

Self-Read Telephone User Guide

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

The phone option is not compatible with meters that have five or more channels or residences with more than one meter on the same NMI.

If you have one of these meters or have multiple meters listed against your NMI you can only submit your reading online.

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 incorrect. 11 numerical digits required.

Solution: You can key in your NMI again correctly followed by the # key

- 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](#) section available on the Western Power website