

TO CHALLENGE THE METER DETAILS ON OUR INVOICES



Unregistered meter removals/ meter exchanges/ discrepancies in serial number

Should a gas/ electricity meter be installed, exchanged or removed the 3rd party undertaking the works should take steps to register any change to the meter set-up within the industry (including the supplier). However, occasionally this does not happen.

The result may be that the meter details on our invoices do not match the meter details at the property/ are for a meter that has been removed or exchanged.

Discrepancy with the meter details on our invoices

Should you believe there to be a discrepancy with the meter details on our invoices please e-mail clear photograph(s) showing full meter details (see below list) along with the MPRN (for gas)/ MPAN (for power) and account number to gp.redhill.gas.billing@totalgp.com (for gas) or gp.redhill.electricity.billing@totalgp.com (for Power).

All reference numbers are detailed on your TGP invoice.

Due to our commitment to keep our customers, ourselves and our business partners safe during the pandemic our contractors are limited in their ability to attend sites at the present time. We may need assistance from customers to help us resolve these issues.

Ideally the photo(s) should show:

- who installed/who owns the meter (sometimes detailed on a separate label/ sticker on or near the meter)
- the manufacturer of the meter
- the meter model
- the number of dials
- the unit of measure



Example of gas meter face. From this we can ID the make, model, unit of measure, number of readable dials.



Example of meter installation labelling. This should help us to identify who owns/ who installed the meter.

Additional information

- If you believe the meter to have been removed then please provide photographs of the set-up where the meter was and/or of the meter showing it as removed along with the removal date and final read (if known)
- Please also provide a contact name and number for someone who can arrange access to the site should we need to arrange for a third party to attend
- Please note the meter serial number on your invoice may not be the full serial number due to as the number of digits that we can detail is limited to 10