

Meter Self-reads



If you think that your estimated electricity and or gas bill is inaccurate; you may be eligible to submit your own meter reading so that we can adjust your estimate read with self-read. If you have recieved multiple estimate bills, please contact us **1300 689 866** so we can organise a time to conduct an actual read.

Why do I receive estimated bill?

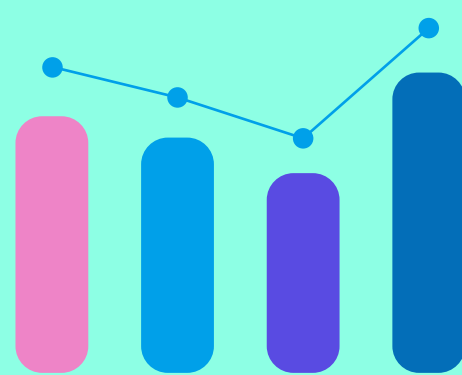


You may receive an estimated bill when the meter reader is unable to safely access your meter.

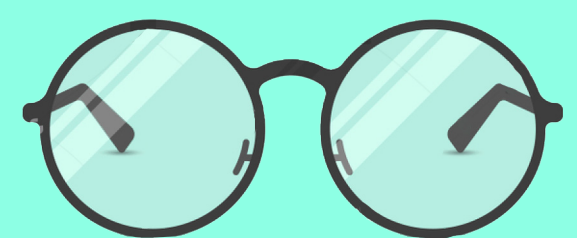
Why submit your own meter readings?



No more estimated bills
Paying for a more accurate bill

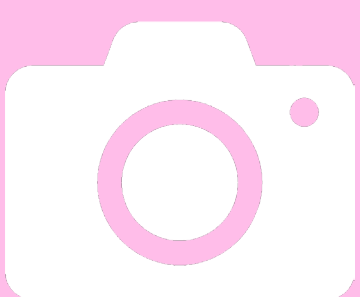


Stay within budget
Find out how much energy you are using, anytime you wish



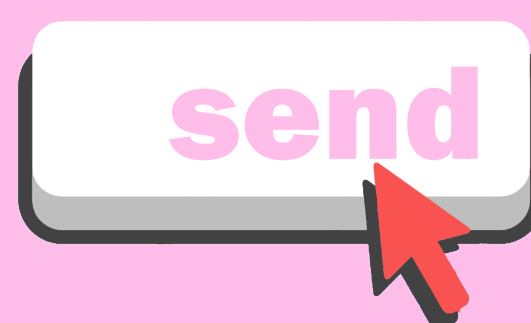
Be Knowledgeable
Understand and learn how to read

How to submit?



Step 1
Snap shot

Take a clear photo with the meter ID and electricity accumulation meters or gas meters read values with a stamped dated, no later than estimated read date.*



Step 2
Submit it

Send email to **support@covau.com.au** with below details and photo to be attached.
Name, Account Number, Meter Number

*All photos must include an unobstructed view of the meter clearly displaying both the meter ID and electricity accumulation meters or gas meters read values. If the customer has an accumulation meter that has been estimated they may be entitled to an adjustment invoice – to be eligible for an adjustment invoice customers must provide their own meter reading as set out above prior to the due date for payment on the relevant estimated invoice. Covau will not accept a customer read that: is lower than a previous actual read received by the market; does not clearly identify the meter ID and the reading value; photo and information received after the payment due date of estimated read invoice; does not have a date stamped or is date stamped with date earlier than the estimated read date; will not consider a customer eligible for an adjustment invoice if customer own reads are received after payment due date of the estimated invoice; the consumption of electricity is recorded by an interval meter, being a meter that records consumption derived from interval metering data. Covau will not accept any self meter read adjustments if the network does not accept.