

Submitting your gas meter reads

Providing your gas 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 gas meter readings to us, please send them to meterreadings.solutions@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 gas 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.

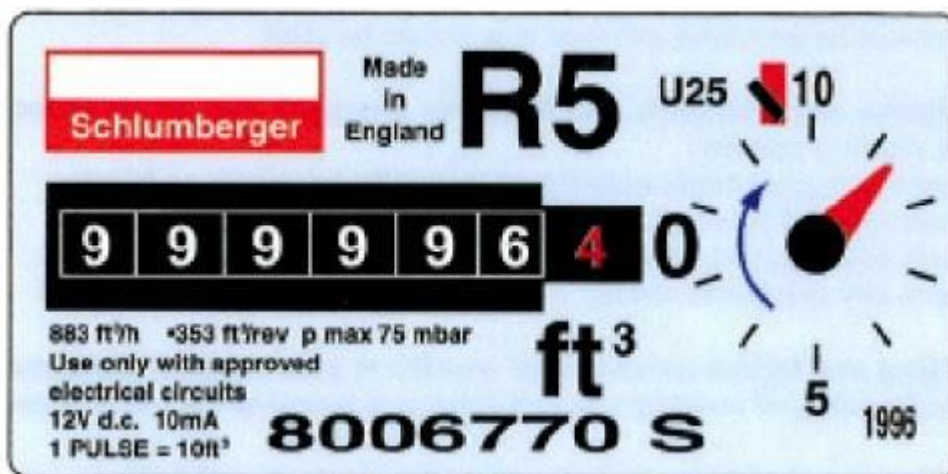
Switch to simpler, smarter metering

Find out how to upgrade to a Smart or AMR meter [here](#).

How to read your gas meter

Record principal digits only (black on white, or white on black)

- Ignore any red digits
- Ignore any digits in a red surround
- Ignore any printed or fixed zero(s)
- The reading units of x100 will be taken into account



In this instance, the meter reading would be: 999996