

Missing Data

Not every system is perfect and occasionally consumption data can take some time to be retrieved and processed before being available on the Octopus Energy API. This can leave you without data for multiple days. Some data can also be retrieved incomplete, in which Octopus Compare will only download it once it no longer is missing consumption values.

Octopus Compare always tries to fetch where it left off last when fetching new data, so if you don't have data for a couple days, no problem - Octopus Compare will just continue to fetch data as usual. Similar happens for those dates that are missing between 2 dates, Octopus Compare will go back to those dates and attempt to fetch that data for you. You will see a confirmation of the dates the application tries to fetch on a refresh.

Octopus Compare tries to keep all data from Octopus Energy up-to-date. In the event that you don't receive data for an extended period of time, it is recommended that you first check whether the data is available via your [Octopus Energy Dashboard](#) and try 'Refresh All Data' in Settings --> Advanced within the app. This will refresh all your consumption data whilst persisting all your settings.

If you're missing data on your Octopus Energy Dashboard for an extended period of time, it is recommended that you first get in contact with Octopus Energy.

In the event that you're still missing data in your Octopus Compare app, please get in contact with us using our [contact form](#).

Revision #6

Created Sun, Feb 28, 2021 10:12 PM by [M4 Consulting](#)

Updated Sun, Mar 21, 2021 2:29 PM by [M4 Consulting](#)