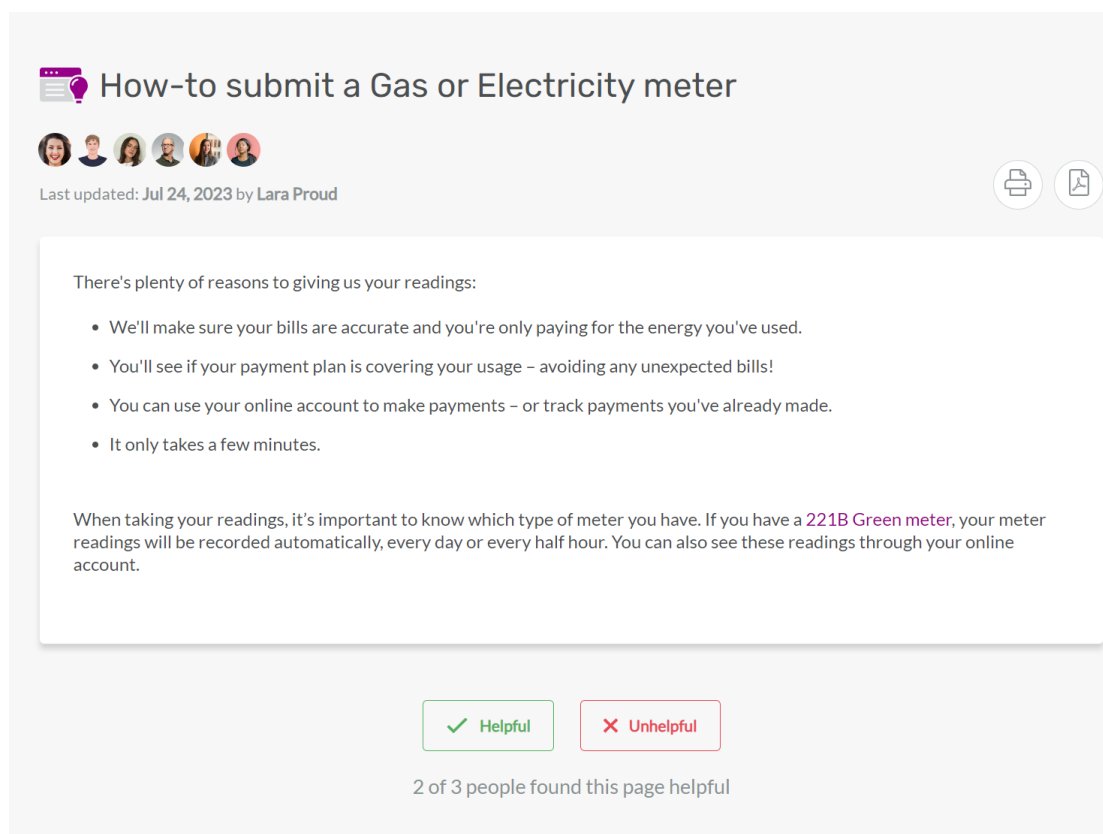


## How do I find low-rated knowledgebase articles?

Ben Henley - 2023-08-01 - [Comentarios \(0\)](#) - [Reports](#)

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.



The screenshot shows a knowledgebase article titled "How-to submit a Gas or Electricity meter". The article is updated as of July 24, 2023, by Lara Proud. It features a list of reasons for submitting readings and a section about meter types. At the bottom, there are "Helpful" and "Unhelpful" buttons, with a note that 2 of 3 people found the page helpful.

**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:

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

2. Click **Create Statistic**.

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