

GUIDANCE ON TAKING A SELF METER READ



You may receive bills that show an estimation of your energy usage rather than an actual read. Sometimes, under the terms and conditions of your customer retail contract, we will estimate your bill. You may ask us to change your bill based on your own reading of your meter. This reading is called a 'Customer Read Estimate' and sometimes referred to as a 'Self Read'.

You will only be able to submit a customer read estimate if:

- You are a small customer (a residential or small business customer - contact us if you are unsure)
- The bill is based on an estimate (your bill will indicate whether this is the case)
- You do not use solar power
- Your electricity is read using an 'accumulation meter'

Understanding meters

A meter is installed at your property to measure how much electricity or gas is being used. There are several different types of meters available to record and display your usage. Different meters record and display information differently.

1. Accumulation meters, SOMETIMES CALLED single rate, basic or flat METERS, measure the total amount of electricity that has been consumed by the property since installation. THEY ARE AN OLDER TYPE OF METER THAT ARE NOT CAPABLE OF INDICATING when electricity has been used.
2. Smart meters are a newer type of meter and have the ability to record when electricity has been used.

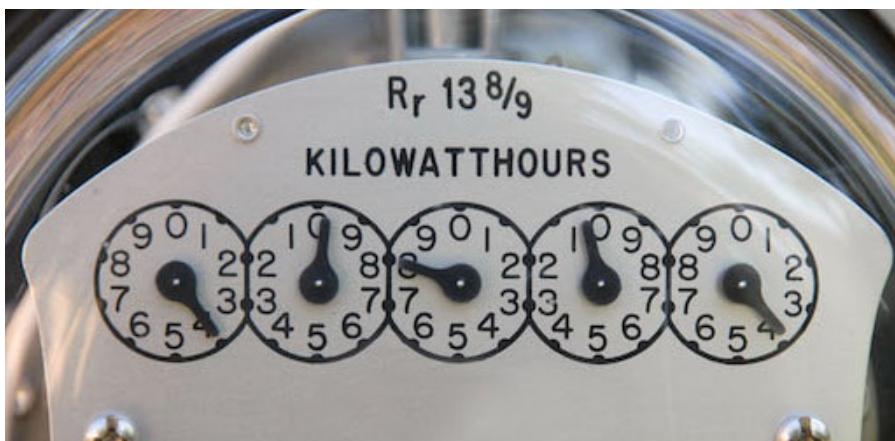
Instructions on how to submit a Customer Read Estimate

Step 1 - Reading your Accumulation electricity meter

Electricity meters and the area in which they are located are designed with safety and security in mind; however, they can still pose dangers. When approaching your meter, be aware of any potential hazards. Look for exposed wires and damage to the meter or metering box. If there appears to be any damage or anything else hazardous about the situation, immediately leave the area and contact your building manager or Nectr.

There are two types of Accumulation meters that you may need to read:

1. Analogue 'clock-face' display meters



The reading on this meter would be **39803**, which means a consumption of **39,803** kilowatt hours.

This meter has several dials that look like analogue clocks. There may be four, five or six dials, alternating in direction. To read this meter:

- Look at the numbers shown on each dial, reading from left to right
- If the hand on the dial is between 2 numbers, read the lower number
- If the pointer is directly over a number, write down that one
- When it is between 0 and 9, read the 9, reduce the reading you've already taken for the dial on its left by one. For example, if you originally recorded 5, reduce it to 4
- Don't read the last dial on the right

2. Digital Display Meter

Your meter may, instead of having a display of dials, simply have a digital display. This will look similar to the odometer of your car. Your meter screen may cycle through a number of different displays.

To read this meter, whatever number is indicated on the digital display that shows the letters 'kw/h' is the total number of kilowatt hours consumed at that point.

Step 2 - Submitting a 'Customer Read Estimate'

If you wish to submit your own read to us as a Customer Read Estimate, **we need to receive your read before the due date of your bill.** There are two ways you can submit a read:

1. Take a photo of the meter display and send it to us at hello@necr.com.au. The meter display needs to be clearly shown. Please state your name, address and the date you took the photo in the email
2. Call us on 1300 111 211 and tell us your meter read, name, address and the date you took the read

Step 3 - Satisfying the requirements

If you satisfy the requirements indicated in this guidance, we will promptly and at no extra charge, provide you with an adjusted bill based on the Customer Read Estimate.

When we will not accept your Customer Read Estimate

We will not accept and adjust a bill on the basis of your customer read estimate, where:

- the photo does not clearly show the display or appears to be tampered with in some way
- the meter in the photograph is not your meter
- we have reason to believe that the meter has been tampered with in some way to arrive at that reading
- we receive it after the due date for payment of the bill.
- If we do not accept your customer read estimate, you have the right to:
- make a complaint to us which we will consider in line with our customer complaints and dispute resolution policy;
- request a we review your bill; or
- complain or lodge a dispute with the Energy and Water Ombudsman NSW (for customers in NSW) <https://www.ewon.com.au/page/contact-us> and <https://www.ewoq.com.au/contact-us>