



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Estimated bills

If your bill is an estimated bill, it will have the letter 'e' next to the usage charge or the word 'estimated' on the bill.

You may get an estimated bill if your meter wasn't read.

Meter reads

An authorised meter reader can enter your property once every three months to read your meter. They do not need your consent to do this.

Sometimes the meter reader cannot get to your meter to read it. This is usually because:

- your gates were locked
- you had an unrestrained dog
- the meter was in a place they couldn't reach
- your business was closed so they couldn't enter.

Sometimes the meter reader cannot record an accurate read because:

- your meter is faulty
- you have solar panels switched on but you don't have the right import/export meter.

Your responsibilities

The law says you must allow safe, convenient and clear access to your meter.

If you don't allow access for 3 consecutive meter reads, your provider can disconnect your energy.

If you don't want to leave your property unsecured for a meter reader:

- buy a utility lock from a locksmith
- arrange with your provider for the meter reader to use the key for this lock.

How your bill is estimated

Your provider can estimate your bill based on the amount of water or energy you have used before.

If they don't know this, they can make an estimate based on how much other customers like you use.

If the estimate is wrong

An estimated bill is a guess so it can be wrong.

If it is above your usage, you will pay more than you should, and the extra amount will be credited to your next bill.

If it is below your usage, you will pay less than you should and you will get a backbill.

The backbill will charge you for the energy or water that you've used but not yet paid for.

How to avoid an estimated bill

It is better to get an actual bill than an estimate bill.

The best way to avoid an estimated bill is to make sure the meter reader can read your meter.

Meter self-reads

Water

When you get an estimated bill, contact your provider and ask if you can read your own meter.

Energy

If you can do a self-read, your provider must:

- tell you about this option when it sends you your estimated bill
- tell you the information it needs from you so it can change your estimated bill – for example, you might need to send your provider a photo of your meter
- tell you how to lodge your self-read.

You must lodge your self-read before the due date on your estimated bill.

More help

For more information, read our fact sheets:

- *Backbilling*
- *Refunds.*

If you are not happy with your estimated bill and want to make a complaint, read our fact sheets:

- *Making a complaint*
- *How to talk with your provider about a complaint.*