

How to meter clean energy usage

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Need to check how much clean energy a customer has used through Good Egg Energy? This guide walks you through metering their clean energy usage in Kraken, so you can answer questions confidently and keep the customer's account accurate. It's a quick task once you know where to look, and you'll find the steps below.

Before you start

Have the customer's account number or the address of their supply point to hand. You'll also need the relevant Kraken access for meter and usage records. If you can't see the sections described below, check with your team lead before going further.

Steps to meter clean energy usage in Kraken

1. Log in to Kraken and search for the customer using their account number or address.
2. Open the customer's account and go to **Meter points**.
3. Select the correct meter point. If the customer has more than one property or supply, double-check you've picked the right one before moving on.
4. Open **Meter readings** to see the recorded consumption for that meter.
5. Set the date range to the period you want to check. For a billing query, use the customer's current or most recent billing period.
6. Review the usage figures for that period. Note the total consumption, as this is the figure your clean energy calculation is based on.
7. Open **Tariff details** to confirm the customer is on a Good Egg Energy clean energy tariff. This confirms the usage you've found is covered by our clean energy commitment.
8. Record or share the usage figure with the customer as needed, using the wording below.

What to say to the customer

Keep it simple and avoid jargon. Here's an example of how you might explain it:

"I've had a look at your meter readings for this billing period, and you've used 320 kWh."

Because you're on one of our clean energy tariffs, that usage is matched with energy from renewable sources."

If the customer asks for more detail than you can see, it's fine to be upfront about it:

"I can see your usage and tariff details here. For anything more detailed on how the energy is sourced, I'll point you to the right team so you get an accurate answer."

If the readings look wrong

Sometimes the numbers won't add up. Here are the most common reasons:

- **Estimated readings:** If the figures are estimates rather than actual readings, the usage may be adjusted once a real reading comes in.
- **Missing readings:** Gaps in the date range can make usage look lower than it really is.
- **Wrong meter point:** Customers with multiple supplies are easy to mix up, so re-check the address.

If you've checked all three and something still looks off, ask the customer to submit a fresh meter reading, then recheck once it's been added. If it's still not right, escalate it following your usual process.

Watch out for this: Don't quote usage figures to a customer until you've confirmed whether the readings are actual or estimated. Quoting an estimate as fact can lead to confusion later if the figure changes when a real reading is submitted.

How does a new version translate?
