



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.

Meter numbers

Every electricity, gas and water meter has a unique meter number.

Make sure you can find all your meters and keep a record of the numbers. These can help you if:

- you are moving to a new house
- you are changing suppliers
- your address is:
 - hard to find
 - part of a subdivided property
 - known by a name or lot number.

For more information, read our fact sheets on meters and how to read them and high bills.

Where to find the numbers

Electricity

Your electricity bill shows your meter number as well as a national metering identifier (NMI).

This NMI can also help your provider identify your address.

Your electricity meter shows your meter number.



Gas

Your gas bill shows your meter number as well as a meter installation reference number (MIRN).

Your gas meter shows your meter number.



Water

Your water meter has a meter serial number.



Billing

The right bill for you meter

To make sure you are getting the right bill for your meter, check that the meter number on your bill matches the number on your meter.

If the numbers don't match, contact your energy or water provider.

The right meter for your property

To check you are getting the right bill for your property, turn off your energy or water and check to see if your meter stops recording:

- mechanical meters: the disc should stop spinning in a few minutes
- odometer meters: the red numbers should stop ticking over in a few minutes
- electronic meters: the indicator should stop pulsing and usage stop recording.

If the meter doesn't stop when you have turned off your energy or water, you could have one of these four problems:

1. It is not your meter.

If your meter is with other meters, check to see if another meter has stopped recording. If one has, this might be your meter.

2. An adjoining property or something from an adjoining property is connected to your meter.

If your property has walls that connect to another property or you live in a unit block where all the meters are together, you may have someone else's wiring or piping connected to your meter.

For electricity: You can check with your neighbours to see if any of their lights or power points stopped working when you turned your power off.

You will need to get an electrician, gas fitter or plumber to make sure only your wiring or piping is connected to your meter and you're not paying for someone else's energy or water.

You have other meters you didn't know about

Check your bill to see how many meter numbers are listed.

Check your meter box and your property to see if you have any other meters. If you find one, check that it has stopped recording.

You might have other meters if you have:

- an electric hot water system
- under-floor heating
- heat-bank heating
- separate off-peak or 'controlled load' electricity meter.

3. Your meter is faulty

Ask your provider to test your meter. Your provider will charge you for this test, but you won't have to pay the charge if your meter is faulty.

Meters aren't usually faulty, so don't ask for a test unless you are sure the meter isn't working.

For more help

Read or fact sheets:

- *Making a complaint*
- *Meters and how to read them.*