



Frequently asked questions about AMR meters

1. Will I have to pay for my AMR meter and/or installation?

ENGIE will install and operate AMR meters at no extra cost.*

2. Do I need WIFI?

No, AMR equipment communicates via a safe, dedicated network using GPRS or SMS technology.

3. What happens with my data?

[Here's a link to the Smart & AMR data guide.](#)

4. How do I read my AMR meter?

You won't need to – it's automatic. ENGIE receives automatic readings on a monthly basis. If you do want to take a manual reading, please take a look [here](#). There are separate guides for reading gas and electricity meters.

You can submit your manual readings by emailing electricity.meterreadings@engie.com or meterreadings.solutions@engie.com for gas.

5. What happens if there is a problem with my AMR meter?

We monitor the performance of your meter using read data collected. If we see a potential issue, our appointed agents will contact you to arrange a site visit to fix any faults.

If you identify a fault with your AMR meter, please contact our Customer Service team by email at customerservice@engie.com or call us on **0800 130 3600** (Opening hours: Monday to Thursday 10:00 - 17:00, Friday 09:30 - 16:30).

* Subject to eligibility. Installation is subject to survey and your business site meeting AMR meter installation suitability criteria. There may be additional associated costs if the set up at your site needs additional equipment to support the installation.