

## Submitting Meter Reads

### What to Do When Your Bill Is Based on an Estimated Meter Reading

In some situations, your bill may be calculated using an estimated meter reading instead of an actual reading from your meter. Your bill will identify this in one of the following ways:

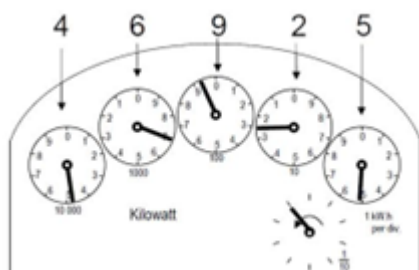
An estimated reading (E) is used when your meter provider has not supplied an actual meter reading. In this case, the energy consumption shown on your bill is calculated using your previous usage patterns.

A substitute reading (S) is used when your meter provider is unable to obtain a meter reading and supplies substitute consumption information instead.

If you have concerns about the reading used on your bill, you can ask for an adjusted bill based on a reading you take yourself by following the instructions below.

## How to Read Your Own Meter

### Clock Dial



- Stand in front of the meter and read each dial from left to right. Remember that the dials alternate directions.
- If the pointer is between two numbers, record the lower number. The only exception is when the pointer is between 9 and 0—in this case, record 9.
- If the pointer is exactly on a number, check the dial immediately to the right. If that dial has not yet passed 0, the pointer on the original dial has not reached the number yet, so record the lower number.

Meter Read is 46925

## Odometer Type



- Read the meter from left to right, making sure to include any zeros before the numbers.
- If a dial is between two numbers, record the lower number. If it is between 9 and 0, record 9.
- If your meter has two readings labelled “L” and “H”, record both readings. For this type of meter, provide both numbers.

Meter Read is 20530

## Digital Display



- Scroll through the different screen options by pressing the SELECT/Scroll button. (Some of these meters will have instructions on the front telling you which screen to look at).
- Record the meter reading for the different consumptions. This will always be 'Peak', and if applicable 'Off Peak' and/or 'Solar' export.

Meter Read is 48726

## How to Submit Your Own Meter Reading

Taking your own electricity meter reading is usually straightforward. The steps below explain how to read your meter and send the information to us.

If you would like us to calculate an adjusted bill using your own meter reading, we must receive the information before your bill's payment due date. Submissions received after the due date may be declined.

Please follow these steps to submit your meter reading:

- Take a clear photograph of your meter.
- Send us the photograph along with the required details.

## What Happens After You Submit Your Reading?

Once we receive your meter reading, we will contact you shortly to let you know whether it has been accepted or rejected.

If your reading is approved, we will prepare and send you a revised bill.

## Reasons Your Reading May Be Rejected

Your submission may be rejected for any of the following reasons:

- We cannot obtain a complete or usable reading of your consumption from the photograph(s) provided. This may happen if the image is blurry, taken from too far away, too dark, or does not show the meter reading clearly.
- The reading shown on your meter is lower than the most recent actual reading supplied by your meter provider.
- Your estimated reading was submitted on or after the payment due date for the relevant bill.

## What You Can Do Next

You may request a review of the relevant bill through our standard complaints and dispute-resolution process, which is available at <https://www.highflowenergy.com.au/policies-and-forms/>.

If you remain dissatisfied with our decision after completing that process, you may submit a dispute to the energy ombudsman.