


?How do I find low-rated knowledgebase articles

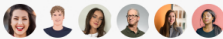
[Reports](#) - [تعليقات \(.\)](#) - Ben Henley - 2023-08-01

.If enabled, users can vote on how helpful individual articles are



.It's a good idea to monitor these ratings to find and improve articles that are rated unhelpful



How-to submit a Gas or Electricity meter




Last updated: Jul 24, 2023 by Lara Proud





There's plenty of reasons to giving us your readings:

- We'll make sure your bills are accurate and you're only paying for the energy you've used.
- You'll see if your payment plan is covering your usage – avoiding any unexpected bills!
- You can use your online account to make payments – or track payments you've already made.
- It only takes a few minutes.

When taking your readings, it's important to know which type of meter you have. If you have a **221B Green meter**, your meter readings will be recorded automatically, every day or every half hour. You can also see these readings through your online account.


Helpful


Unhelpful

2 of 3 people found this page helpful

.You can use this custom statistic to find articles that have been rated poorly by users

```
SELECT articles.title, articles.id, articles.total_rating
FROM articles
ORDER BY articles.total_rating ASC
```

:To use this

Go to the **Reports** interface, then to the **Stats** tab (your account may not have access to use reports, so you .1
(.may need your admins to grant you access or run the report for you

.Click **Create Statistic** .2

.Under **Query Builder** and paste in the code .3