Self-Read Web Portal User Guide

How to submit your meter reading online

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

1. **Before you start**
   - Ensure you are currently due for your reading
   - You have your full NMI and Check digit (11 digits in length - 11th digit is your check digit)
   - You have your meter number ready
   - You know the Date your meter reading/s have been taken for your meter
   - You have your Meter Reading/s for each required channel

*Please note: If you are unsure on the channels that you need to take readings for, this information along with the Site address can be found once you have logged into the Self Read portal.*

2. **Submit your meter reading**
   1. Go to the westernpower.com.au
      Select Customers> Services > Submit a meter read
   2. Click on the Submit your meter read online button
3. The following screen will appear. Enter the required details and tick the Check box—*I’m not a Robot (you may be required to complete an additional verification check)*

![Self Reader](image)

*Please note: If this is your first time submitting your meter reading online, an additional screen to select a reminder preference will appear. Please refer to section 3- Self Reader Reminders before continuing.*

4. The following screen will now appear which will contain your meter and site details. Fill out the fields as required.

![Self Reader](image)
Please note: If the reading is higher or lower than expected, a warning will appear as per below. At this point, double check the reading that you have entered is correct. Tick the check box - I confirm my reading is correct and click on the Submit meter reading button.

5. The following screen will be displayed.

![Submit meter reading screen]

6. You have successfully submitted your reading. Click Logout to exit or close browser window.

3. How to set your reminder preferences

3.1 First time User

1. After you have completed Step 3 of the Submit a Meter Reading process, the following screen will appear.
2. Select your preferred notification method
   - **SMS**: You will receive a reminder via text message to your mobile phone when your reading window opens.
   - **Email**: You will receive a reminder via email to your nominated email address when your reading window opens.

3. After you have selected your preference, click **Next**

4. Continue to submit your reading as per Step 4 of the **Submit a Meter Reading** process

### 3.2 Update Notification preferences

1. After you have completed **Step 5** of the **Submit a Meter Reading** process, you will be able to update your notification preference

2. Re-select your preferred notification preference if required

3. Update the 2 contact fields

4. Click **Update**

*Please note: The only time you will be able to update your notification preference is after you have submitted your reading and only when your reading window is open*
4. **What to do if?**

- The following error occurs

![Error message](image1)

The NMI and Meter Number combination you have entered is either incorrect or not registered for Self Read service. Please contact Western Power on 13 10 87 for further information.

**Reason 1:** The NMI or meter number has been entered incorrectly.

**Solution:** Ensure NMI and meter number has been entered correctly. *If the error continues please contact Western Power as per the error advice*

**Reason 2:** You may not be registered as a Self-Reader in which case you will not be able to submit your readings

**Solution:** Please contact Synergy to register as a Self-Reader

- The following error occurs

![Read date error](image2)

The read date must be after the next read date or at most one day before it.

**Reason:** This error occurs if you are trying to submit your reading outside of your reading window.

**Solution:** Refer to the Next Read Date for when your reading window will next be open. Please submit the reading after this date.

- Issue with accessing the Self Reader portal

**Solution:** Clear your browser history, and retry. Alternatively try using Google Chrome instead of Internet Explorer

- You’re not sure ‘How to Read’ your meter;

**Solution:** Refer to the ‘How do I read my meter’ FAQs available on the Western Power website

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