Self-Read Telephone User Guide

How to submit you meter reading over the telephone- 1300 662 708

This guide covers the following topics:
1. Before you start
2. Submitting your meter reading
3. What to do if?

1. Before you start
   • Ensure you are currently due for your reading
   • You have your full NMI number ready (11 digits in length)
   • You know the date your meter reading/s was taken for your meter (FORMAT DDMMYYYY)
   • You have your meter reading/s for each required channel

2. Submitting your meter reading
   1. Call 1300 662 708
   2. Follow the prompts below;
      - Key in your NMI number followed by the # key
      - Key in the Date the reading was taken as per the above format followed by the # key
      - Key in the meter reading followed by the # key
      - Key in any additional readings as requested by the prompts followed by the # key
      - Await confirmation that reading has been submitted
      - Hang up the call once prompted to do so
3. **What to do if?**

- The prompt advises NMI is invalid;
  
  **Reason:** The NMI number entered may be one digit too short
  
  **Solution:** You can key in your NMI again correctly followed by the # key

- After entering your NMI, you are directed through to the Contact Centre;
  
  **Reason:** You have entered a NMI number of 11 digits, but entered a digit incorrectly
  
  **Solution:** Please hang up if re-directed and try again
  
  *(Make sure to disregard any additional characters, only use numbers)*

- Warning message occurs advising reading is higher or lower than expected;
  
  **Reason:** The reading you have entered does not align with the systems expected parameters
  
  **Solution:** Confirm the reading you are entering is correct as per your meter then follow the voice prompts to continue

- You forgot to press the # key;
  
  **Solution:** You will experience a longer pause. Await voice prompt before continuing

- You’re not sure what channels are required;
  
  **Solution:** Contact Synergy on 13 13 53 to be provided with the channels required for billing

- You’re not sure ‘How to Read’ your meter;
  
  **Solution:** Refer to the ‘How do I read my meter’ FAQs¹ available on the Western Power website

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