



Meter Reading Guide

Guidance on submitting your annual ROC meter reading

In order to be awarded ROCs from your system, it is essential for you to take your annual generation meter reading on **Saturday 31st March 2018** from your generation meter (ROC meter). Please submit the readings to Action Renewables **on Saturday 31st March 2018**, and no later than 8th April 2018.

How to submit your annual ROC meter reading

1. Submit your annual generation meter reading through our website at <https://actionrenewables.co.uk/annual-meter-reading>
2. Use the password emailed to you to access the meter submission on the 1st of April and not before this date, otherwise your meter reading will not be eligible for this year's ROCs.
3. Please use the following references within the submission form*;
 - Generating station name: dummy
 - Meter Serial number: 123456789

Please do not send readings over the telephone/post/or by email. Readings sent over the telephone/post/or by email will not be processed by the team.

If you are not familiar with the details required or unsure about how to carry out a meter reading, please review the guidance below. The below guidance includes:

- How to read the ROC generation meter
- Examples of ROC meters
- How to submit a reading for multiple meters
- How to submit readings if you are the owner of multiple PV installations
- Operator responsibilities
- Timeline of ROC issue

If you are unable to take or submit your readings due to holidays or exceptional circumstances, please call us at 02890727760 to discuss immediately.

Thank you for your time, and we look forward to receiving your reading on **Saturday 31st March 2018**.

How to read the ROC generation meter

This meter measures the total gross electricity produced by your PV system since the commissioning of your solar PV system. The commissioning date would usually be within the same timeframe as the installation of your PV-panels. ROC meters are fitted by the PV installer at the time of the PV installation. The ROC meter may be fitted on a wall in your hallway or within the roof space.

During the online submission of the meter reading, you will have to record the ROC meters:

1. Make,
2. Model,
3. Serial number,
4. Meter reading (please include the decimal point),
5. Date of reading

Items 1-4 can be found on the face of the ROC-meter. For item 5 simply state the date (Day/Month/Year) the reading was taken on. You can note these in the tables provided on Page 4.

The following image is an example of a typical (and correct) ROC meter:



The following table provides examples of typical meters used to measure ROCs. Please be aware that your meter type may differ from the examples listed.

Examples of typical ROC meters:

Make	Model	Serial Number	IMPORTANT Note
Landis + Gyr	E110	Found on the device	<p>It is possible for the same meter types mentioned to the left to be installed by NIE to measure the imported electricity to your house.</p> <p>Make sure you are not mixing up your ROC meter with the NIE meter or inverter</p>
Elster	A100C	Found on the device	
Autometers	HXE12	Found on the device	
ISKRA	Model types vary	Found on the device	

MPRN (Meter Point reference number):

If you have not previously submitted your NIE meter’s MPRN number to Action Renewables, please include this while submitting your meter reading. You can find this 11 digit number starting with an ‘8’ on your electricity bill. If you cannot locate the number on the bill, please contact your current energy supplier and request this number.

Photographic evidence

If possible, please upload a date stamped photograph of your ROC meter at the time of reading the meter (the reading and the meter details should be clearly visible). Supplying photographic evidence at this early stage will assist with any future queries from Action Renewables or OFGEM.

Multiple ROC meters

In some cases more than one ROC meter has been installed. This is sometimes the case if the PV system was installed on different rooftops (for example: one panel is installed on your house roof and the other installed on the rooftop of the garage).

Please note, ROCs will only be issued on what is stated in the Reading (Generation Meter) tab within the submission form. To ensure you are issued on all due generation please;

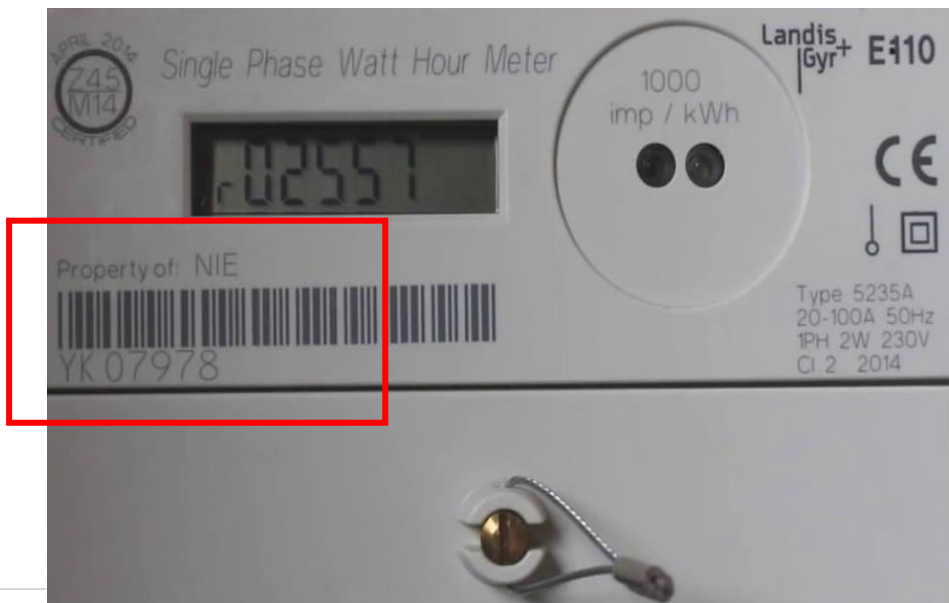
- Total up the generation of all ROC meters
- In the comments section; specify the details of all additional meters (make, model, serial number and reading)
- Attach a photograph of each ROC meter

Multiple PV stations

Each PV installation requires an individual submission. The readings for multiple stations should NOT be included in the one form. If you have more than five PV installations, please contact the team at smallscalegenerators@actionrenewables.co.uk for advice on how to proceed.

Incorrect meter reading submissions

A meter reading taken from the wrong meter such as the NIE meter or the inverter is erroneous and cannot be submitted to OFGEM for ROC release. Submitting a reading from the incorrect meter may cause a delay in your payment. The following image is an example of a typical NIE meter. Note that this meter states ‘property of NIE’ and has a distinctive serial number (YK 12345):



The following image is an example of an inverter:



Operator responsibilities

- To ensure that the reading provided is accurate and from the ROC meter (and **NOT** the NIE meter or inverter)
- To provide a date stamped photograph of the meter reading as evidence
- To inform Action Renewables if any of your details have changed (bank details, broken/replaced ROC meters, decommissioned PV system)
- As the operator of the PV system you have noted within the submission form, please read and tick the appropriate annual declarations at the end of the submission form.

Timeline of ROC issue

Annual ROCs are issued in a number of batches by Ofgem* as outlined below;

- The first batch are generally issued between June and July, and customers in this batch should expect payment, as an estimate, in August.
- The second batch are generally issued between October and December and customers in this batch should expect payment, as an estimate, in January.
- The third batch are generally issued between January and February and customers in this batch should expect payment, as an estimate, in March.

**Action Renewables has no control over OFGEM's issuance process. The issue of ROCs is dependent upon OFGEM'S verification of the systems application and the meter reading*

If you have not received payment within batch 1 (summer 2018) the small scale PV (SSPV) team will be in touch to inform you of this delay and the reason for the delay. The SSPV team may request information to assist in clearing any queries raised by OFGEM on this meter submission.

Once Action Renewables receive your ROCs from OFGEM we will work towards securing a trade for them. In accordance with your contractual agreement with Action Renewables we will issue payment to you within the contracted timeline.

ROC Meter details and meter reading (for your own records):

ROC-meter (Total generation meter, installed by PV installer)	
Make:	
Model:	
Serial number (Total generation)	
Meter reading (total generation)	
Meter reading date (Day/Month/Year)	/ /

ROC-meter (Total generation meter, installed by PV installer)	
Make:	
Model:	
Serial number (Total generation)	
Meter reading (total generation)	
Meter reading date (Day/Month/Year)	/ /

This page is for your own records. **Please do not post.**

Submit your meter reading through our website here
<https://actionrenewables.co.uk/annual-meter-reading>

The password to access this page will be emailed to you in March of each year.