

# Frequently asked questions

## How to read your meter

### Three phase meter (Sprint 200)

Please note the displays shown are typical screens, however, there could be variations.

**Note:** the default display for all customers will be a Time Of Use (TOU) display; however, consumption will be billed as per the pricing plan in place with your retailer.

The meter has a scroll rate of five seconds for each screen. To manually scroll through each window, momentarily press the right-hand push button to access the next screen.



88 – Test screen, used to display all LCD characters that the meter is capable of displaying.



01 – Current Eastern Standard Time (EST), shown in 24-hour format hh:mm:ss.



02 – Current date, dd:mm:yy.



04 – Peak TOU register, energy display.  
(Residential – Peak TOU from 07:00 to 09:00 and 17:00 to 20:00 EST).



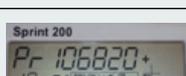
05 – Shoulder TOU Register, energy display.  
(Residential – Shoulder TOU from 09:00 to 17:00 and 20:00 to 22:00 EST).



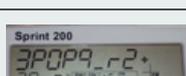
06 – Off-peak TOU register, energy display.  
(Residential – Off-peak TOU from 22:00 to 07:00 EST).



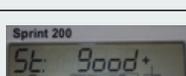
11 – Net solar (generation) accumulation register.



18 – Meter serial number.



30 – Meter tariff name.



40 – Meter status.

## Single phase single element meter (green push buttons)

Please note the displays shown are typical screens, however, there could be variations.

**Note:** the default display for all customers will be a Time Of Use (TOU) display; however consumption will be billed as per the pricing plan in place with your retailer.

The meter has a scroll rate of five seconds for each screen. To manually scroll through each window, momentarily press the right-hand push button to access the next screen.



88 – Test screen, used to display all LCD characters that the meter is capable of displaying.



01 – Current Eastern Standard Time (EST), shown in 24-hour format hh:mm:ss.



02 – Current date, dd:mm:yy.



04 – Peak TOU register, energy display.  
(Residential – Peak TOU from 07:00 to 09:00 and 17:00 to 20:00 EST).



05 – Shoulder TOU register, energy display.  
(Residential – Shoulder TOU from 09:00 to 17:00 and 20:00 to 22:00 EST).



06 – Off-peak TOU register, energy display.  
(Residential – Off-peak TOU from 22:00 to 07:00 EST).



11 – Net solar (generation) accumulation register.



18 – Meter serial number.



30 – Meter tariff name.



40 – Meter status.

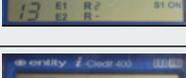
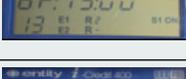
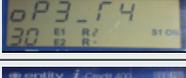
## Single phase twin element meter (blue push buttons)

Please note the displays shown are typical screens, however, there could be variations.

**Note:** the default display for all customers will be a Time Of Use (TOU) display; however, consumption will be billed as per the pricing plan in place with your retailer.

The meter has a scroll rate of five seconds for each screen. To manually scroll through each window, momentarily press the right-hand push button to access the next screen. In some cases this button will activate the boost function for controlled loads (such as storage hot water) if the button is pressed for five seconds. Boost mode switches on controlled load devices outside of programmed off-peak operation times.



	88 – Test screen, used to display all LCD characters that the meter is capable of displaying.
	01 – Current Eastern Standard Time (EST), Shown in 24-hour format hh:mm:ss.
	02 – Current date, dd:mm:yy.
	04 – Peak TOU register, energy display. (Residential – Peak TOU from 07:00 to 09:00 and 17:00 to 20:00 EST).
	05 – Shoulder TOU register energy display. (Residential – Shoulder TOU from 09:00 to 17:00 and 20:00 to 22:00 EST).
	06 – Off-peak TOU register energy display. (Residential – Off-peak TOU from 22:00 to 07:00 EST).
	07 – Off-peak accumulation energy register or solar accumulation register.
	11 – Net solar (generation) accumulation register.
	13 – Off-peak control time on. These have up to two on switching times, which will not be displayed if a solar program is selected.
	13 – Off-peak control time off. These have up to two off switching times, which will not be displayed if solar program is selected.
	13 – Off-peak control time on. These have up to two on switching times, which will not be displayed if solar program is selected.
	13 – Off-peak control time off. These have up to two off switching times, which will not be displayed if solar program is selected.
	18 – Meter serial number.
	30 – Meter tariff name.
	40 – Meter status.

## Single phase single element meter (i-Credit 500B)

Please note the displays shown are typical screens, however, there could be variations.

Note: the default display for all customers will be a Time Of Use (TOU) display; however consumption will be billed as per the pricing plan in place with your retailer.

The meter has a scroll rate of five seconds for each screen. To manually scroll through each window, momentarily press the right-hand push button to access the next screen.



88 – Test screen, used to display all LCD characters that the meter is capable of displaying.



01 – Current Eastern Standard Time (EST), shown in 24-hour format hh:mm:ss.



02 – Current date dd:mm:yy.



04 – Peak TOU register energy display .

(Residential – Peak TOU from 07:00 to 09:00 and 17:00 to 20:00 EST).



05 – Shoulder TOU register energy display.

(Residential – Shoulder TOU from 09:00 to 17:00 and 20:00 to 22:00 EST).



06 – Off-peak TOU register energy display.

(Residential – Off-peak TOU from 22:00 to 07:00 EST).



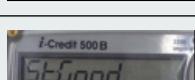
11 – Net solar (generation) accumulation register.



18 – Meter serial number.



30 – Meter tariff name.



40 – Meter status.