

Submitting a meter reading

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Submitting accurate meter readings promptly is one of the simplest ways to keep a customer's account in good shape. This guide covers how readings are submitted, when they're needed, and what to do when something doesn't look right.

How customers can submit a reading

Customers have a few options for submitting their meter readings:

- **Online account** – the quickest option. Customers log in, navigate to their meter readings section, and enter their reading directly.
- **Mobile app** – same process as the online account, optimised for mobile.
- **By phone** – customers can call us and an agent logs the reading on their behalf in Kraken.

If you're logging a reading on behalf of a customer during a call, enter it in Kraken under their supply point details. Always read the figure back to the customer to confirm it before saving.

When readings are needed

For customers on standard (credit) meters, we recommend submitting a reading:

- Around the time a bill is generated – ideally within a day or two
- When a customer moves in or out of a property
- After a meter is replaced or upgraded
- Any time a customer believes their bill may be based on an estimate

Customers with smart meters don't need to submit readings manually under normal circumstances – their meter does it automatically. The exception is if their smart meter has lost connectivity, in which case manual submissions keep the account accurate until the issue is resolved.

Estimated readings

If a customer hasn't submitted a reading by the time their bill is generated, we'll use an estimated reading based on their historical consumption. Estimates are clearly marked on the bill.

When a customer later submits an actual reading, the account is recalculated. If the estimate was too high, they'll receive a credit. If it was too low, the difference will be added to their next bill. It's worth setting this expectation clearly with customers – especially if the correction is likely to result in an additional charge.

Logging a reading in Kraken

To submit a reading on a customer's behalf:

1. Open the customer's account in Kraken
2. Navigate to the relevant supply point (electricity or gas)
3. Select **Add meter read**
4. Enter the reading and confirm the read date

5. Select the read type – **customer submission** for readings provided by the customer
6. Save and confirm with the customer

Always use today's date unless the customer is providing a reading they took on a different day – in which case, use the actual date the reading was taken.

Good to know: If a reading is rejected by Kraken because it falls outside the expected range, don't override it without checking first. An out-of-range reading could mean a genuine anomaly – or it could mean the customer has misread their meter. See [Meter reading disputes and anomalies](#) for next steps.
