

# Imperial and metric gas meters

## What has happened?

Some people have a gas meter measuring in cubic feet and others have meters measuring in cubic metres. However, all suppliers have to charge their customers for gas in cubic metres. So if a customer has an imperial meter, a simple calculation is needed in order to convert this into cubic metres.

[The gov.uk website explains gas metering and billing in more detail.](#)

Customer accounts have been affected in fewer than 11,000 cases. Energy companies<sup>1</sup> have recorded a household as having an imperial meter when in fact they have a metric meter, and in this instance, a customer would have been overcharged. When the opposite has happened a customer would have been undercharged.

These have been unfortunate clerical errors where the wrong type of meter has been recorded on a residential customer's account. In this instance, a meter will not need to be checked or changed.

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"A very small number of customers have been charged the wrong amount for their gas, due to the incorrect recording of imperial and metric gas meters. Under 11,000 people (out of 23 million accounts) have either been charged too much or too little.

"Industry has signed up to a set of principles to redress those affected. Where there has been an overcharge, a refund will be issued as soon as possible."

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## How are we putting things right?

This is not a problem that affects one company in particular. Industry has worked hard to identify customers involved to make sure no-one is adversely affected by these unfortunate mistakes.

- People affected will be contacted directly by their supplier;
- Suppliers will repay any overcharging, including an appropriate interest payment;
- In some cases, it may also be appropriate to make an ex gratia payment;
- Energy companies will not seek repayment from customers who have been undercharged;
- Where appropriate, suppliers may provide support for undercharged customers in vulnerable circumstances to help ease the transition to accurate bills.

## Compensation

Where accounts are live on a supplier's system this will be a straightforward process. People do not have to do anything and will be contacted and compensated by the end of October. However there will be closed accounts where it is more difficult to track down affected customers. Companies will use their best endeavours to make sure everyone who has been affected is compensated as quickly as possible.

If a customer is concerned, they should contact their energy provider or get in touch with Citizens Advice.

## The long term

Smart meters are currently being rolled out across the UK. These will allow suppliers to read meters remotely and more accurately. Three and a half million smart meters have been installed so far and the government intends for everyone to have been offered a smart meter by 2020.

<sup>1</sup> This factsheet represents affected customer accounts of Energy UK members.