



ENERGYASSETS



Electricity FAQs



Who should I contact in an electrical emergency?

To report a power cut or damage to electricity power lines or substations, or the incoming power supply to your property, call your local Distribution Network Operator (DNO) on **105** (freephone emergency number).

Will you send out anyone if the fault is on the electricity metering equipment?

Yes, if instructed to by your electricity supplier, and if we're the Meter Operator (MOP) for the meter.

Will you send out anyone if there's a fault with the equipment before or after an electricity meter?

As an MOP, we're not responsible for equipment before or after the electricity meter (other than the supply cables from the incoming fuse). We're responsible for metering equipment, which begins after the main fuse comes into your property and ends before any customer-owned equipment.

Responsibility for equipment before the meter will generally sit with your DNO but can also be a Building Network Operator (BNO). To contact your DNO, please call **105**.

If the fault is after the metering equipment, you'll need to contact a qualified electrician to check your supply after the meter.

Who do I contact if the fault is on the electricity metering equipment?

Contact your electricity supplier and provide photos where possible. You can find the contact information for your electricity supplier on a recent bill, email, letter, or on their website.

Your electricity supplier will, if needed, arrange a visit with the MOP for your metering equipment, or will advise you accordingly.

The relevant MOP will be in touch if they do need to visit (timescales may vary).





Over 300,000 advanced electricity meters installed.



We own, operate and manage over 600,000 electricity metering assets.



We collect and process nearly 4 billion pieces of data from our electricity assets each year.

How to read my meter

As well as continually measuring and transmitting data to the electricity supply companies, a Smart Meter has a large number of features to provide you with detailed information about your electricity supply, including:

- Date
- Time
- Tariff (Standard Settlement Configuration – SSC)
- Total Billing Energy Consumption together with individual Rate consumptions for consumers on multi rate tariffs.

In addition, Power Factor, Maximum Demand and billing reset information is available for users who need this additional information.

This information can be accessed on the LCD display using the ‘Select’ button on the front of the meter. The exact make and model of your meter will be clearly shown on the front of the device allowing you to download the appropriate instruction booklet below.

What should I expect when you exchange my meter?

Scan the QR code to read about preparing for your meter installation day in our ‘what to expect’ guide.



How can I book my metering appointment?

To arrange, edit, cancel or discuss a metering appointment, please **scan the QR code** and fill out the form.



What is an MOP/Meter Operator?

A Meter Operator is a company that's licensed to install and maintain energy meters in businesses.

What is a DNO/Distribution Network Operator?

A DNO is a company that owns and operates the power lines and infrastructure that connects the power network to your property.

What is a BNO/Building Network Operator?

A BNO is an organisation that owns or operates the electricity distribution network within a multiple occupancy building, between the intake position and customers' installations. A BNO might be a building owner, landlord, developer, or similar function in control of a building infrastructure.



We're here to help
