



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

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.



🏠 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.



🏠 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

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".

The main content area is titled "My House: Meter information". It is divided into several sections:

- Address:** A search bar and a list of service points. The selected one is "My House" with details: 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.
- Active Meter:** A table with the following data:

Meter Serial Number	971485
Manufacturer	LANDIS & GYR
Model	ZME120AC
Number of measuring channels	1
Load Entitlement	30 A
Number of phases	3
- Measurement Channels:** A table with the following data:

Type	Data Format
KWH with Empty TOU	6.0
- Meter History:** A table with the following data:

Serial Number	Installation Date	Removal Date
971485	12/04/12, 12:00:00 AM	-

At the bottom, there are links for "EAC Personal Data Protection Policy" and "EAC Website Terms and Conditions", the "Distribution Contact Center: 1800", and the copyright notice "© 2021, Electricity Authority of Cyprus".

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

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.



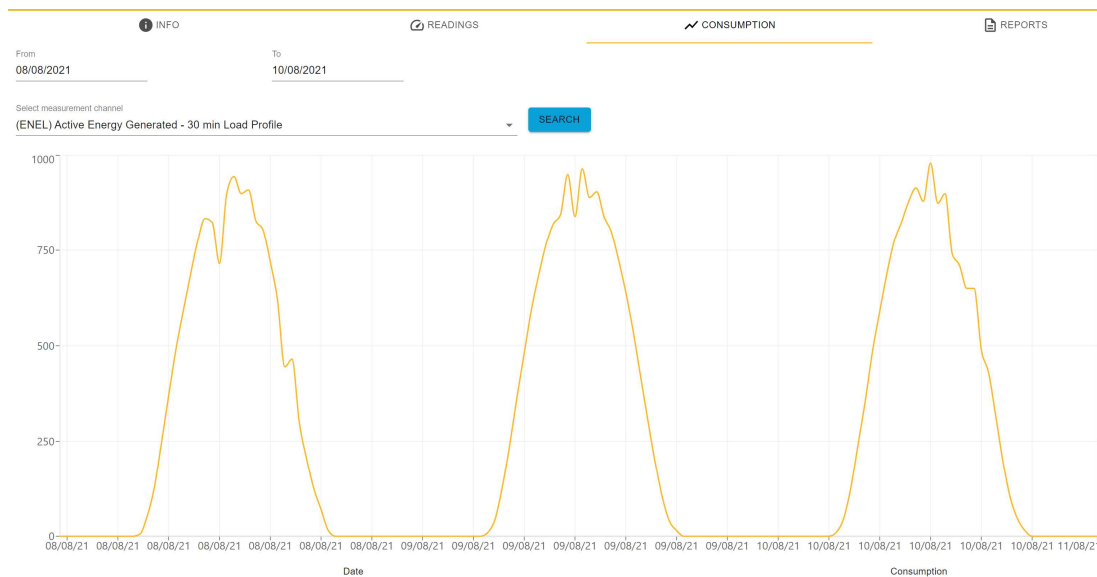
By selecting a different measuring channel the consumption/generation of all available measuring channels and components can be displayed.



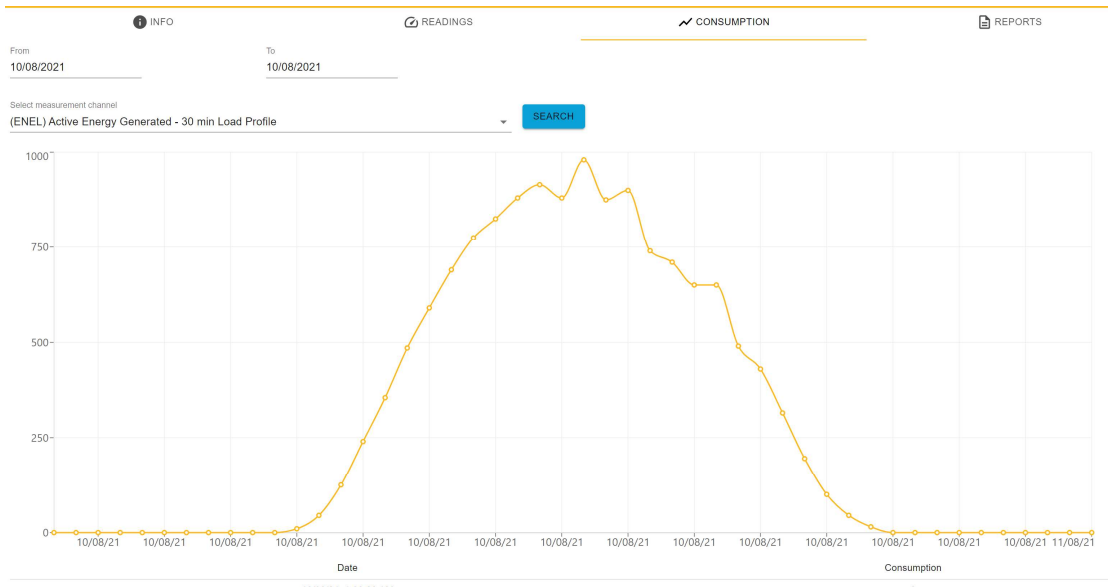
Distribution System Operator - Meter Registration and Meter Reading Department

6. Consumption/Generation Profile

By selecting the "CONSUMPTIONS" tab, you can select the period of your choice and the corresponding metering channel for a 30-minute profile (not yet available to bi-monthly consumers) and display in graphical form the consumption / production 30 min profile of your premise.



Consumption/Generation Profile (30minute) 08/08/2021 - 10/08/2021 (3 days)



Consumption/Generation Profile (30minute) 10/08/2021 (1 day)



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.

EAC Personal Data Protection Policy
EAC Website Terms and Conditions

Distribution Contact Center: 1800

© 2021, Electricity Authority of Cyprus

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			
TARIFF/RATE: 01			
LOAD ENTITLEMENT: 30 AMP			
CONSUMPTION FROM	CONSUMPTION TO	IMPORT READINGS	CONSUMPTION (KWH)
11/15/2018	01/16/2019	54 333	2 008
01/16/2019	03/18/2019	56 058	1 555
03/18/2019	05/15/2019	57 945	1 887
05/15/2019	07/14/2019	59 605	1 660
07/14/2019	09/15/2019	62 389	2 784
09/15/2019	11/15/2019	64 055	1 666
11/15/2019	01/17/2020	66 333	2 278
01/17/2020	03/17/2020	68 080	1 747
03/17/2020	05/17/2020	69 811	1 731
05/17/2020	07/14/2020	71 355	1 544
07/14/2020	09/14/2020	74 792	3 237
09/14/2020	11/16/2020	76 346	1 554
11/16/2020	01/19/2021	78 735	2 389
01/19/2021	03/16/2021	80 674	1 939
03/16/2021	05/20/2021	83 083	2 409
05/20/2021	07/19/2021	85 000	1 917
07/19/2021	09/16/2021	88 399	3 399
Overall - Total			35 874

Αρχή Ηλεκτρισμού Κύπρου
 Distribution System Operator

 Τμήμα Καταγραφής Μετρήσεων και Εγγραφής Μετρητών
 Διαχειριστής Συστήματος Διανομής
 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			
TARIFF/RATE: 01			
LOAD ENTITLEMENT: 30 AMP			
CONSUMPTION FROM	CONSUMPTION TO	IMPORT READINGS	CONSUMPTION (KWH)
11/15/2018	01/16/2019	54 333	2 008
01/16/2019	03/18/2019	56 058	1 525
03/18/2019	05/15/2019	57 945	1 887
05/15/2019	07/14/2019	59 605	1 660
07/14/2019	09/15/2019	62 389	2 784
09/15/2019	11/15/2019	64 055	1 666
11/15/2019	01/17/2020	66 333	2 278
01/17/2020	03/17/2020	68 080	1 747
03/17/2020	05/17/2020	69 811	1 731
05/17/2020	07/14/2020	71 355	1 744
07/14/2020	09/14/2020	74 792	3 237
09/14/2020	11/16/2020	76 346	1 554
11/16/2020	01/19/2021	78 735	2 389
01/19/2021	03/16/2021	80 674	1 939
03/16/2021	05/20/2021	83 083	2 409
05/20/2021	07/19/2021	85 000	1 917
07/19/2021	09/16/2021	88 399	3 399
Overall - Total			35 874

Αρχή Ηλεκτρισμού Κύπρου
 Distribution System Operator

 Τμήμα Καταγραφής Μετρήσεων και Εγγραφής Μετρητών
 Διαχειριστής Συστήματος Διανομής
 For further information call 1800
 Issue Date: Nov 23, 2021