

PME (Policy Meter Exchange) FAQ's



1. Who are National Grid Metering?

National Grid Metering are a meter asset manager who are responsible for the safety, accuracy and maintenance of your gas meter.

2. Why do you need to exchange my meter?

As part of our maintenance programme, your gas meter has been identified that it is due to be replaced in line with our policy.

3. Who will be completing the exchange at my property?

National Grid Metering has a number of trusted service partners that work on our behalf. All our trusted service partners are fully qualified and carry photo identification.

4. How can I check the identification of the engineer?

A contact identification telephone number is located on the back of their card, alternatively, please contact us on the number below.

5. Are you fitting a smart meter?

No – This meter will not be smart enabled, it will have the same functionality as your current meter.

6. Why do you need access to my property?

Access is required to allow our engineers to carry out safety checks on your internal appliances.

7. Do I need to do anything in preparation?

No – our engineer just requires access to your property with enough space to be able to safely work on the meter.

8. How do I amend my appointment?

You can change your appointment date and time using the details below, our teams are available 24/7.

If we do not receive any contact the appointment will go ahead on the planned appointment day anytime between 8:00 to 20:00

Telephone: 0845 606 6766*

Email: enquirydesk@nationalgrid.com