

HOW TO READ YOUR ELECTRIC METER



TAKING METER READINGS:

Your electric meter may not have anything on the display. To awaken the display, press the button on the front.

Press the button until you see “NUMERO CLIENTE”. **NEW METER** will state “CODICE CLIENTE.” The following number will be your nine digit serial number, such as (### ### ##).

After the serial number will be your current meter readings for the life of the meter. A1, A2, & A3 is what you will be recording. The second set is a billing cycle set of readings that Home Fuels does not use to give estimations/help with billing.

If you have a new Electric meter it will look like this:



TO FIND CURRENT WATTAGE:

Press the button until you see "3 POT. MAX=#". The number that is to the right of the equals sign is the current wattage your electricity is limited to. If your breaker flips often, you may need to increase your wattage allowance. To do so, contact Home Fuels to inquire on increasing wattage.

TROUBLESHOOTING

If your power to your house is not working:

Visit your electric meter and examine the black breaker switch at the middle near the bottom of the meter. If it is down, flip it back up.

If it stays up, your power is back on to your home. If it does not stay up, contact Home Fuels to resolve the issue.

If the lever does stay up and the power is still not working, contact the landlord who will contact an electrician to fix the issue.

If there are any lights lit on the display, there may be a fuse that needs replacing/repairing in the electrical box. Contact the landlord for repair.

FOR AFTERHOUR EMERGENCIES:

Contact 803-500

You will need your COD POD number. (It is your electric serial number minus the last digit.) The automated service number will prompt you to type your COD POD #.

As well as you will need someone that is able to speak Italian standing in front of your meter. The automated service will ask question in Italian to help reboot the meter. If not they will try to send a technician.

HOW TO READ YOUR GAS METER

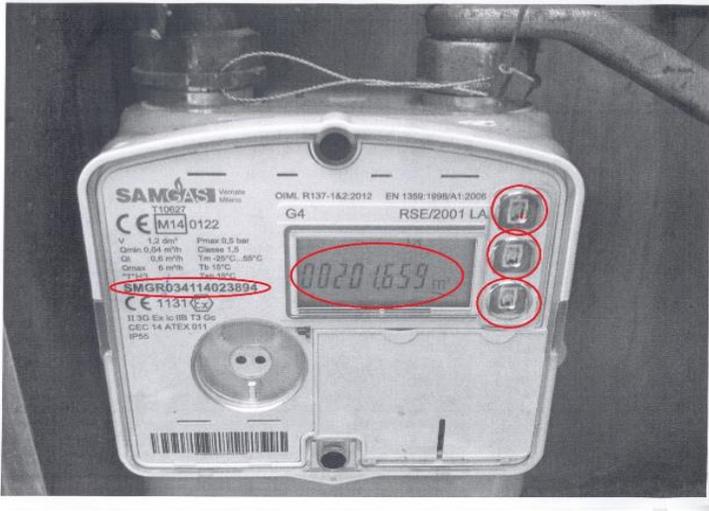
If you have a rotary dial style meter, it will look like this:



The rotary digits in black show your current gas meter reading. The red digits are less than 1 cubic meter and are not needed when we request a gas reading/to do estimations.

The number at the bottom of your gas meter is your serial number. This identifies your meter to the gas company and to Home Fuels. The number next to the serial number is the year your meter was installed.

If you have a digital gas meter, it will look similar to this:



You will push the middle button on this meter to wake it up and then press the lower button three times to get the reading.

The Serial # is on the left of the face.

The Serial # will be the long number on the face of the meter and will start with letters, it is usually near the bar code. Example circled in the above meter. This identifies your meter to the gas company and to Home Fuels.

FOR GAS LEAK EMERGENCIES ONLY: Call 800-900-999

Other possible gas meters:



You will push the middle button once to get your reading.

The Serial # is the long number under the bar code.



You will push the red/blue button to get the reading.

The Serial # is the long number under the bar code.



IS YOUR GAS NOT WORKING?

If you find that your gas stops working please go check the meter first to ensure the valve is still on. It will look like the example below if it is on (the valve will be parallel with the pipes)

If it is on please contact the home fuels office for assistance. If we are closed, you will need to contact your landlord to have a plumber to the house or contact a plumber yourself to assist you.

