

Metropolitan

Making it easy
to send us
meter readings





The **equipment** in your home

▶ **Heat Interface Unit (HIU)**

The HIU looks like a boiler and controls the heat and hot water coming into your home from the network. You'll also have thermostats, programmers or both in your home which you can control, these will tell the HIU how much heat to draw from the network.

▶ **Heat Meter**

The heat meter is usually inside the HIU, and records how much heat and hot water you're using. It automatically provides us with remote readings, but you can read this yourself if you need to.

There is a screen on the front of your HIU - to read your meter, look for the number of kWh.

Sending us a **meter** reading

It's easy to send us a meter reading, and it will help us to make sure you're only paying for what you use. You can send us a meter reading:

- ▶ **Online** Use the 'Submit Meter Reading' button in your online Metropolitan account
- ▶ **By telephone** 02920 100346
- ▶ Send us a **contact form** at metropolitan-uk.co.uk/contact-us

Scan to send
a reading online



If you're unable to view your heat meter yourself, we're here to help. We can schedule an engineer to visit your home and read the meter for you. Just let us know if you need our help.





Making **low carbon** heating
easy and straightforward
for all



Heating and hot water emergencies

Metropolitan: 02920 100346

Lines open 24 hours a day, 7 days a week