

# How can I check if the right electricity meter is connected to my apartment?

Technical description





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to my apartment?**

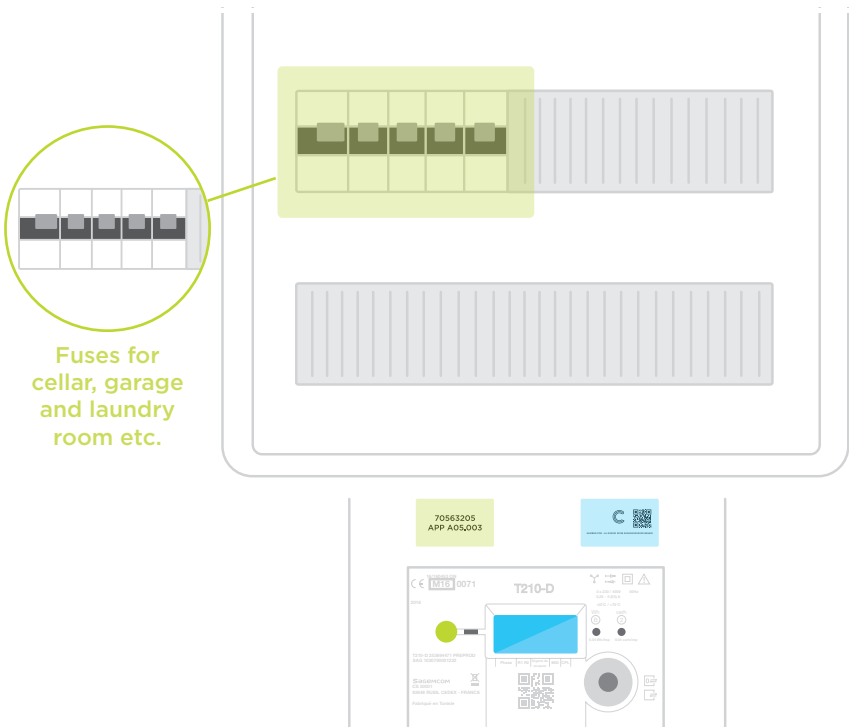
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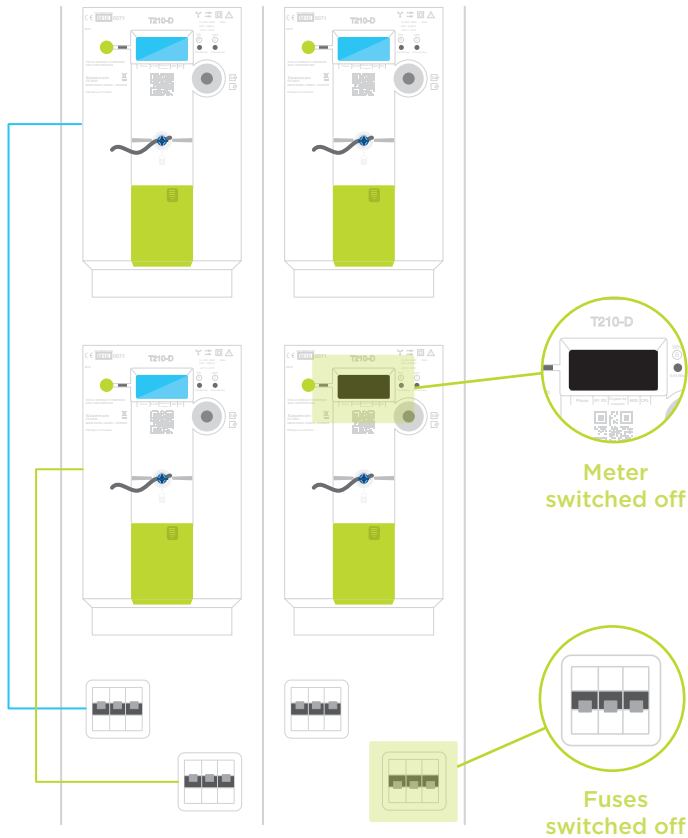


## 2. In the metering area of your residential building

Proceed to the metering area and look for the corresponding number (on the left or right above the meter or on the meter itself):

Above your meter are often fuses that supply power to your cellar, your garage and/or your laundry room. If you want to check whether these are correctly connected to your meter, simply switch off these fuses and check if the power to your cellar, your garage or your laundry room has been cut. If there is power left, and if the meter is correctly assigned to your apartment, contact your landlord or electrician to rectify the power supply.





To check the electricity supply in your apartment, you need to switch off the meter so that it is completely off (the display goes completely black). To do this, you must cut the three fuses underneath your meter. If it is a two-row switchboard, the top fuses are for the top meter and the bottom fuses are for the bottom meter. If the fuses are behind a transparent plastic cover, you can remove the cover and switch off the fuses. Then go to your apartment and check whether the electricity is indeed cut off.

If the electricity in your flat does not turn off after you have switched off the fuses, there has been a confusion between the meters - in this case, contact Creos and we will do our best to rectify this problem as quickly as possible.

### 3. On the electricity bill of your energy supplier

Finally, you can compare the POD number or the meter number with the data on your supplier's bill. If these are not correct, you should contact your supplier and give them the correct meter number so that they can rectify the error.

If you have any questions, please visit your customer area on [my.creos.net](https://my.creos.net) or contact us via telephone

Infoline  
Customer service



2624-2624

Breakdowns & emergencies  
Electricity network  
24/7



8002-9900



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