

Recording the meter reading – why is this important for you

We need the meter reading for the exact billing of your energy consumption. If we do not know how much electricity and natural gas you have consumed in the billing period, we must estimate the amount of energy used – which is not benefitting you, as your bill may be too high. But where is the meter located? Online or by telephone: How can the meter reading be reported? And what information is required? We will give you all the information you need!

Reading the meter has advantages

- ✓ You pay for what you have actually used
- ✓ Reading the amount of energy consumed is helpful for calculating possible additional payments and refunds
- ✓ Whether the start of delivery, annual or final billing: If the current meter reading is missing, it must be estimated for billing purposes – which can result in your bill being too high; we want to avoid this
- ✓ Your future advance-payment is calculated optimally based on the current meter reading
- ✓ Regular readings give you a better overview of consumption

Please note:

The local network operator also regularly requires the current meter reading. The times may differ. This therefore does not replace your task to send it to us as the supplier.

It's quite easy to report your meter reading

1

In the Mainova OnlineService

Are you already registered for the OnlineService? Wonderful! Then enter your current meter reading in your protected login field. Click [here](#) to go directly to your personal customer account:

2

Via online form

You can also record the meter reading on our website without logging in. You will need your customer number and meter number, the meter reading and the date of meter reading to submit the form

3

About the voice portal

Alternatively, you can also record your meter reading at any time via our voice portal – free of charge and without waiting time. Please have your customer number, meter number and meter reading ready:

Note:

The convenient Mainova OnlineService, our online form option and the voice portal are available in German.

Answers to your questions about meter reading

When exactly do I have to record my meter reading?

Basically, if you are switching to Mainova for the first time, we need your meter reading at the start of the supply. You will receive a request for this from us. After that, please read the meter reading regularly once a year and inform us in good time. You should also record the reading of your electricity and gas meter when you change your home place – both when you move out and when you move in.

Where is my meter located?

Electricity and gas meters are usually located in the basement or at the entrance or corridor area of the building. If you can't find it – ask! For example, in house blocks you should speak to the caretaker, as the meters are sometimes not freely accessible. Electricity and/or gas meters may also be installed directly in your flat. This is particularly the case in older houses.

Where can I find the meter number?

You can find the meter number on the contract confirmation, your annual invoice or on the meter itself. The meter number consists of digits or a combination of digits and letters.

How do I read the consumption values correctly?

You can always see the meter reading on the meter itself. For electricity, for example, the consumption value is given in kilowatt hours (kWh). Please send us the meter reading **without** a decimal point or decimal place numbers and special characters. From mechanical meters to modern measuring devices: The display of the current consumption values depends on the type of meter you have installed.

Where can I see my customer number?

The 8- or 11-digit customer number can be found on your last invoice or – if you opt for SEPA direct debit scheme – on your account statement as the purpose for payment. Important: The customer number only contains digits. If your customer number contains “XXX”, this is for data protection purposes.