Metering overview

Last Modified on 06/03/2026 11:20 am EDT

Meters are the starting point for everything billing-related. When a customer calls about a high bill, an estimated charge, or an unexpected reading — understanding how meters work gives you the foundation to help them confidently. This article covers the basics: what meters do, the different types you'll encounter, and why accurate readings matter so much.

What does a meter actually do?

A meter measures how much energy a property uses. For electricity, it records consumption in kilowatt-hours (kWh). For gas, it records the volume of gas used — either in cubic metres (m^3) or cubic feet (ft^3) — which is then converted to kWh for billing purposes.

Every property supplied by Good Egg Energy has at least one meter. Some properties have both a gas and an electricity meter. The readings from those meters are what we use to calculate a customer's bill — so accuracy matters enormously.

Types of meters

Standard (credit) meters
The most common type. They record cumulative energy use and display a running total. Customers are billed based on the difference between their current reading and their previous one. If a customer doesn't submit a reading, we may issue an estimated bill.

Smart meters
Smart meters send readings to us automatically — usually every 30 minutes — so customers don't need to submit readings manually and estimated billing is largely eliminated. They also give customers access to near real-time energy data via an in-home display (IHD) or online account. See Understanding smart meters for a full guide.

Prepayment meters
Prepayment meters require customers to pay for energy in advance, usually by topping up a key, card, or smart app. If a customer runs out of credit, their supply may be interrupted. Customers on prepayment meters are among our most vulnerable, so it's worth familiarising yourself with our Vulnerabilities guidance too.

Economy 7 / time-of-use meters
These meters have two registers — one for peak hours and one for off-peak hours (typically overnight). Customers on Economy 7 tariffs benefit from cheaper overnight electricity, often used to heat storage heaters or charge electric vehicles. Bills will show two separate consumption figures.

Why accurate readings matter

When a meter reading is missing, incorrect, or significantly different from what's expected, it creates problems down the line — estimated bills, billing disputes, and frustrated customers. Accurate, timely readings mean:

- Bills reflect what a customer has actually used
- Direct debit amounts stay appropriate
- Account balances don't drift into large credit or large debt
- Dispute volumes stay low for everyone

As an agent, you'll often be the person who catches a reading problem early — either because a customer flags it, or because something looks off in Kraken. Trust your instincts. If a reading seems unusually high or low, it's worth investigating before the bill goes out.

Meter identification

Every meter has a unique identifier. For electricity meters this is sometimes called a meter serial number (MSN), visible on the front of the meter itself. For gas meters, a similar serial number applies. These numbers are used to match readings to the right account and supply point — essential when a customer has recently moved, or when there's any doubt about which meter belongs to which property.

> **Good to know:** If you're ever unsure which meter type a customer has, you can find this in Kraken under their supply point details. The meter type affects how readings are submitted and how bills are calculated, so it's always worth checking before advising a customer.