Submitting your Electricity meter reads

Providing your electricity meter reads on a regular monthly basis will help us to bill you accurately and avoid estimated bills which can occur when either meter readers are unable to gain access to your site, or a mutually convenient appointment cannot be made.

If you'd like to provide your electricity meter readings to us, please send them to electricity.meterreadings@engie.com on the last day of the month or as close as possible and, subject to validation, we'll make sure they're used in your monthly bill.

Not sure how to read your Electricity meter?

If you're unsure how to read your meter see our simple guide below, or you can contact our Customer Service team by email at customerservice@engie.com or call us on 0800 130 3600 (opening times: Monday to Thursday 09:00 - 17:00, Friday 08:30 - 16:30) and we'll talk you through it.
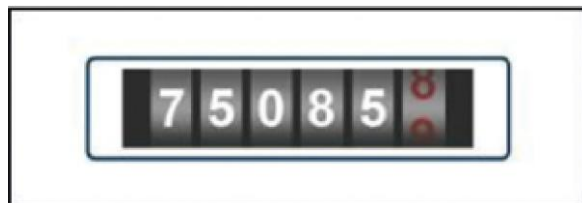
Switch to simpler, smarter metering

Find out how to upgrade to a Smart or AMR meter here.

How to read your Electricity meter

There are several different kinds of electricity meters. Check which kind you have before you read it.
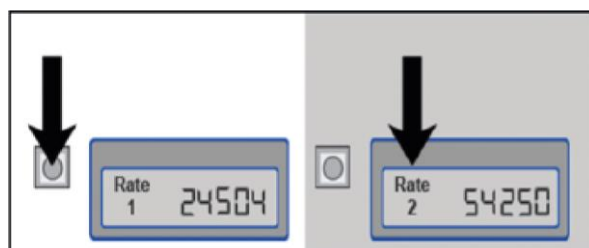
Single rate digital meter

A digital meter will have an electronic or digital display, showing five numbers in black or white, which may be followed by one or more red numbers. To read the meter, write down the five numbers shown from the left to right and ignore any other numbers. In the diagram, the meter reading is 75085'
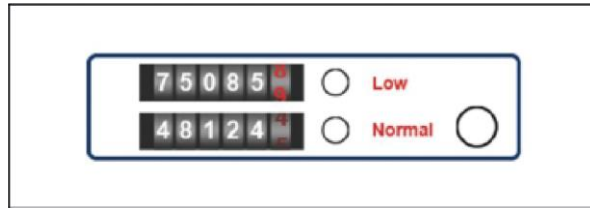

Multiple Register (single display) meter

Some two rate meters only have one digital display. They will either flash up the different rate readings in a cycle or have a button that you need to press to make the display cycle through the readings for the different rates. To read the meter write down the numbers shown left to right. You will need to give both readings to us.

Multiple Register digital meter

The bottom row (marked normal or day) shows how many units of peak electricity you have used. To read the meter, read both the top and bottom rows, write down the numbers shown left to read, ignore the last number(s) which may be shown in red. In the diagram, the readings are 75085 and 48124. You need to give both readings to us.

Dial meter

To read the meter, read the first five dials from left to right, write down the number that the pointer has just passed. If the pointer is exactly over the number, write it down and underline it. If you have underlined a number, check the next dial to the right. If the pointer on that dial is at or past 9, you need to reduce the number you have underlined by one. For example, a 6 followed by a 9 should be written as a 5 and underlined. In the diagram, the meter reading is 15659.