

# Self-Read Web Portal User Guide

## How to submit your meter reading online

This guide covers the following topics:

1. Before you start
2. Submitting your meter reading
3. How to set your reminder preferences
4. What to do if?

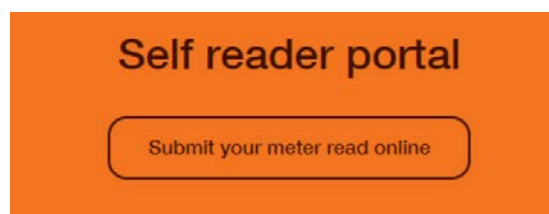
### 1. Before you start

- Ensure you are currently due for your reading
- You have your full NMI and Check digit (11 digits in length- 11<sup>th</sup> digit is your check digit)
- You have your meter number ready
- You know the Date your meter reading/s have been taken for your meter
- You have your Meter Reading/s for each required channel

*Please note: If you are unsure on the channels that you need to take readings for, this information along with the Site address can be found once you have logged into the Self Read portal.*

### 2. Submit your meter reading

1. Go to the [westernpower.com.au](http://westernpower.com.au)  
Select *Customers > Services > Submit a meter read*
2. Click on the *Submit your meter read online* button



- The following screen will appear. Enter the required details and tick the Check box-*I'm not a Robot* (you may be required to complete an additional verification check)

*Please note: If this is your first time submitting your meter reading online, an additional screen to select a reminder preference will appear. Please refer to section 3- Self Reader Reminders before continuing.*

- The following screen will now appear which will contain your meter and site details. Fill out the fields as required.

Register	Last read value	Type	Value
007	140037	Actual reading (meter reader has taken reading, either through Annual Read or a Special Read)	<input type="text"/>

Please note: If the reading is higher or lower than expected, a warning will appear as per below. At this point, double check the reading that you have entered is correct. Tick the check box- I confirm my reading is correct and click on the Submit meter reading button

METER READ DETAILS

Please record the following meter reading(s) [FAQ: How to read my meter?](#)

Register	Last read value	Type	Value
007	140037	Actual reading (meter reader has taken reading either through Annual Read or a Special Read)	113369

Unreadable? Please select...

Supplied reading is lower than expected. Please verify reading is correct.

I confirm my reading is correct.

Submit meter reading

5. The following screen will be displayed.

Self Reader westernpower

Contact Us [Logout](#)

**✓ The meter reading has been submitted on 08/06/2018.**

**!** You may resubmit your reading but unless this occurs within one day we cannot guarantee the reading will be used for billing. If you received a validation error message and have chosen to override and submit your reading, it will be managed by Western Power. Please note: if further validation checks fail, your reading may be estimated.

**Need to submit another meter reading?**  
Simply go [back to the login](#) screen and provide your additional meter information.

Please enter your preferred notification method and contact details. Western Power will send you a reminder when it is time to read your meter.

Email  SMS

Enter Contact:

Confirm Contact:

[Update](#)

[Privacy Policy](#)

6. You have successfully submitted your reading. Click *Logout* to exit or close browser window.

### 3. How to set your reminder preferences

#### 3.1 First time User

1. After you have completed *Step 3* of the *Submit a Meter Reading* process, the following screen will appear

Self Reader westernpower

Contact Us [Logout](#)

Western Power will send you a reminder when it is time to read your meter. Please enter your preferred notification method and contact details to continue.

Email  SMS

Enter Contact:

Confirm Contact:

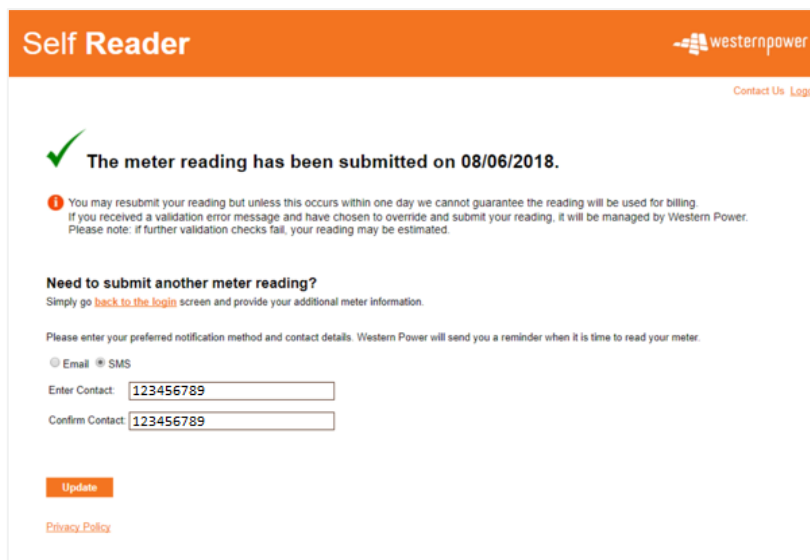
[Next](#)

[Privacy Policy](#)

2. Select your preferred notification method
  - *SMS: You will receive a reminder via text message to your mobile phone when your reading window opens.*
  - *Email: You will receive a reminder via email to your nominated email address when your reading window opens.*
3. After you have selected your preference, click *Next*
4. Continue to submit your reading as per Step 4 of the *Submit a Meter Reading* process

### 3.2 Update Notification preferences

1. After you have completed *Step 5* of the *Submit a Meter Reading* process, you will be able to update your notification preference



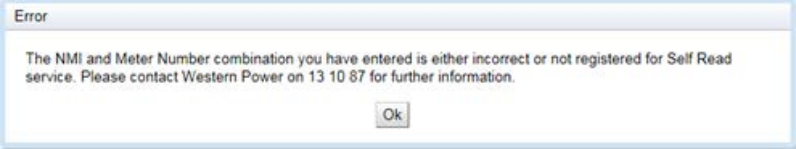
The screenshot shows the 'Self Reader' interface for Western Power. At the top, there is an orange header with the text 'Self Reader' and the Western Power logo. Below the header, a green checkmark icon is followed by the text 'The meter reading has been submitted on 08/06/2018.' Below this, there is a red information icon and a paragraph of text: 'You may resubmit your reading but unless this occurs within one day we cannot guarantee the reading will be used for billing. If you received a validation error message and have chosen to override and submit your reading, it will be managed by Western Power. Please note: if further validation checks fail, your reading may be estimated.' Below this, there is a section titled 'Need to submit another meter reading?' with the text 'Simply go back to the login screen and provide your additional meter information.' Below this, there is a paragraph of text: 'Please enter your preferred notification method and contact details. Western Power will send you a reminder when it is time to read your meter.' Below this, there are two radio buttons: 'Email' and 'SMS'. Below the radio buttons, there are two input fields: 'Enter Contact: 123456789' and 'Confirm Contact: 123456789'. Below the input fields, there is an orange 'Update' button. At the bottom left, there is a link for 'Privacy Policy'.

2. Re-select your preferred notification preference if required
3. Update the 2 contact fields
4. Click *Update*

*Please note: The only time you will be able to update your notification preference is after you have submitted your reading and only when your reading window is open*

## 4. What to do if?

- The following error occurs



The NMI and Meter Number combination you have entered is either incorrect or not registered for Self Read service. Please contact Western Power on 13 10 87 for further information.


**Reason 1:** The NMI or meter number has been entered incorrectly.

**Solution:** Ensure NMI and meter number has been entered correctly. *If the error continues please contact Western Power as per the error advice*

**Reason 2:** You may not be registered as a Self-Reader in which case you will not be able to submit your readings

**Solution:** Please contact Synergy to register as a Self- Reader

- The following error occurs



The read date must be after the next read date or at most one day before it.

**Reason:** This error occurs if you are trying to submit your reading outside of your reading window.

**Solution:** Refer to the Next Read Date for when your reading window will next be open. Please submit the reading after this date.

- Issue with accessing the Self Reader portal

**Solution:** Clear your browser history, and retry. Alternatively try using Google Chrome instead of Internet Explorer

- You're not sure 'How to Read' your meter;

**Solution:** Refer to the '[How do I read my meter](#)' FAQs<sup>1</sup> available on the Western Power website

<sup>1</sup> <https://westernpower.com.au/services/submit-a-meter-read/>