

# Your guide to meter reading



## When we read your meter

An Alliant Energy meter reader will come to your home and record the reading on your meter. You will be billed for the amount of electricity and/or natural gas you have used since the previous meter reading. The normal billing period is 28-35 days, but this schedule may fluctuate with weather conditions, resource restrictions and holidays.

If for some reason we are unable to read your meter, your usage will be averaged according to past usage. We will reconcile any difference on your next bill following an actual meter reading. If you would rather not have an averaged bill, you may read your own meter and contact us with your reading.

## How to identify a meter reader

All Alliant Energy employees carry a photo ID card that they are prepared to show at your request. Do not let anyone enter your home if he or she cannot show you proof of identification. If you have a concern, please call our Customer Service Center for verification at 1-800-ALLIANT (255-4265).

## Keeping your meter accessible

Alliant Energy meter readers walk an average of 10 to 15 miles each day to read meters, and they sometimes encounter dangerous or difficult situations. In these cases, your meter may not be read. We are focused on keeping our employees safe. You can help make their job safer by keeping your pets inside and restraining them away from the meters.

If you have animals on your property, please make sure they are properly restrained when we're scheduled to read your meter.



We will skip your meter if any animal on your premises is not restrained. Even the friendliest pooch can become an aggressive guard dog when a stranger comes around.

It is also a good idea to keep the area around your meters clear of weeds, flowers, bushes and debris. During the winter, be sure to carefully clear the snow and ice from your meters to ensure reliable service. Quick access to your meters may be needed in emergency situations.

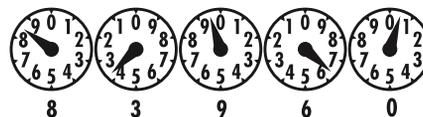
If your meter is located inside your home or inside a locked fence, please make arrangements with our Customer Service Center to provide access for our meter reader.

REPORT YOUR METER READING BY PHONE AT  
**1-800-ALLIANT**  
(255-4268)

## Electric and natural gas meters

1. Electric meters have either four or five dials. Most natural gas meters have four dials. They turn in alternate directions – some clockwise, some counterclockwise. If you have multiple meters, be sure to match the number on the meter to the number shown on your bill.
2. To read your meter, record each arrow's position on a sheet of paper with a drawing of the dials.
3. After you've filled in the meter dials, write the number represented by each arrow's position.

### SAMPLE



4. When an arrow is between two numbers, always use the smaller number. The **only** exception is if the arrow is between the 9 and 0; then you record the 9.
5. The reading on the meter above is 83960.
6. Call in your readings at 1-800-ALLIANT(255-4265).