

HOW TO READ YOUR METER

Sometimes, we are unable to read your meter and your account is billed using an estimated reading. This could happen for a number of reasons, such as a locked gate, no one was home to allow access to the meter, the meter itself was blocked or the remote reader used to read your meter is not working. Our meter reader will leave a card at your home if a reading cannot be taken. Locate your electricity meter, which can usually be found in your basement or backyard. If you are having difficulty locating your meter, follow along the power line from where it enters the building to help you find it. Your meter records the amount of electricity that your home has consumed in kilowatt hours (kWh). The meter is mounted on a grey metal box with a round, glass front that has an analog face with four or five dials. If the meter is in your basement, it is a separate, stand-alone device.

You can use this handy illustration and the instructions below to learn how to read your own meter.

How to Read Your Electric Meter



Your electric meter can easily be read if you understand some basic rules. Each of the five dials represent one digit of the present reading. As you can see, the dials move both clockwise and counter clockwise. When the hand of one of the dials is between numbers, always take the smaller number. For example:



4

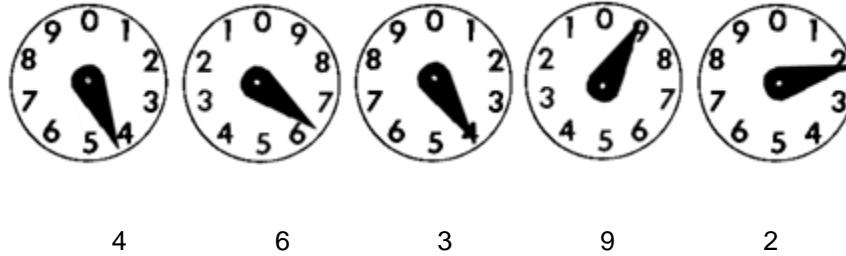
6

3

7

2

If you cannot tell if a hand is past a number or not, simply look at the dial to the right. If it has passed zero, then the hand is pointing to the correct number. If the dial to the right has not passed zero, then use the next smaller number. Totally confused? Let's try an example:



The third digit is a three because the digit to the right has not yet passed zero. If the second dial from the right was between the zero and the one, then the third digit would have been a four. Easy isn't it! To practice, go outside to your home or business and record the readings for several days in a row. By subtracting yesterday's reading from today's reading, you can get a feel for how much energy (kilowatt hours) you use each day.

Keep in mind that when the Westario Power representative reads your meter, they do NOT set it back to zero. Therefore the dials keep turning until the next time the meter is read. By subtracting two consecutive readings, the amount of kilowatt hours is determined for the month.

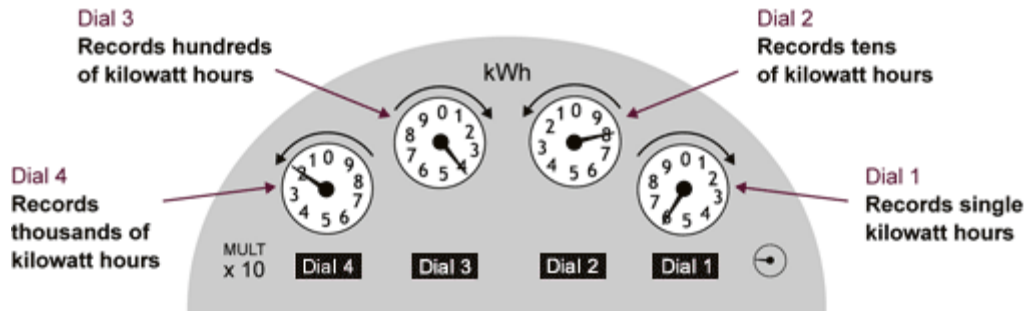
The Westario Power meter readers use hand-held computers to record the meter reading. The computer immediately checks to see if the reading is about the same as the one the previous month. If it is quite a bit lower or higher, the meter reader is asked to re-read the dials to make sure the reading is correct. This helps insure your bill is accurate each and every month!

Newer, digital meters, are now being used. These meters have no dials. Digital meters are as accurate as the dial meter, and record 5 digits as well. Unlike the dial meters where the reading on that dial may depend on the dial to the right, the number that appears on the display panel of the digital meter is the meter reading.

To read a digital meter, simply write down the numbers shown from left to right. Make sure to write down any zeros, including any at the start of the reading. To find out how much electricity you have used since your last reading, subtract the previous reading from the new one.

METERS WITH A MULTIPLIER (METER CONSTANT)

Some electric dial meters are manufactured to record usage at a certain percentage and require that a "multiplier" be applied to that usage in order to obtain the correct billing amount. In the utility industry this is called a "meter constant."



If your meter needs to be multiplied by a constant, the amount of the constant will appear on your meter, as well as on your bill. Usually, for household use, these meters will have four dials, as shown above. In this case, the multiplier is to the left and below the fourth dial.

If you notice that the multiplier has dropped from your bill and the meter number remains the same, please contact us for a meter check to verify that an error has not occurred.

Meter Reliability

Every electricity meter in Canada is verified and sealed in accordance with the Electricity and Gas Inspection Act and its regulations, ensuring readings are accurate. Once installed, meters are checked through sample testing and periodic replacement programs by Westario Power and government inspectors to ensure they continue to give accurate readings. Meters cannot be verified, sealed, reverified or resealed by anyone other than an inspector or accredited meter verifier. If you would like to know more, see Industry Canada’s Business and Consumer Website, www.strategis.gc.ca and click on Measurement Canada.

All fields marked * are mandatory and must be completed to have your request processed.

Read your meter from left to right and record each number in the meter reading field below.

The information that you provide will assist in processing your hydro bill. All data is kept completely confidential.

Meter Reading*

Meter Number*

Westario Power Contract Account #

Date of Reading (mm/dd/yyyy)*

Insert Box

First Name

Insert Box

Last Name

Insert Box

Service Address

Insert Box

E-mail Address*

Insert Box

Submit

Reset