How to read your gas meter

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Gas meter reads come up less often than electricity — but when they do, it's usually because something looks off on a bill. This guide walks you through the different types of gas meter a customer might have and how to read each one accurately.

Before you start

Ask the customer to locate their gas meter before walking them through the reading. Gas meters are most commonly found:

- In a cupboard inside the property, often near the boiler
- In an external meter box on an outside wall
- In a communal meter room (for flats and apartments)

Remind customers to take care around gas meters — they should never try to tamper with or move them. If a customer reports any smell of gas near their meter, stop the reading process immediately and follow the Gas leak protocol.

Digital gas meters

Most modern gas meters have a digital display. Read the numbers from left to right. You'll typically see five digits before the decimal point — those are the ones to record. Ignore any digits after the decimal point.

Example: A display showing **01583.72** should be submitted as **01583**.

If the display is blank, the customer may need to press a button to activate it. Some meters cycle through multiple screens — the reading they need will usually be on the first or main screen.

Dial gas meters

Older gas meters use dials, similar to older electricity meters. There are usually four or five dials, alternating between clockwise and anti-clockwise.

To read them:

- Read each dial from left to right
- Note the number the pointer has most recently *passed*
- If the pointer sits directly on a number, write it down — but if the dial to its right hasn't yet passed zero, reduce by one
- Ignore any red dials

As with electricity dial meters, these can be tricky. Take it slowly with the customer and sense-check the final reading against their previous one.

Understanding gas units

This is where gas meters differ from electricity meters — and it's a common source of customer confusion.

Gas meters measure the *volume* of gas used, in either cubic metres (m^3) or cubic feet (ft^3). This volume reading

is then converted to kilowatt-hours (kWh) for billing purposes, using a calorific value and a conversion factor.

Customers sometimes notice that the unit on their meter doesn't match the unit on their bill, and wonder if they've been overcharged. The short answer is: this is completely normal. The conversion is standardised and applied consistently to all accounts. If a customer wants more detail, you can reassure them that the calculation is set by industry standards and is the same for all energy suppliers.

> **Watch out for this:** Customers with older cubic feet meters will have much higher raw numbers on their display than customers with cubic metre meters — because a cubic foot is much smaller than a cubic metre. If a reading looks unusually high, check the meter type in Kraken before flagging it as an anomaly.

Smart gas meters

Smart gas meters work the same way as smart electricity meters — readings are sent to us automatically and customers don't need to submit them manually. If a customer wants to check their current reading, they can press the display button and look for the main consumption figure, then read it as they would a standard digital meter.

> **Good to know:** Gas meter reads tend to change more slowly than electricity reads, especially in warmer months when heating isn't in use. A reading that looks very similar to the previous one isn't necessarily wrong — but a reading that's dramatically higher than usual in summer is worth a second look.