

2

Meters



2

Meters

Sending and accessing meter read information has never been easier. Our metering page allows you to manage your readings, view and download consumption data, and register your interest in Smart metering.

1 Account search

You can search for meter information relating to different gas or electricity accounts by account name or number, site address, MPAN or MPRN (you can find all this information on your contract or invoice).

2 Submitting individual meter reads

Select 'Submit meter reads' to submit individual meter reads. You can search for your meters by MPAN, MPRN, MSN, address or postcode.

Meter read – to help you manage your spend and ensure accurate invoices, our intelligent systems will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

1

2

Meters

Sending and accessing meter read information has never been so easy. Submit individual site reads or upload multiple readings in one go and raise Smart meter queries. If you don't have a Smart meter but would like to know more, you can register your interest here.

Accounts

Account number/name, MPAN/MPRN, Address

Fuel Type %	Account Number	Account Name	MPAN/MPRN	Site Address
<input type="checkbox"/> Gas	00005504	Jen's Account	100288735	Globe Works, 883 Holly Tree Lane, FHM, Fireside, Doggy, PE2 7SN
<input type="checkbox"/> Gas	00005505	Maiden Ironworks	8726375542	Main Forge, 58 Metalica Road, Quenies, Foresight, Tollyubbe, PE6 7DZ
<input type="checkbox"/> Gas	00005506	Bread Factory	Multiple	Smiths Warehousing, E7 Havant Road, Brightside, Yeovil, Somerset, PE5 7PO

1/5

Navigation Options:

- Submit Meter Reads (Bulk Meter Reads if you have more than 10 sites)
- Download Consumption for MH and DM sites
- View Consumption data for MH and DM sites
- View Previous Meter Reads (last 12 months meter readings)
- Submit Meter Queries (for any meter if smart meter queries)
- Business Solutions Smart Metering (register your interest)

SEARCH BY: Keyword: _____ Fuel Type: Gas Electricity

search by: MPRN, MPAN, MSN, Address, Postcode

METER POINT	PREVIOUS READ	CURRENT METER READ
3a MPRN: 7762074968 MSN: MDGAS9022 Address: Morissette Manufacturing 993 385		*Meter Read Date: <input type="text"/> *Standard Meter Reading: <input type="text" value="e.g. 1234567"/> <small>Max length: 7 digits</small>
MPRN: 1178276344 MSN: MDGAS9023 Address: Morissette Manufacturing 993 385	3b Date: 25/04/2019 Meter Read: 7100 kWh Status: Accepted	*Meter Read Date: <input type="text"/> *Standard Meter Reading: <input type="text" value="e.g. 1234567"/> <small>Max length: 7 digits</small>

Submit All

1/1

3a

Your gas or electricity meter details are listed here (and continued on further pages if more than two).

3b

See the date and volume of any previously submitted meter reads, and also the status (see below).

Meter status types

- Processing – with our Customer Service Team, and will appear on your account momentarily
- Processed with errors
- Success – meter reading successful
- Error – we have been unable to validate your reading, please double check your data, and resubmit, or raise a metering query

Bulk upload meter read options explained on the next page.

Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at npower.com/business-solutions/your-account/glossary for a full explanation.

4 Submitting bulk meter reads

Select 'Bulk upload' for a simple way to send us multiple meter reads.

5 Completing the Bulk upload template

Please select 'Download template' to get our easy to use template to submit bulk meter reads.

Meter read – to help you manage your spend and issue accurate invoices, our intelligent systems will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

The image shows two screenshots. The top screenshot is a web interface with a 'SUBMIT METER READS' button and a 'BULK UPLOAD' tab. Below the tab are two buttons: 'Download Template' (marked with a red '5') and 'Upload Template' (marked with a red '6'). The bottom screenshot is an Excel spreadsheet titled 'Bulk Meter Upload & Download Consumption Template 27-01-2025 13:41:46 - Microsoft Excel'. The spreadsheet has columns for 'MPAN/MPRN', 'Meter Serial Number', 'Date of Reading', 'Meter Register ID', 'Reading', and 'Sequence Type'. A dropdown menu is open over the 'MPAN/MPRN' column, showing various number formats like 'Number', 'Currency', 'Accounting', 'Short Date', 'Long Date', 'Time', 'Percentage', 'Fraction', 'Scientific', and 'Text' (which is highlighted).

5a

5a Metering sequence type

FIRST – please use this code if you have opened a new account with us, and this is your first meter reading.

NORMAL – please use this code if you have provided us with meter reading before (if this is not your first or last meter reading, and you are part-way through your contract with us).

LAST – please use this code if you are closing your account with us, and this is your last meter reading.

5b

5b

Please note, you will need to update the formatting of the column detailing your MPRN/MPAN to 'Text'

6

Select 'Upload template' when you are ready to submit your completed bulk meter read template.

Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at npower.com/business-solutions/your-account/glossary for a full explanation.



npower.com/dashboard

Visit npower.com/dashboard to register your account and log in today.

If you have any questions or would like to know more about Dashboard, please contact your Client Lead or Account Manager.

Alternatively you can call our Customer Contact Team on 0800 138 2322.

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 should be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

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