

# Reading your Electricity Meter Serial Number

A handy guide to finding your Meter Serial Number



# What is a Meter Serial Number? (MSN)

A Meter Serial Number (or 'meter ID') often called an 'MSN' is a unique alphanumeric code used in the UK to identify an electricity meter. This is unique to your meter, no two meters will have the same MSN.

An MSN is made up of a combination of numbers and letters. Most MSNs start with a letter and have 10 characters in total; however, on some very old meters the MSN may be in a different format (you'll find an example of this on page 3).

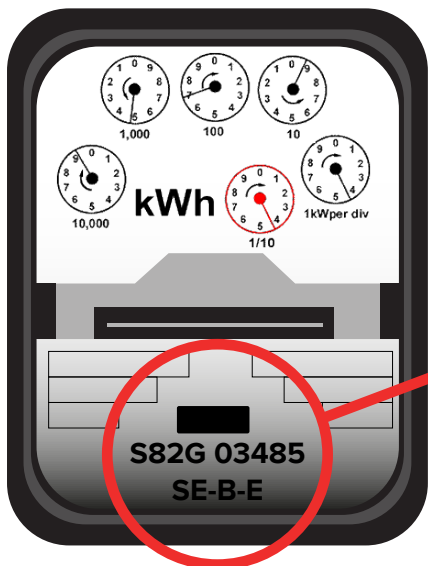


12345A<sup>1</sup>BC

# Finding your Meter Serial Number

On digital meters, you'll find the MSN on the front of your meter just above or below the barcode. It's usually either engraved into the meter box or printed on a sticker.

MSN:  
Z15QUI6588

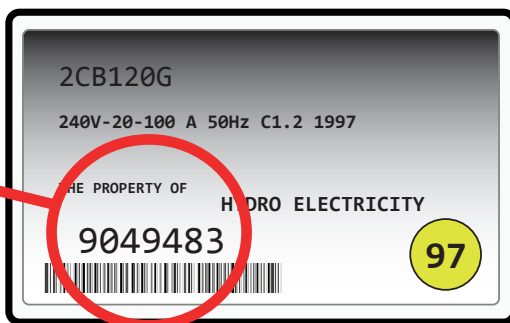


MSN:  
S82G 03485

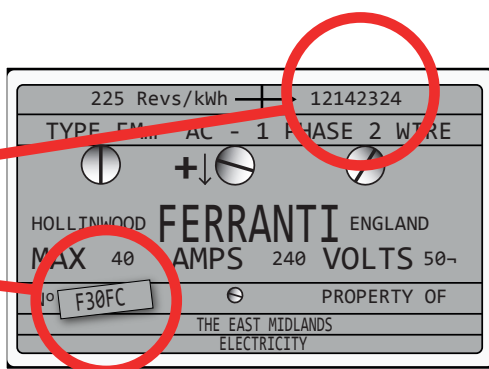
# Finding your Meter Serial Number

Older models of meter and some newer models may have the MSN in a different format, but it will always be on the face of the meter.

MSN:  
9049483

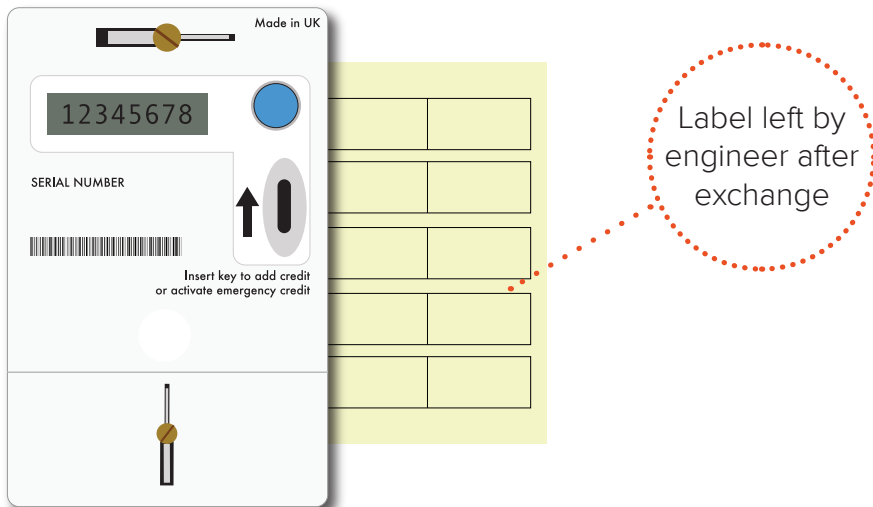


MSN:  
F30FC 121 42324



# If your meter has been exchanged recently

The installer will usually leave a label with the details of your meter exchange, either next to or near your electricity meter.



Please make a note of the below information and send it to us:

- [Email us](#) (please include your membership number in the subject field); or
- Call us on 0333 777 0 777.

## The information we need:

Date of Meter Exchange  
Old Meter Serial Number  
Meter Reading from Old Meter (Day/Night)  
New Meter Serial Number  
Meter Reading from New Meter (Day/Night)

# Get in touch

Please send us your Meter Serial Number and an up-to-date reading:

- [Email us](#) (please include your membership number in the subject field); or
- Call us on 0333 777 0 777.

**If you're still having trouble finding your MSN**, you can call our Energy team on 0333 777 0 777. They're available Monday to Friday 9am - 5:30pm and Saturday 9am - 4:30pm.