

How to read your electricity meter

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Helping a customer read their electricity meter correctly is one of those small things that prevents a lot of bigger problems down the line. Accurate readings mean accurate bills – and fewer disputes for everyone. This guide covers how to read the three main types of electricity meter a customer might have.

Before you start

Ask the customer to locate their meter before you walk them through the reading. Electricity meters are most commonly found in one of these places:

- A cupboard near the front door
- Under the stairs
- In a garage, utility room, or basement
- On an external wall in a meter box

If the customer isn't sure where their meter is, suggest checking their previous bill – the meter serial number (MSN) printed on it can help confirm which meter is theirs once they find it.

Digital meters

Digital meters are the most straightforward to read. The display shows a row of numbers – typically five digits, sometimes followed by a decimal point and one or two more. Read the numbers from left to right, including any leading zeros, and ignore anything after the decimal point.

Example: If the display shows **08472.3**, the reading to submit is **08472**.

Some digital meters cycle through multiple displays. If the screen is blank, the customer may need to press a button to wake it up. If multiple readings appear in sequence, they should look for the one labelled **IMP** (import) – that's the one we need.

Dial meters

Dial meters are older and a little trickier. They have a series of small clock-like dials, each numbered 0–9, that alternate between running clockwise and anti-clockwise. Read each dial from left to right:

- Note the number the pointer has most recently *passed* (not the one it's pointing towards)
- If the pointer sits directly on a number, write down that number – but if the dial to the right hasn't yet passed zero, reduce your reading by one
- Ignore any red dials

Dial meters can be confusing for customers – and honestly, they can trip up agents too. If a customer is struggling, reassure them and take it one dial at a time. It's worth double-checking the final reading against their previous one to make sure it looks reasonable.

Economy 7 meters

Economy 7 meters have two registers and will show two separate readings – one for daytime use (**normal** or **peak**) and one for overnight use (**low** or **off-peak**). Both readings need to be submitted.

The registers are usually labelled on the display or just above/below each reading. If a customer is unsure which is which, they can check their bill – it will show both rates with matching labels.

Smart meters

If a customer has a smart meter that's working correctly, they don't need to read it manually – readings are sent to us automatically. However, if they want to check their current reading, they can press the display button to cycle through the screens until they see one labelled **Act Import** or **IMP**. Read the numbers as you would a digital meter.

Good to know: If a reading a customer submits looks significantly higher or lower than expected, don't just log it and move on. Cross-check it against their previous reads in Kraken. A transposed digit or a misread dial can cause a wildly inaccurate bill – and catching it early saves everyone a headache later.
