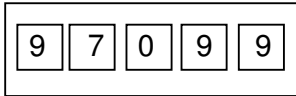


## How to read your meter

### How to read a digital meter

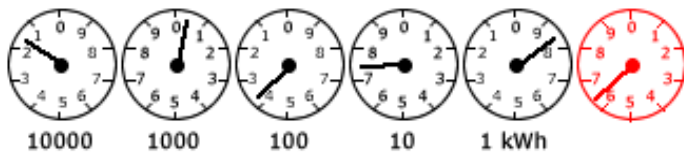
A digital meter has a row of numbers. Please note down the numbers as they read from left to right. Ignore the last red number.



### How to read a dial meter

Read the numbers on the dial from left to right, ignoring the last red dial. If the needle is between two figures, write down the lower figure. If it is between 9 and 0, write down 9.

Example:



In the diagram the reading would be 10378.

### How to read an Economy 7 electricity meter

You will need to provide both a 'day rate' and a 'night rate' reading. If your meter has a single row of numbers showing day rate, you will get a night rate by pressing the red button. If your meter has two rows of numbers, the top row shows day rate electricity and the bottom row shows night rate.

For both types of Economy 7 meter, please read and provide the numbers from left to right, ignoring the last red number.

2	5	8	2	1	0
9	0	5	3	4	0

**Please read your electricity meter NOW and provide us with your reading**

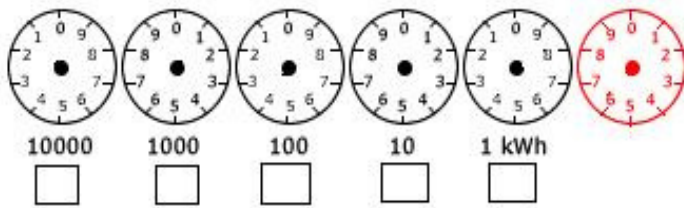
## Meter Reading Record Sheet

Member No.                               xxxx  
Trading Title                               xxxx  
Supply number                               xxxx  
Supply Address                               **xxxx**  
Date of meter reading                       \_\_\_\_\_

Meter Serial Number                       \_\_\_\_\_

**Reading for digital meters:**


**Reading for dial meters:**



NB Ignore the last red dial

**Reading for Economy 7 electricity meters:**

Night rate / low reading	Day rate / normal reading

Please inform Anglia Farmers of your meter reading by;

- Faxing this form to us on 01603 881 890
- By posting this form to us at Honingham Thorpe, Colton, Norwich, NR9 5BZ.

# IMPORTANT

## **Property sold or leased**

If you have sold/leased or are no longer responsible for settling the electricity bill/s at the site/s listed on the summary please notify the office immediately. We will provide you with the relevant form to be completed enabling the transfer from your Anglia Farmers account on the effective date ensuring you do not receive any further bills.

If the notification has been received more than 90 days after the change of tenancy date, in order to continue, the supplier requires supporting evidence in the form of a copy of one of the following documents:

- A Tenancy Agreement signed by both parties
- A Lease Agreement signed by both parties
- A Termination of Lease document
- A Certificate of Completion of Works
- Deeds of Ownership

## **Reading your meter**

We strongly advise you to take regular meter reads. The ideal time to take reads is on or around 25<sup>th</sup>/26<sup>th</sup> of the month. It is good business practise and invaluable to providing accurate consumption figures for billing and reference data where there are instances of metering irregularities. Please use the enclosed meter read form provided. Further copies are available on the website.

## **Seasonal energy use**

For members who use grain driers, irrigation pumps or similar for a few months of the year with zero use for the remainder of the year it would help with billing to submit a meter read when the plant is switched off for the season. Conversely notify us when the plant is switched on for the season also supplying a read at this time and regular monthly reads. This will ensure billing reflects actual usage.

## **Estimated bills**

The best way to avoid estimated bills is to follow our guide to reading your meter above. We must stress that where bills are estimated we cannot query them with the suppliers unless they are backed up by an actual customer read which results in a sizeable financial difference (relative to your average consumption).

## **Changes of energy use**

If your business makes substantial changes in the way it consumes energy at any of your sites, please advise the electricity desk so that we can update your records accordingly. This information ensures future prices negotiated reflect accordingly.

## **Metering & supply faults**

If you suspect a fault has developed with regards to your supply please notify the electricity desk immediately providing full site details including meter serial number and current reads. This will allow us to progress your query effectively.

## **Removal of existing supply**

If you currently have a meter supply which is no longer in use and have no future requirement for use through this supply. Please contact the electricity desk who will arrange for removal of supply with the current supplier.

### **Installation of a new supply**

If you are currently undergoing any projects where you require a new meter (this does not include a temporary builder's supply), please contact the electricity desk to help assist you with this process. When requesting for a new meter, this process takes up to 30 days from supplier's receipt of the signed contract for your new meter to be installed. Advance notice is always more beneficial to enable Anglia Farmers to work with you / your project manager to avoid any disappointments.

### **Meter operator agreements**

All members with an electricity demand of 100kva and above are required under the Balancing and Settlement Code to have in place half-hourly metering equipment and communications. A Meter Operators Agreement must be in place which covers maintenance of the meter and communications link provided. If you require any further information or would like Anglia Farmers to arrange a meter operator's agreement for your supply, please contact the electricity desk.

### **Keeping you informed**

AMR metering - Due to New Government Legislation as from 6<sup>th</sup> April 2009 all new meter installations with an 05,06,07,08 profile class (Non Half Hourly Monthly Metering) have a mandatory requirement for AMR SMART metering (Automated Meter Reading) and Meter Operator's Agreement in place.

To help avoid complications or possible billing issues, If you are currently considering installing a new meter, please contact the electricity desk who will advise you of this process and provide you with necessary information and costing.