

How do I read my Smart Meter?

You shouldn't have to provide us with manual meter readings anymore. We receive regular readings direct from your smart meter that show your actual consumption. But, smart meters, just like our computers, mobile phones or other modern devices, may not always work as expected. So, we've put together a quick guide in case you ever need it.

First, check which smart meter you have and find it in list below. This is a list of the type of smart meters we've installed for our customers. If your meter type isn't listed below, you can contact our Metering Team on meteringenquiries@havenpower.com.

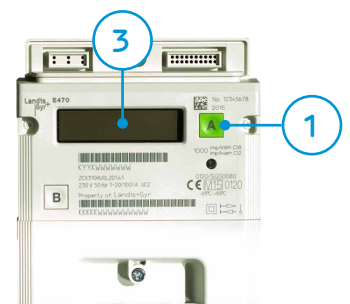
EDMI SMETS2 Electricity Meter

1. Press the OK button to activate the main display
2. You'll see a series of numbers followed by kWh. This is your meter read
3. The meter will then cycle through its other screens automatically



Landis & Gyr SMETS2 Electricity Meter

1. Press the 'A' button until you see 'Please wait'
2. Continue pressing the 'A' button until it shows the 'Meter index' screen
3. You'll now see your reading on the main display. Please discard anything after the decimal point
4. If you have multiple rates you can use the 'A' button to move between them



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