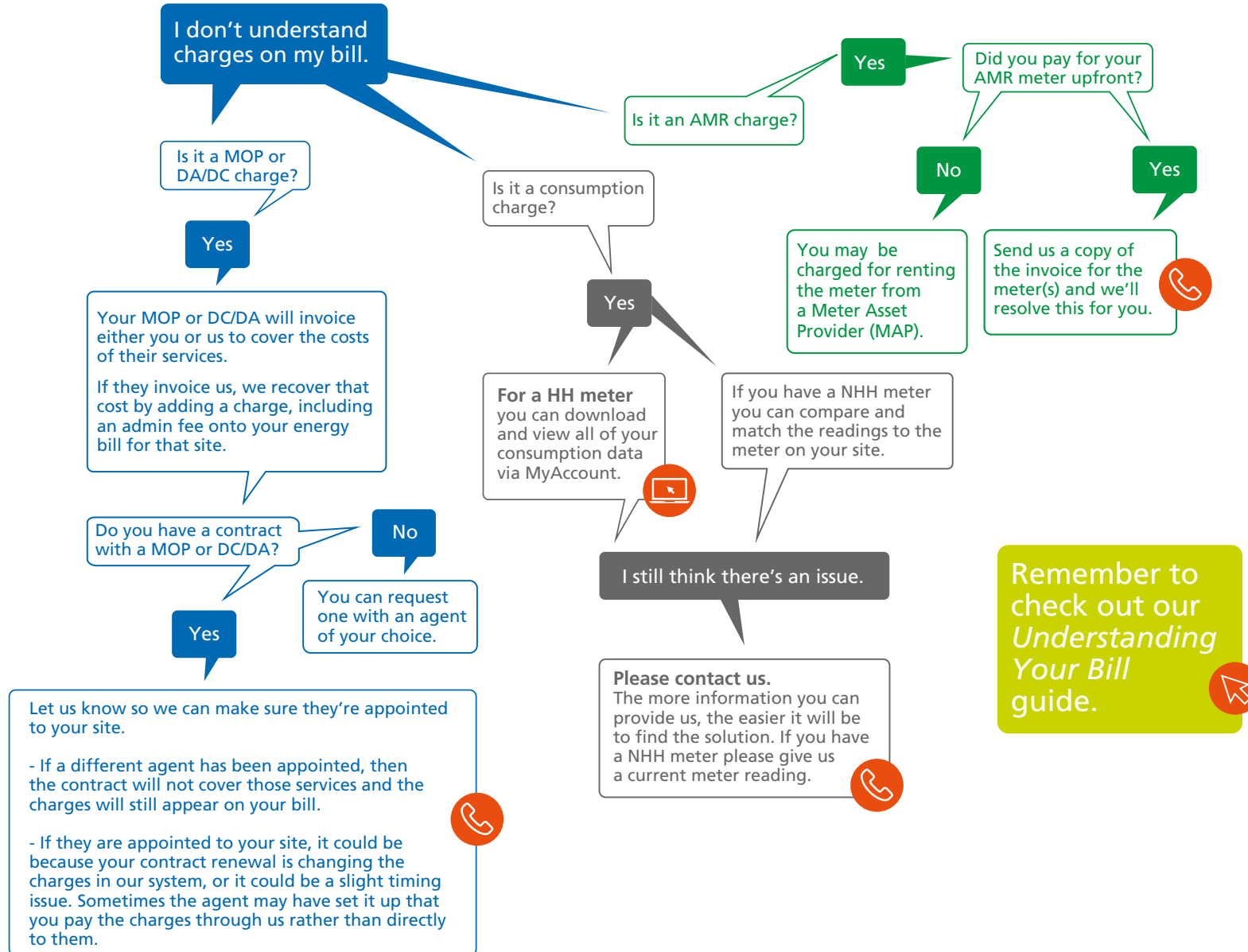


YOUR TROUBLESHOOTING GUIDE

How to fix metering and data problems and get an accurate bill



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How to fix metering and data problems and get an accurate bill



I don't know if my bill is an estimate or actual?

Firstly, what type of meter do you have?

HH

I don't know

NHH

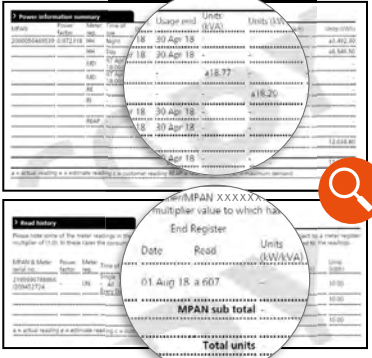
No problem. You can see this by checking your bill

If you have a HH meter the "Power Information" section of your bill will have "usage start" and "usage end" dates with a total value for your consumption.

If you have a NHH meter the "Read history" section of your bill will have a start and end reading (similar to your home energy bill).

Remember to check out our *Understanding Your Bill* guide.

Go to the "Power Information" section of your bill. Next to the consumption will be either an 'e' for Estimate or 'a' for Actual.



Go to the "Read history" section of your bill. Next to the reading will be either an 'e' for Estimate or 'a' for Actual.

Estimate

So is your bill an estimate or an actual?

Actual

I want to submit a meter reading for my NHH meter.

NHH meter - Please get in touch. We may need regular meter readings.

HH or AMR meter - Please get in touch. We can book an engineer to visit your site to understand and resolve the issue.

You're up to date. If you have any other questions, you can contact us.

You can do this quickly and simply via MyAccount. You can also contact our Customer Service Team.

Once you've submitted your reading, it will be used on either your next invoice or to action a rebill.

Is there a way I can have automatic readings?

If you have a standard NHH meter, we can talk to you about options to upgrade your meter. However these may incur additional costs.



