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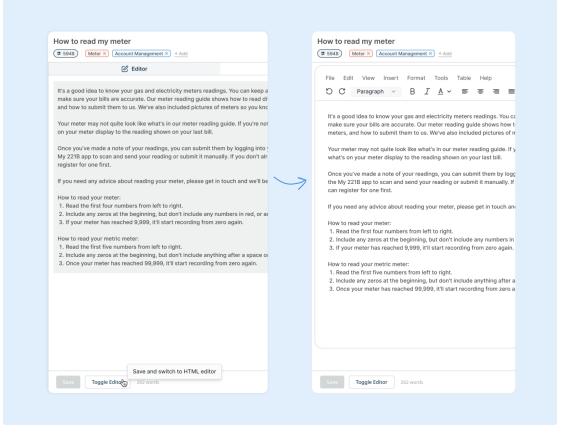
2023-07-25 - Lara Proud - <u>댓글 (0)</u> - <u>Product (Agent)</u>

We are introducing the latest enhancement to our Knowledgebase Article editor which we have added in response to your feedback. You can now edit Knowledgebase Articles with ease using the new **HTML editor**, designed to make content creation and management more seamless for agents.

With the HTML Editor, there's no longer a need for cumbersome code blocks when you want to insert or edit HTML content within your articles.

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It's a good idea to know your gas and electricity meters readings. You can keep an eye on the energy you're usi make sure your bills are accurate. Our meter reading guide shows how to read different types of gas and electr meters, and how to submit them to us. We've also included pictures of meters so you know what to look for. Your meter may not quite look like what's in our meter reading guide. If you're not sure what to read, try compa what's on your meter display to the reading shown on your last bill. Once you've made a note of your readings, you can submit them by logging into your online account. You can a	ring
the My 221B app to scan and send your reading or submit it manually. If you don't already have an online accou can register for one first.	int, you
If you need any advice about reading your meter, please get in touch and we'll be happy to <u>help</u> . How to read your meter:	
 Read the first four numbers from left to right. Include any zeros at the beginning, but don't include any numbers in red, or anything after a red number. If your meter has reached 9,999, it'll start recording from zero again. 	
How to read your metric meter: 1. Read the first five numbers from left to right. 2. Include any zeros at the beginning, but don't include anything after a space or decimal point. 3. Once your meter has reached 99,999, it'll start recording from zero again.	
Save and switch to default editor	
Save Toggle Editor 262 words Discard	d Changes

For any content you've already created using code blocks in the standard editor, any existing content containing code blocks will now automatically load in the HTML Editor ready for you to edit with ease.



And we've made it easy for you to switch between the default and HTML Editor. With a simple button available right in the bottom left-hand corner of the editor interface, you can effortlessly choose the editor that best suits your needs for each specific article.