems or systems purchased by the customer, with Grenlec approval to generate power using the sun. E.g. reading: -00000 as shown in Display 3.

Display 1



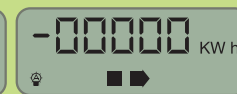
Verification Number

Display 2



Consumption

Display 3



Photovoltaic (PV) Reading

