

# CUSTOMER METER READING CARD

Cycle No. 5	Site ID*		
MONTH	CUSTOMER CALL-IN DATES	DATE READ AND REPORTED	METER READING
December 2009	Dec. 4 - Dec. 7		
January 2010	Jan. 6 - Jan. 7		
February	Feb. 3 - Feb. 4		
March	Mar. 4 - Mar. 7		
April	Apr. 8 - Apr. 11		
May	May 6 - May 9		
June	June 4 - June 7		
July	July 7 - July 8		
August	Aug. 6 - Aug. 9		
September	Sept. 7 - Sept. 8		
October	Oct. 6 - Oct. 7		
November	Nov. 4 - Nov. 7		
December	Dec. 6 - Dec. 7		

\* Most retailers print the 13-digit site ID on their statements. Look for a number that begins with 000. You may also email [hotline@atcogas.com](mailto:hotline@atcogas.com) to request the site ID.

ATCO Gas attempts monthly meter readings and you are welcome to also call in your own readings to ATCO Gas. Your reading will be passed to your retailer to be considered for billing if all of the following criteria have been met.

- The reading is reported to ATCO Gas no later than the day after the meter was read.
- The reading is in line with previous measured consumption.
- You are providing regular access to ATCO Gas for meter reading.
- It has been less than six months since the last company reading.

### **When a company meter reading has not been obtained for six months or longer**

ATCO Gas has an obligation to ensure our equipment continues to operate safely. We are committed to providing retailers with accurate, timely and regular company meter readings from our meter for their billing to you. For these reasons, we will be unable to accept or use your meter reading for billing when a company meter reading has not been obtained for six months or longer. You will need to make arrangements for a company meter reading and until that reading can be obtained, both ATCO Gas and your retailer will estimate billing.

### **To provide your meter reading to ATCO Gas**

24 hour toll-free in Alberta telephone system 1-866-915-2826

Internet

[www.atcogas.com](http://www.atcogas.com)

Email

[hotline@atcogas.com](mailto:hotline@atcogas.com)

## Meter Reading Instructions

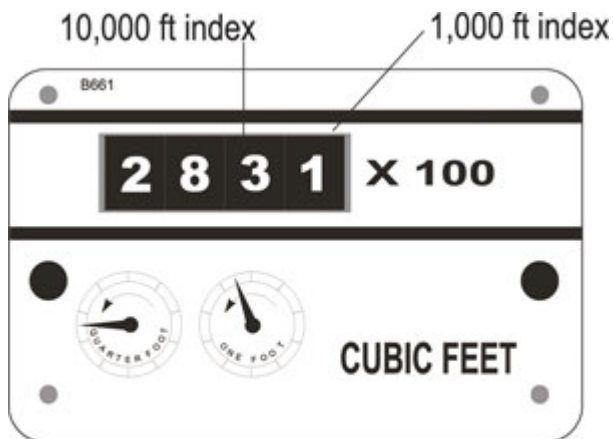
Submit your reading to ATCO Gas on the same day you read the meter. ATCO Gas will not accept a customer meter reading submitted more than one business day after the meter was read. Please follow the reading instructions below.

### Rotary Meter (3-dial)



1. Mark the exact position of each dial hand.
2. When dial hand is between numbers, write the lower number, except when between 0 and 9, then use the 9.
3. DO NOT REPORT the 1000 ft. dial. But consult the 1000 ft. dial and if it is 5 or higher, round up the 10,000 ft. dial by one digit. For the example shown above, the meter reading to be reported is 908.

### Odometer Meter (3-index)



2 8 3

1. Record the numbers you see.
2. If the 4th index (1,000 ft.) is a 5 or higher, round up the 3rd index (10,000 ft.) by one digit.
3. Report the numbers from the first three indexes. For the example show above, the meter reading to be reported is 283.

### If the meter has 5 dials

Follow the reading and rounding instructions shown here, reporting the numbers from the first 4 dials or indexes.