

Meterworks - Frequently Asked Questions

How long does it take for a service diversion?

On average a standard job with no set backs can be completed in 2-3 months. There are various aspects that can cause the process to have a longer lead time.

Please note this is just a estimate and we cannot guarantee this.

I have a service but no meter?

We can fit a meter at your property, but you must have a supplier in place.

You will be guided throughout this during the process. To request a meter please contact us at meterworks@espug.com

My meter box is broken?

If you have a broken meter box please email us at meterworks@espug.com with your contact details and your address. We will advise you if this can be fixed by your selves, if it is beyond repair then we will issue a quotation for works to be carried out.

My meter is not reading properly?

If your meter is not reading properly and is owned by us, then please send us a email with a photo of the meter, and we will exchange this with a new one.

This service is free of charge.

If we receive a request and the meter is not owned by ESP the team will direct you to the correct company for the exchange.

My meter box is flooded?

If you have a flooded meter box please email us at meterworks@espug.com. Include your contact details and your address details We will advise you if this can be fixed by your selves, if it is beyond repair then we will issue a quotation for works to be carried out.