

Meter readings

How to read your meter and send readings for more accurate bills.

Send your meter reading now

Send us regular meter readings and we can give you more accurate bills.

[Send your meter reading](#)

Set up meter read reminders

We can send reminders by email or SMS when it's time to read your meter, so you don't have to worry. And you get more accurate bills for every reading you send.

[Set up meter read reminders](#)

Common questions about meter readings

Reading your meter

- [How to read a gas meter](#)
- [How to read an electricity meter](#)
- [How do I take a meter reading from my prepayment meter?](#)
- [What type of meter do I have?](#)

Sending a meter reading

- [Send a meter reading](#)
- [How do I submit a meter reading online?](#)
- [If I send you an online meter reading why do your agents need to read the meter in my house?](#)

Meter read reminders

- [Meter read reminders](#)
- [Why am I receiving meter read reminders?](#)
- [What are meter read reminders?](#)

Smart meters

- [How do I read my gas Smart meter?](#)
- [How do I read my electricity Smart meter?](#)

[Why am I having problems with my Smart Energy Display?](#)

Ways to send a meter reading

No need to log in or register

You can [send your readings online](#) - all you need is your account number.

Mobile app

It's easy to send meter readings on our mobile app, as well as track your energy and view account events on the Timeline. Take a look and [find out more about the app](#).

Phone

You can send a meter reading any time using our automated phone service. Just call **0800 073 3000** or **0330 100 3000** and have your account number to hand.

[View call charge info](#)

Terms and conditions

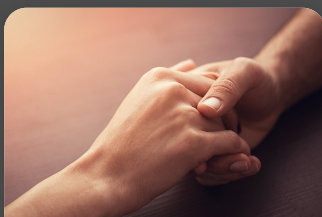
Meter readings: We'll use the reading(s) you supply to produce your next bill whenever it is possible to do so. There may be some circumstances when it is not possible to use your meter readings and in this case we will estimate your consumption. Our agents will still require access to your meter to take readings and for safety checks. The meter reads you supply will be in addition to our own meter reads and will be used to provide the most up-to-date view on your statement.

Need more help?

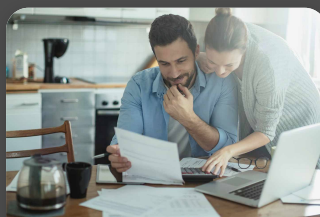
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Search 

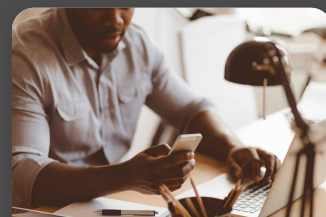
Other things you might be interested in



Help & support



What else can we help you with?



What do you want to do?

Do what you need to do with your bills, payments and meter readings. And find more help if you need it.

[Go to help & support](#)

- [How to read a gas meter](#)
- [How to read an electricity meter](#)
- [Meter read reminders](#)

- [Send a meter reading](#)
- [Make a payment](#)
- [Register for an online account](#)

Can't find your answer online?



Live Chat



Live chat available

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Minicom or textphone



Other ways to contact us



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