

What you should know about meter reads

The Network Provider accesses your electricity meter to capture your actual meter read on average every three months.

The meter read is used to calculate your electricity usage which is then forwarded to Jacana Energy so we can bill you accordingly.



Access to your meter

Meter readers cannot take risks when it comes to safety. By ensuring they can access and read your meter safely, you can avoid your electricity usage being estimated.

Remember that you are obliged by law to provide access to your meter at least once a year to verify your actual electricity use.

You can help by:

- Keeping dogs safely secured during the day or keeping them in a different area to where the meter box is located.
- Keeping your gate unlocked or using an authorised lock to secure your gate.
- Relocating your meter box if it cannot be accessed.
- Trimming back nearby bushes, moving rubbish and clearing insect nests.



Securing your meter and property

What you can do:

- Do not use private padlocks or locking devices on your meter box or gates as they will prevent meter readers from doing their job.
- Talk to Power and Water Corporation about options available, if you're concerned about the security of your property or meter. Call 1800 245 092.



Estimated reads

When the meter readers cannot access your meter, they are unable to provide us your actual meter read. They will estimate your usage based on your historical consumption and supply us an estimated read so we can bill you. You can get your estimated bill reviewed and an interim bill issued in certain circumstances.

Please note if you have received a card asking you to call through your read, you need to call Power and Water Corporation on 1800 245 092.

If you received an estimated bill, you have two options:

- Pay the amount on the bill. Your next bill should be adjusted accordingly next time an actual read takes place.
- Request for an interim bill to be issued at your own cost. Please talk to our team on 1800 522 262.



Finding your meter

Your meter is usually located in a metal box on the front or side of your house. If you live in a unit, you may need to ask your Body Corporate where your meter is. You may also have to ask for permission to access the meter. Rural customers will usually find their meter in a metal box on a pole at the front of the property.

For all enquiries, call us on
1800 JACANA (1800 522 262) or email
customer@jacanaenergy.com.au.



Reading the meter

For your safety, always remember to look at but don't touch the meter once you have opened the meter box. When reading your electricity meter, read the digits from left to right. The digits represent the amount of kilowatt hours consumed since the meter was last at 00000.

It is important to remember that the meter does not reset at the start of each billing period.

To calculate your electricity usage, you will need to take a start reading and an end reading for the time period.

Take the end reading away from the start reading, this will give you the total usage in kilowatt hours for that period.

For example:

End read: 12345 Start read: 11567

$12345 - 11567 = 778$ kilowatt hours total usage

You can also use our online usage calculator found at jacanaenergy.com.au/calculators



Accuracy of meters

Electricity meters are precision instruments subject to rigorous inspection and testing before installation. If you believe your meter is faulty you can request a meter test. There will be a charge for the service which is refundable if the meter is found to be faulty.

To organise a meter test call us on 1800 JACANA (1800 522 262).

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customercare@jacanaenergy.com.au.**