



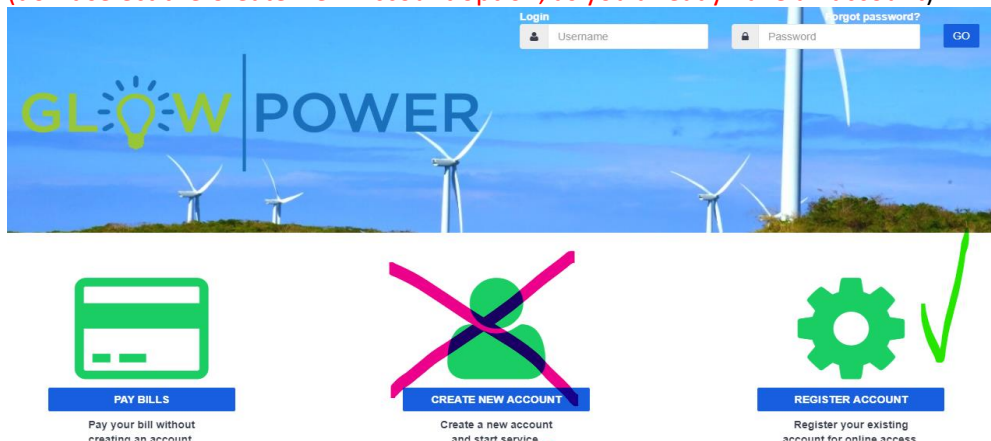
Registering your account in our Customer Portal.

The portal is a great place to connect with us, especially when it comes to submitting your reads. We know that this is a favourite pastime of our customers and the portal makes it easy.

What you will need to create your online portal access:

- You will need your account number as this is the number you'll use to get in to the portal (you'll find this on your bills or one of our emails to you)
- The email registered to your existing Glowpower account
- A new password

When you have these at hand, click [HERE](#) and select the REGISTER ACCOUNT Icon in the right bottom corner of the page. (You are linking your existing account to the customer portal) **(don't select the Create New Account option, as you already have an account)**



Enter your Username (your account number), your email address and the password you would like on the account.

Select the *I'm not a robot* tick box and click **Submit**. By submitting, you are creating your online portal access.

You will receive an email in your inbox a few seconds later. Check the email as this will take you back into the portal.

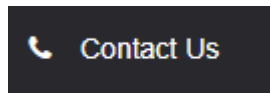


How Do I Submit a Meter reading?

Monthly Statements
836420
752778
669136
585494
501852
418210
334568
250926
167284

Once you're in the portal and you wish to submit a meter read, follow these simple steps...

1. Select the Contact us option



2. Select the Meter Read submission – Billing (from the drop down list) and enter your meter readings similar to the example below. Let us know if you need a new bill or you're just updating the reads.

Message Type *

Meter Read Submission - Billing

Your Message *

Reading taken 29th April Day read 34567 night read 12345

3. Press **Submit** and your request is on its way.

