



How to Read Your Electricity or Gas Meter

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Introduction

If your **electricity or gas bill** is based on an estimated meter reading (rather than an actual meter reading), you may choose to provide your own meter reading and request an adjusted bill, provided we receive your reading before the bill due date.

Alternatively, you may choose to wait until your next scheduled meter read. Our standard metering process is to obtain an actual meter reading at the next scheduled meter read, where access is available. Any difference between the estimated and actual meter reading will then be reflected in your next bill.

If you would prefer not to wait until your next scheduled meter read, please contact us to discuss the options available. Depending on your circumstances, we may be able to arrange for an authorised meter reader to obtain an actual meter reading on your behalf.

This guide explains how to safely locate and read your electricity or gas meter if you choose to provide your own meter reading.

Important

Before attempting to access your electricity or gas meter, ensure you comply with all building access, safety and security requirements. In many embedded network buildings, meter rooms are secured and access must be arranged through the building manager, concierge or another authorised representative. Any directions provided by building management must be followed to protect your safety and the privacy and security of other occupants.

Procedure

Step 1: Locating Your Meter

In most embedded network apartment buildings, electricity or gas meters are typically located in one of the following areas:

- a meter room
- a utility cupboard or cabinet
- the basement or car park level
- an external meter enclosure

If you are unsure where your meter is located, contact us or your building manager.

Once you have located your meter, confirm that it is the correct meter by checking the unit number and meter serial number displayed on the meter label before proceeding.



Image: An example of a utility cupboard in an apartment building

Step 2: Identifying Your Meter Type

Savant Energy customers may have either an electricity meter or a gas meter. The type of meter you have will determine how it should be read.

Electricity meters may include:

1. Digital (Smart) Meters
2. Basic Meters
3. Manually Read Interval Meters (MRIMs)

Digital meters, also known as smart or interval meters, record electricity usage electronically and can generally be read remotely by Savant Energy, reducing the need for estimated bills.

Basic meters and MRIMs require manual readings. If you have one of these meter types, proceed to the relevant electricity meter instructions below.

Gas meters are typically either:

1. Odometer (index) meters
2. Digital display meters

If you have a gas meter, proceed to the relevant gas meter instructions below.

Step 3: Reading Your Meter

Once you've located and identified your meter type, it's time to take a photo of the reading. Before you begin, double-check that the meter serial number matches the one on your most recent Savant Energy bill. Please ensure that the photograph shows a clear image of the reading to prevent it from being rejected.

Electricity meters

Clock Display Meters

If your meter has a clock-style display:

1. Read each dial from left to right. Note that some dials may turn in the opposite direction.
2. If the arrow is between two numbers, record the lower number. If the arrow is between 9 and 0, record 9.
3. If the arrow is directly on a number, look at the dial to the right. If it hasn't passed 0, record the lower number on the original dial.



Image: Example of Clock Display Meter

Odometer Display Meters

For meters with an odometer-style display:

1. Read the numbers from left to right, including any zeros before the numbers.
2. If a dial is between numbers, record the lower number. If it's between 9 and 0, record 9.
3. If your meter has two readings marked 'L' and 'H', note down both numbers.



Image: Example of an Electricity Odometer Display Meter

Digital Display Meters

To read a digital display meter :

1. Write down all the numbers displayed from left to right, excluding any numbers after a decimal point.
2. If your meter has multiple registers, the screen will either automatically scroll, or you can press the display button to cycle through the registers.



Image: Example of an Electricity Digital Display Meter

Gas Odometer/Index Meters

Most gas meters have an odometer-style display.

To read your gas meter:

1. Record all black numbers from left to right, including any leading zeros.
2. Do not record any red numbers or numbers after the decimal point.
3. If your meter displays multiple registers, record each register as instructed on the meter.



Image: Example of an Odometer Gas Meter

Digital Gas Meters

If your gas meter has a digital display:

1. Record all numbers shown before any decimal point.
2. If the display cycles through multiple screens, record the register showing total gas consumption.
3. If you are unsure which reading to provide, please contact us before submitting your meter reading.



Image: Example of a Digital Gas Meter

Step 4: Submitting Your Meter Read

After taking a photo of your meter reading, compare the read to the previous reading to ensure it falls within a similar range. If your last bill was based on an estimated meter reading, or you believe the previous reading was incorrect, you may submit your new meter reading and request an adjusted bill.

To submit your meter reading, contact Savant Energy by:

- Phone: 1300 117 376 or
- Email: admins@activeutilities.com.au

When submitting your meter reading, please provide your name, account number, image of meter reading. Please ensure that the image clearly reflects the meter number.

We will review the electricity or gas meter reading you provide before determining whether an adjusted bill can be issued. If the reading cannot be verified, appears inconsistent with your previous consumption, or

differs materially from a subsequent actual meter reading, we may contact you for further information or determine that an adjustment is not appropriate.

Where your meter reading is accepted, we will issue an adjusted bill in accordance with your Energy Supply Agreement and applicable energy laws.

If you disagree with our decision regarding your self-meter reading or your bill, please contact us so we can review your concerns. If you remain dissatisfied, you may lodge a complaint in accordance with our [Complaints Policy](#), available on our website.

We also welcome feedback on this guide and any suggestions for improvement.