

CHANGING A RESTRICTED METER TO A SINGLE RATE TYPE METER: WHAT TO EXPECT



This is a step-by-step guide to changing from a restricted meter and tariff with two or three electricity rates, to a single rate type meter and single rate tariff, with one electricity rate.

With restricted meters, you will have separate electricity circuits in your home. There is usually a specific tariff designed for your meter arrangement. Depending on the tariff you have, you will have either two or three separate electricity rates. One rate is often restricted to just your heating, or just your heating and hot water. On your bill, you might see this written as the control, or heat rate. This control rate is usually less expensive than the rate for your other electricity use, such as for your lighting and sockets.

A single rate meter connects to a single electricity circuit in your home. Single rate tariffs have just one electricity rate that applies to all of your electricity use. All energy suppliers offer single rate tariffs (versus restricted meter tariffs, where only a handful do), so it can make it easier to shop around for the best tariff for you.

Before you decide to change the meter, it's important you know which meter type is most suitable for your home. This will depend on your heating system and the electricity tariffs available to you.

It's also important to know that you can move to a single rate tariff without changing your meter - and without any additional charges - with most energy suppliers under the Energy Market Investigation (Restricted Meters) Order 2016.

If you have storage heaters, you might be interested in an Economy 7 type meter instead. See our **factsheet Electricity meters, billing and restricted meters** for more information.



For free, impartial advice, call Home Energy Scotland on 0808 808 2282.

1. Get in touch with your energy supplier. You can call their customer service number, which can be found online or on a recent bill, or contact them by email or on their website

2. Explain to the advisor that you are on a tariff with a restricted meter, and that you'd like to change to a single rate meter



If you choose a lower cost, fixed tariff, you can exit at any time, but you might need to pay an exit fee.

3. The advisor will need to move your account from the restricted meter tariff to your new tariff, so they'll talk through the different tariffs and their terms and conditions.

4. The advisor will then explain the meter change process, including any terms and conditions. They'll then transfer you through to another department.

5. This department will book the meter change and explain what will happen on the day. They'll ask questions about access, like whether you have parking and where your meter or meters are.



When speaking to your energy supplier, it's a good idea to keep a note of when you spoke to them and what was agreed – whether that's by phone, letter or email. Changing your meter can be a straightforward process, but if anything does go wrong, your record will help to quickly identify the problem.

6. The meter change appointment will take about an hour. Remember that the power will be cut off for around 30 minutes. The engineer only needs to change the wiring connected to the existing meters.

7. The process isn't complete until you receive your next bill that shows only one MPAN, or supply number. If your old, dual MPANs are still showing, contact your energy supplier to request that these MPANs are removed from the account. This should happen within six weeks. Once this has been confirmed, you can shop around for a new supplier if you want.



A meter point administration number (MPAN) is the 21-digit number unique to every electricity supply point. Also called a supply number, in Scotland it will start with a '17' or '18' – you should find it on your bill. If you have restricted meters, you're likely to have two MPANs, one for each of the meters. If you change to a single rate-type meter, you will instead have a new, single MPAN as you will only have one meter.