



Electricity Authority of Cyprus  
Distribution

## Distribution System Operator - Meter Registration and Meter Reading Department

Dear Customer,

In the context of the implementation of the Meter Data Management System (MDMS) and in line with the Distribution System Operator (DSO) obligations arising from the Law and the Electricity Market Rules, for information and free access of the Network Users to the technical data of the meter and the metering data, with security and transparency, the new DSO Web Portal was created.

[meterreading-dso.eac.com.cy](http://meterreading-dso.eac.com.cy)

The purpose of the Web Portal is the easy and direct access of Network Users to information and data of their electricity meter. Information is provided in the form of a manual, for registration, connection and operation of the Distribution System Administrator web portal.

It is pointed out that if you have already registered in the EAC Mobile app, you should also register in this specific portal if you wish, since these are two separate systems. In addition and in order to be able to register, it is necessary for your ID number and mobile phone number to be registered in our systems (MDMS).

For registration of your mobile and ID number in our systems (MDMS) and for any information we are at your disposal at our Call Centre 1800.



Electricity Authority of Cyprus  
Distribution

## Distribution System Operator - Meter Registration and Meter Reading Department

Enter the following address in any Web Browser:

<https://meterreading-dso.eac.com.cy/login>

Register into the web portal by following the steps below:

### Note:

Registration can be done for all Network Users who have electricity meters registered in their name and have registered in the software systems of the Distribution System Operator (MDMS) their ID and mobile phone numbers.



Electricity Authority of Cyprus

En ▾

🏠 Authorization page

E-mail address

Password

SIGN IN

Forgot password? [Restore password](#)

Are you not registered yet? [Register](#)



## Distribution System Operator - Meter Registration and Meter Reading Department

### 1. Registration

Enter your email address and password of your choice. After confirming that you agree with EAC EIS Terms and Conditions and consent to the management of your personal data by the EAC according to EAC Personal Data Protection Policy, press the "NEXT" button.

Password must contain 8 to 16 characters, at least 1 uppercase, lowercase, digit, and special characters (allowed! \$% # +.)



#### Sign Up: Registration data

E-mail address \*

Sign-in password \*

Confirm sign-in password \*

Customer type \*

Person

I agree with [EAC EIS Terms and Conditions](#) and I consent to the processing of my personal data by EAC, according to [EAC Personal Data Protection Policy](#)

NEXT

At the bottom left of the screen you will find the links that lead to the EAC Personal Data Protection Policy and the EAC Website Terms and Condition.



## Distribution System Operator - Meter Registration and Meter Reading Department

Registration is a two step process. You will first be sent a message to your email address and then you will be asked to enter your ID number to identify the electricity meters registered on your name.

Once the meters are identified, a message will be sent to your mobile phone to confirm and identification of your details.

### 2. Sign in

Once your registration is successful, you can log in to the web portal using your email address and the password you already entered.



E-mail address

Password

SIGN IN

[Forgot password?](#) [Restore password](#)

[Are you not registered yet?](#) [Register](#)



## Distribution System Operator - Meter Registration and Meter Reading Department

### 3. Information

On the home page and in the "INFORMATION" tab, on the left side of the page all the service points (Service Points) which are registered in your name are displayed. These service points can be renamed as you wish for easy reference. By selecting any of the connection service points, in the middle of the screen the details of the installed electricity meter on the specific premise are displayed.

The screenshot shows the user interface of the Electricity Authority of Cyprus website. At the top left is the A/K logo and the text 'Electricity Authority of Cyprus'. At the top right, the user's name 'ΠΑΠΠΟΥΤΗΣ ΜΑΡΙΟΣ' and email 'mariospappoutis@eac.com.cy' are displayed, along with a language selector set to 'En' and a home icon. Below this is a yellow header bar with a home icon and the text 'My House: Meter information'. The main content area is divided into several sections. On the left, there is a search bar labeled 'Address' and two service point entries. The first entry is 'My House' with service point number 919090229183 and address 'ΦΩΤΕΙΝΟΥ ΠΑΝΑ 23, ΣΤΡΟΒΟΛΟΣ, ΑΠ ΒΑΡΝΑΒΑΣ + ΑΓ ΜΑΚΑΡΙΟΣ, 2036, ΛΕΥΚΩΣΙΑ'. Below it, the meter number is 971485 and the load entitlement is 30 A. The second entry is 'Service Point 993341825909' with the same address, but with 'No meter installed' and a load entitlement of 10 A. The main content area is divided into four tabs: 'INFO', 'READINGS', 'CONSUMPTION', and 'REPORTS'. The 'INFO' tab is active and shows 'Active Meter' details: Meter Serial Number 971485, Manufacturer LANDIS & GYR, Model ZME120AC, Number of measuring channels 1, Load Entitlement 30 A, and Number of phases 3. To the right of the 'Active Meter' details is a table titled 'Measurement Channels' with columns for Type and Data Format. The table shows one entry: 'KWH with Empty TOU' with a Data Format of '6.0'. Below the 'Active Meter' details is a section titled 'Meter History' with a table showing the installation and removal dates. The table has columns for Serial Number, Installation Date, and Removal Date. The first entry shows Serial Number 971485, Installation Date 12/04/12, 12:00:00 AM, and Removal Date -.

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On the right part of the screen the measuring channels of the meter are displayed. The measuring channels define the reading that the meter is able to register.

At the bottom part of the screen historical events of the electricity meter are displayed i.e. installation/removal date of the meter and other information.



## Distribution System Operator - Meter Registration and Meter Reading Department

### 4. Meter Readings

By selecting the "READINGS" tab, you can select the period of your choice and by pressing the "SEARCH" button, the readings of the meter recorded with the date / time of the recording and the reading registered for all the measuring channels of your meter for the period you have selected are displayed.



#### My House: Meter readings

Q Address

##### My House

Service Point 919090229183

ΦΩΤΕΙΝΟΥ ΠΑΝΑ 23, ΣΤΡΟΒΟΛΟΣ, ΑΠ  
ΒΑΡΝΑΒΑΣ + ΑΓ ΜΑΚΑΡΙΟΣ, 2036,  
ΛΕΥΚΩΣΙΑ

Meter # 971485

Load entitlement: 30 A

##### Service Point 993341825909

ΦΩΤΕΙΝΟΥ ΠΑΝΑ, ΣΤΡΟΒΟΛΟΣ, ΑΠ  
ΒΑΡΝΑΒΑΣ + ΑΓ ΜΑΚΑΡΙΟΣ, 2036,  
ΛΕΥΚΩΣΙΑ

No meter installed

Load entitlement: 10 A

INFO

READINGS

CONSUMPTION

REPORTS

From  
01/01/2019

To  
31/10/2021

SEARCH

Measuring Channel	Date/time	Reading Value
KWH with Empty TOU	16/09/21, 10:21:54 AM	88399
KWH with Empty TOU	19/07/21, 10:53:10 AM	85000
KWH with Empty TOU	20/05/21, 11:04:29 AM	83083
KWH with Empty TOU	16/03/21, 12:00:00 AM	80674
KWH with Empty TOU	19/01/21, 12:00:00 AM	78735
KWH with Empty TOU	16/11/20, 12:00:00 AM	76346
KWH with Empty TOU	15/09/20, 12:00:00 AM	74792
KWH with Empty TOU	15/07/20, 12:00:00 AM	71555



## Distribution System Operator - Meter Registration and Meter Reading Department

### 5. Consumption/Generation

By selecting the "CONSUMPTIONS" tab, you can select the period of your choice and by pressing the "SEARCH" button, the consumption/generation of your premise (kWh) for the period you have selected is displayed in the middle of the screen in a graphical format. At the bottom of the screen, the consumption/generation calculated is displayed in a table with the corresponding date.



By selecting a different measuring channel the consumption/generation of all available measuring channels and components can be displayed.





Distribution System Operator -  
Meter Registration and Meter Reading  
Department

## 7. Reports

By selecting the "REPORTS" tab, you can select the period of your choice and export your electricity meter information for a specific period CSV or HTML format for your own use.

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Electricity Authority of Cyprus  
Distribution System Operator  
Meter Reading Department

STATISTICAL STATUS OF ELECTRICITY FOR THE PERIOD 2018-12-31 - 2021-10-30

GRID USER/CUSTOMER NAME: ΠΑΠΠΟΥΤΗΣ ΜΑΡΙΟΣ

PREMISE ADDRESS: ΦΩΤΕΙΝΟΥ ΠΑΝΑ 23, ΑΠ ΒΑΡΝΑΒΑΣ - ΑΓ ΜΑΚΑΡΙΟΣ, 2036 ΣΤΡΟΒΟΛΟΣ

EAC METER SERIAL NUMBER: 971485

Service Point ID: 919090229183

TARRIF RATE: 01

LOAD ENTITLEMENT: 30 AMP

CONSUMPTION FROM	CONSUMPTION TO	IMPORT READINGS	CONSUMPTION (KWH)
01/12/2018	01/12/2019	54 333	0 008
01/12/2019	03/12/2019	56 028	1 555
03/12/2019	05/12/2019	57 945	1 887
05/12/2019	07/12/2019	59 605	1 660
07/12/2019	09/12/2019	62 389	2 784
09/12/2019	11/12/2019	64 355	1 966
11/12/2019	01/11/2020	66 333	2 278
01/11/2020	03/11/2020	68 080	1 747
03/11/2020	05/11/2020	69 611	1 531
05/11/2020	07/11/2020	71 355	1 744
07/11/2020	09/11/2020	74 792	3 337
09/11/2020	11/11/2020	76 346	1 554
11/11/2020	01/10/2021	78 935	2 589
01/10/2021	03/10/2021	80 674	1 939
03/10/2021	05/10/2021	83 083	2 409
05/10/2021	07/10/2021	85 000	1 917
07/10/2021	09/10/2021	88 399	3 399
Overall - Total			35 874

For further information call 1800 Issue Date: Nov 23, 2021

Electricity Authority of Cyprus  
Distribution System Operator  
Meter Reading Department

STATISTICAL STATUS OF ELECTRICITY FOR THE PERIOD 2018-12-31 - 2021-10-30

GRID USER/CUSTOMER NAME: ΠΑΠΠΟΥΤΗΣ ΜΑΡΙΟΣ

PREMISE ADDRESS: ΦΩΤΕΙΝΟΥ ΠΑΝΑ 23, ΑΠ ΒΑΡΝΑΒΑΣ - ΑΓ ΜΑΚΑΡΙΟΣ, 2036 ΣΤΡΟΒΟΛΟΣ

EAC METER SERIAL NUMBER: 971485

Service Point ID: 919090229183

TARRIF RATE: 01

LOAD ENTITLEMENT: 30 AMP

CONSUMPTION FROM	CONSUMPTION TO	IMPORT READINGS	CONSUMPTION (KWH)
11/12/2018	01/12/2019	54 333	2 008
01/12/2019	03/12/2019	56 028	1 520
03/12/2019	05/12/2019	57 945	1 880
05/12/2019	07/12/2019	59 605	1 680
07/12/2019	09/12/2019	62 389	2 784
09/12/2019	11/12/2019	64 355	1 966
11/12/2019	01/11/2020	66 333	2 278
01/11/2020	03/11/2020	68 080	1 747
03/11/2020	05/11/2020	69 611	1 531
05/11/2020	07/11/2020	71 355	1 744
07/11/2020	09/11/2020	74 792	3 337
09/11/2020	11/11/2020	76 346	1 554
11/11/2020	01/10/2021	78 935	2 589
01/10/2021	03/10/2021	80 674	1 939
03/10/2021	05/10/2021	83 083	2 409
05/10/2021	07/10/2021	85 000	1 917
07/10/2021	09/10/2021	88 399	3 399
Overall - Total			35 874

For further information call 1800 Issue Date: Nov 23, 2021



## Distribution System Operator - Meter Registration and Meter Reading Department

### 8. Authorisation – Network User

By pressing the button  the “GRANT PERMISSION” tab opens. As a Network User you are now able to proceed and grant permission to a Third Party, for accessing the measuring and consumption information for any selected Service Point.

The screenshot displays the 'Grant Permission' interface. On the left, a sidebar shows service point details for 53933472799. The main form area is titled 'GRANT PERMISSION' and contains several sections: 'Service Points to grant access to' with fields for Service Point, From, and To; 'Energy Product' with a dropdown menu showing 'Consumption' and 'Production'; 'Recipient for measuring and consumption information' with fields for email and phone; and 'Purpose' with a 'Meter registration code' and a consent checkbox. A list of 'ACTIVE PERMISSIONS' is shown on the right, with arrows (1) and (2) pointing to the 'Energy Product' and 'Purpose' sections respectively.

On the Tab the following can be specified:

The Service Point, the Period, the Direction and Energy product (1), as well as the purpose (2) for which the Permission is granted to the selected Third Party.

Accepting the field “I consent for publishing personal information regarding meter readings and consumption to the Third Party above.” is compulsory as a part of the European Union (EU) data protection reform, along with the data protection law enforcement directive and Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the EU institutions, bodies, offices and agencies.



## Electricity Authority of Cyprus Distribution

### Distribution System Operator - Meter Registration and Meter Reading Department

By filling all required fields and completing the procedure for granting access to a Third Party, you will be notified with the following email.

Αγαπητέ Χρήστη Δικτύου,

MDMS Σημείο Παροχής: 539333472799

Σας πληροφορούμε ότι έχετε παραχωρήσει άδεια πρόσβασης στα προσωπικά και μετρητικά δεδομένα σας μέσω του Meter Reading DSO Portal στον [cmichael21@eac.com.cy](mailto:cmichael21@eac.com.cy).

Σε περίπτωση που δεν το έχετε πράξει εσείς, παρακαλώ όπως επικοινωνήσετε με το Κέντρο Τηλευπηρέτησης ΑΗΚ στο 1800.

Διαχειριστής Συστήματος Διανομής.

Dear Network User,

MDMS Service Point ID: 539333472799

We inform you that you have granted access of your personal information and meter data through the Meter Reading DSO Portal to [cmichael21@eac.com.cy](mailto:cmichael21@eac.com.cy).

In case this was not granted by you please contact EAC Contact Centre at 1800.

Distribution System Operator.

An email is also forwarded to the Third Party, to inform them about the authorisation granted from the Network User, giving him access to their personal information and meter data.

MDMS Σημείο Παροχής: 539333472799

Σας πληροφορούμε ότι ο Χρήστης Δικτύου ([928629101189@stryfono@eac.com.cy](mailto:928629101189@stryfono@eac.com.cy)) σας έχει παραχωρήσει άδεια πρόσβασης στα προσωπικά και μετρητικά δεδομένα του μέσω του Meter Reading DSO Portal

[Προβολή σελίδας](#)

Διακριτικό για υπηρεσία ιστού: 8dce926d-c85d-4ce1-89cb-83330313db17

Διαχειριστής Συστήματος Διανομής.

MDMS Service Point ID: 539333472799

We inform you that Network User ([928629101189@stryfono@eac.com.cy](mailto:928629101189@stryfono@eac.com.cy)) has granted to you access to his/hers personal information and meter data through the Meter Reading DSO Portal.

[View page](#)

Token for web service: 8dce926d-c85d-4ce1-89cb-83330313db17

Distribution System Operator.



# Electricity Authority of Cyprus Distribution

## Distribution System Operator - Meter Registration and Meter Reading Department

On the tab “ACTIVE PERMISSIONS”, the Network User can check and confirm to which Third Party(s) has Granted Access to, for accessing his/hers measuring and consumption information. Additionally, the Network User has the option to proceed with a “Revoke Permission” for each Third Party individually, by pressing the button 

Eligible party	Creation date	Expiration date	Permission parameters	Revoke permission
service01@eac.com.cy	21/10/24, 1:04:15 PM	25/10/24, 11:59:59 PM	Service Point: E39333472799, ΕΠΙΘΥΟΙ 30, ΑΚΑΤΑΜΙΑ, ΑΓΙΟΣ ΝΙΚΟΛΑΟΣ, 2314, ΑΕΥΚΟΣΙΑ, Περίοδος: 01/10/23, 12:00:00 AM - 21/10/24, 04:00 AM Direction: Consumption, Production Energy Product: Solar/Wind Purpose: Other	

On the tab “PERMISSION HISTORY”, the Network User has access to a full list with all previous authorisations which have been terminated. The “Termination Reason” refers to which party proceeded with the Termination, the Network User or the Third Party itself.

Eligible party	Creation date	Termination date	Permission parameters	Termination reason
service01@eac.com.cy	21/10/24, 1:05:27 PM	22/10/24, 10:57:12 AM	Service Point: E39333472799, ΕΠΙΘΥΟΙ 30, ΑΚΑΤΑΜΙΑ, ΑΓΙΟΣ ΝΙΚΟΛΑΟΣ, 2314, ΑΕΥΚΟΣΙΑ, Περίοδος: 01/10/23, 12:00:00 AM - 21/10/24, 1:04:00 PM Direction: Consumption Energy Product: Solar/Wind Purpose: Other	Terminated by customer



## Distribution System Operator - Meter Registration and Meter Reading Department

### 9. Authorisation – Third Party

Following the link “View Page” which can be found in the automated email received (page11), you will be automatically redirected to web portal’s “View Shared Data” page, that have direct access to the shared readings and consumption information.

The screenshot shows a web portal interface for 'View shared data'. At the top left is the A/K logo and 'Electricity Authority of Cyprus'. At the top right is the user name 'ΓΕΩΡΓΙΟΥ ΑΓΑΘΗ' and email 'mcostee@hotmail.com'. Below the header is a yellow navigation bar with 'View shared data'. The main content area is divided into two sections: 'Permission information' and 'Readings and Consumption Information'. The 'Permission information' section includes details like Customer, Contact Phone, Expiration Date, Purpose, Service Point, Meter Serial Number, Period, Direction, and Meter Product. A 'TERMINATE PERMISSION' button is visible in the top right of this section. The 'Readings and Consumption Information' section has two links: 'Scaler (HTML)' and 'Scaler (XLSX)'. At the bottom of the page, there are three footers: 'EAC Personal Data Protection Policy' and 'EAC Website Terms and Conditions' on the left, 'Distribution Contact Center: 1800' in the center, and '© 2024, Electricity Authority of Cyprus' on the right.



**Distribution System Operator -  
Meter Registration and Meter Reading  
Department**

In the “ View Shared Data” tab, two links are available for downloading the Readings & Consumption file in XLSX or HTML.

Meter Serial Number	Measurement Component type	UCM	Reading Datetime	Reading Value	Consumption/Production
1018533	KWH-Net Import - MMTR	KWH	23.05.2023 09:03:48	21.453	557
1018533	KWH-Net Import - MMTR	KWH	25.07.2023 09:55:36	22.098	645
1018533	KWH-Net Import - MMTR	KWH	25.09.2023 09:19:17	22.848	750
1018533	KWH-Net Import - MMTR	KWH	30.11.2023 23:59:59	23.475	627
1018533	KWH-Net Import - MMTR	KWH	31.01.2024 23:59:59	24.565	1.090
1018533	KWH-Net Import - MMTR	KWH	31.03.2024 23:59:59	25.831	1.266
1018533	KWH-Net Import - MMTR	KWH	28.05.2024 10:59:26	26.151	320
1018533	KWH-Net Import - MMTR	KWH	31.07.2024 23:59:59	26.824	673
1018533	KWH-Net Import - MMTR	KWH	23.09.2024 09:10:45	27.885	1.161
1018533	KWH-Net Export - MMTR	KWH	23.05.2023 09:03:48	22.296	1.082
1018533	KWH-Net Export - MMTR	KWH	25.07.2023 09:55:36	23.405	1.109
1018533	KWH-Net Export - MMTR	KWH	25.09.2023 09:19:17	24.461	1.056
1018533	KWH-Net Export - MMTR	KWH	30.11.2023 23:59:59	25.315	854
1018533	KWH-Net Export - MMTR	KWH	31.01.2024 23:59:59	25.980	565
1018533	KWH-Net Export - MMTR	KWH	31.03.2024 23:59:59	26.627	647
1018533	KWH-Net Export - MMTR	KWH	28.05.2024 10:59:26	27.929	1.302
1018533	KWH-Net Export - MMTR	KWH	31.07.2024 23:59:59	29.061	1.132
1018533	KWH-Net Export - MMTR	KWH	23.09.2024 09:10:45	29.769	708

In the same tab, there is an optional button **TERMINATE PERMISSION** which can be used by the Third Party for terminating the permission provided.

In this case, the following applies:

The Network User will receive an email notifying him that the Third Party has revoked the access granted to him.

Αγαπητέ Χρήστη Δικτύου,  
MDMS Σημείο Παροχής: 539333472799  
Σας πληροφορούμε ότι ο [cmichael21@eac.com.cy](mailto:cmichael21@eac.com.cy) έχει ανακαλέσει την άδεια πρόσβασης που του έχετε παραχωρήσει στα προσωπικά και μετρητικά σας δεδομένα μέσω του Meter Reading DSO Portal.  
Διαχειριστής Συστήματος Διανομής.  
Dear Network User,  
MDMS Service Point ID: 539333472799  
We inform you that [cmichael21@eac.com.cy](mailto:cmichael21@eac.com.cy) has revoked the access that you have granted regarding your personal information and meter data through the Meter Reading DSO Portal.  
Distribution System Operator.



Electricity Authority of Cyprus  
Distribution

## Distribution System Operator - Meter Registration and Meter Reading Department

The Third Party will receive an email notifying them that the access granted by the Network User, has been successfully revoked.

MDMS Σημείο Παροχής: 539333472799

Σας πληροφορούμε ότι έχετε επιτυχώς ανακαλέσει την άδεια πρόσβασης που σας είχε παραχωρηθεί από τον Χρήστη Δικτύου ([928629101189/stryfono@eac.com.cy](mailto:928629101189@stryfono@eac.com.cy)) στα προσωπικά και μετρητικά δεδομένα του μέσω του Meter Reading DSO Portal.

Διαχειριστής Συστήματος Διανομής.

MDMS Service Point ID: 539333472799

We inform you that you have successfully revoked the access that was granted by Network User ([928629101189/stryfono@eac.com.cy](mailto:928629101189@stryfono@eac.com.cy)) regarding his/hers personal information and meter data through the Meter Reading DSO Portal.

Distribution System Operator.

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