

# Self-Read Submissions

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## Why Do Estimated Meter Reads Occur?

If you've received a bill from us with an estimated meter reading, there's no need to worry. This simply means we had to calculate your energy usage based on your past consumption. While you don't need to take any action, if you would prefer an accurate reading for your invoice, you can submit a self-read. We'll reissue your bill with the updated reading at no extra charge.

## Can I Submit a Self-Meter Read?

### • Smart Meters (Advanced Meters):

If you have a smart meter, your meter sends us your usage data remotely every 30 minutes, so there's no need to submit a self-read. The estimated part will be adjusted when we receive the next actual data. It's also part of our standard process to monitor data quality and raise a meter investigation if the smart meter doesn't work and keeps sending estimated data. However, if you have any questions about your usage or bill, feel free to contact us.

### • Basic Meters:

If your address is fitted with a basic meter and you've received an estimated bill, the estimation will be caught up with the next actual reading on the next bill. But you can submit a self-read to ensure the bill reflects your actual consumption. Once you submit your reading, we'll validate it and, if accepted, issue a revised bill.

## How to Submit a Self-Meter Read

Follow these steps to submit your self-meter read:

1. **Take a Clear Photo of the Meter:** Ensure the photo shows both the meter number and the current reading.
2. **Proof of Date:** Make sure the photo includes the date, either by displaying an item like a newspaper or a date-stamped image.
3. **Submit Your Reading:** Email the photo and your details to [support@neogrids.com.au](mailto:support@neogrids.com.au) before the bill's due date.
4. **Receive Confirmation:** We'll send you a confirmation email once we receive and validate your reading.
5. **Bill Update:** If validated, your bill will be updated, and a revised bill will be sent to you.

## Reading Your Meter

- **Dial Meter:**

- o Read each dial's number from left to right.

- o If the pointer is between two numbers, record the lower number. If it's between 9 and 0, record 9.

- **Odometer Meter:**

- o Read from left to right, including all leading zeros.

- o If a dial is between numbers, record the lower number. If it's between 9 and 0, record 9.

- **Digital Meter:**

- o Type 1: Press the Display button to cycle through the screens. Record readings for peak, off-peak, and solar (if applicable), including all zeros.

- o Type 2: Similar to Type 1, press the Display button to view the readings. Submit all readings, including zeros.

- o Type 3: Record your readings for peak, off-peak, and solar (if applicable).

- o Type 4: Record your readings for peak, off-peak, and solar (if applicable).

- o Type 5: Record your readings, including zeros, for peak, off-peak, and solar (if applicable).

## Smart Meter (Advanced Meter)

If you have a smart meter (advanced meter), self-read is not available since your usage data is automatically recorded and transmitted to us. If you have any questions about your meter or bill, please contact us.

## Need Help?

For any questions or assistance with the self-read process, feel free to contact our customer care team at [support@neogrids.com.au](mailto:support@neogrids.com.au) or call us at (03) 6316 5000.