



## PGVCL AMI – Smart Meter FAQ's

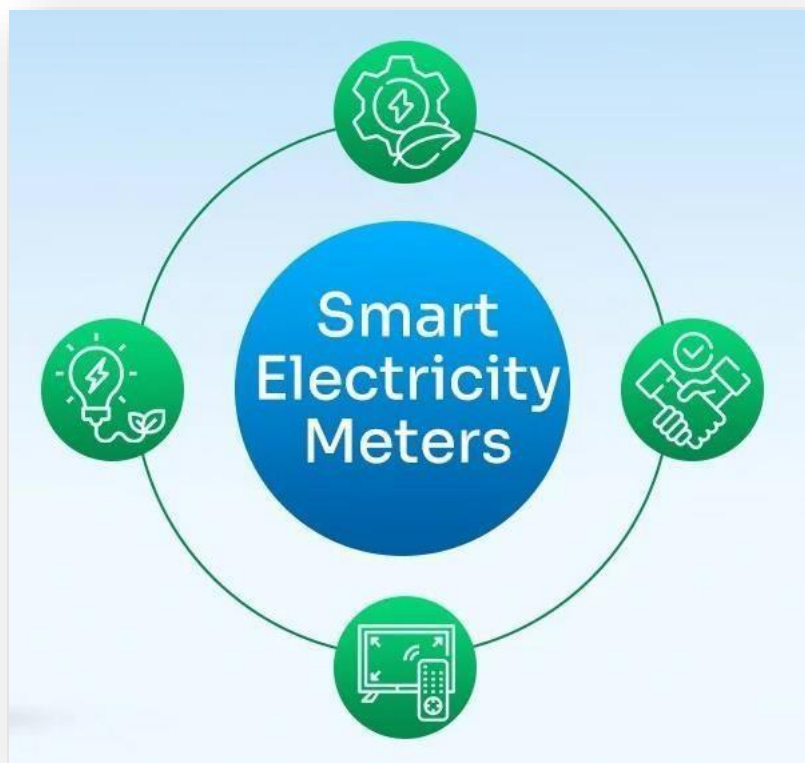


Be smart... Be updated...



## 1. About Smart Meters.

Smart meters are a new generation of energy meters that allow you to learn about your consumption pattern and help utilities to conduct system monitoring and customer billing without manual intervention. A smart energy meter takes automatic readings of your residential, commercial, or industrial electricity usage and relays the information wirelessly to your energy supplier. Moreover, smart meters also help you analyze your energy usage trends during both peak and off-peak hours, which can help you to plan your future usage, and thereby allow you to reduce your electricity bills accordingly



## 2. Smart Meter FAQ's

### About Smart Meters and their benefits

#### 1. What is the prepaid function in a smart meter?

The prepaid function in a smart meter operates similar to a prepaid mobile. You need to recharge your smart meter in advance to use electricity. In that case of low or no balance, you will receive 2 or 3 alerts through your smart meter and/or SMS on your registered mobile and /or notifications in mobile application before electricity supply is disconnected. The prepaid function helps in avoiding unexpected bills and also allows you to budget your usage

#### 2. Will I have to pay for installing a smart prepaid meter?

You are not required to pay upfront for the smart prepaid meter installation but recharge is required for electricity usage after installation of meter

#### 3. What are the benefits of using smart prepaid meters?

- ❖ You can track electricity consumption using PGVCL Smart Meter Application
- ❖ You can recharge your electricity account in advance using PGVCL Smart Meter Application
- ❖ It can digitally send your electricity reading to the utility
- ❖ It helps the utilities to improve the power supply

#### 4. What is the process for smart meter installation?

Your utility will take the initiative to change your present meter into a Smart Meter

#### 5. Do I need to install a 'smart' sub-meter for separate floors or tenants?

The mandate is to install smart meters at the interface points with DISCOM. You may install smart sub-meter for separate floors/tenants at your option but PGVCL is not responsible for installation and maintenance thereof.

#### 6. I have a solar rooftop system; can I get a smart meter?

Yes, smart meters can be installed with a solar roof top. However, the policy for installation may vary from state to state. You may contact your local utility office for more information

## About Billing & Recharge

### 1. **Would there be a change in my electricity tariff due to smart prepaid meters?**

There may be no change in the tariff structure for smart prepaid meters at present. However, tariff structure to approval by Gujarat Electricity Regulatory Commission time to time in future

### 2. **Will my electricity bill increase after installation of a smart prepaid meter?**

There will be no increase in your electricity bill as compared to a traditional meter. Smart meters will increase the accuracy of meter reading by eliminating human errors associated with manual meter readings

### 3. **How can I recharge smart meters (including minimum recharge amount)?**

You can recharge your smart meters through any of the following options:

- ✓ Through your Smart Phone via PGVCL Smart Meter Application
- ✓ By visiting the Consumer Web Portal (<https://mdm-apraava.pgvcl.com/consumerLogin>) scan below QR.



- ✓ At the nearest Billing Centre

### 4. **Will I receive any alerts for low balance or disconnection?**

Yes, you will receive alerts on your registered mobile number through SMS, Smart meters and PGVCL Smart meter mobile application at the following stage

#### **Low Balance Alerts**

- @ Less than 200 INR
- @ Less than 100 INR
- @ Less than 50 INR

#### **Disconnection Alerts**

- Less than -300 INR

*However, this is subject to change as per the directives by competent authority time to time in future.*

**5. How long will it take for the recharge to reflect on my meter?**

Generally, the recharge may reflect on your PGVCL smart meter mobile application and Smart Meter within few minutes. In case of a delay, you may contact your local office or log compliant in the PGVCL Smart Meter application or consumer web portal.

**6. How can I check the balance on my prepaid smart meter?**

You can check the balance amount by doing any of the following

- ❖ Using the Smart Meter Mobile Application
- ❖ By login in to the Consumer Web Portal  
(<https://mdm-apraava.pgvcl.com/consumerLogin> ) scan by QR code.



- ❖ Checking the Smart Meter Display

**7. Will my supply be disconnected immediately if my recharge gets exhausted?**

In the event of a low balance, you will receive alerts on your registered mobile number, smart meter, and the PGVCL smart meter mobile application before the supply cuts-off.

**8. How can I distinguish between a power outage and a disconnection?**

In the case of a disconnection, the meter will still have supply and show a message of zero or negative balance.

**9. How will I receive my electricity bill- physical, SMS or electronic?**

You may download electricity bill from PGVCL smart meter mobile application or web portal in PDF format.

**10. What can I do if I am unable to recharge through the mobile application or if there is a transaction failure?**

You can log the complaints related to smart meter via PGVCL Smart Meter mobile application or Consumer web portal.

**11. To whom should I approach if the power supply does not reconnect even after successful recharge?**

Generally, power supply reconnection may take place within a few minutes after successful recharge. If the power supply is still not reconnected, please log your complaints on the PGVCL Smart Meter mobile application or Consumer web portal.

**12. What should I do if my supply gets disconnected even though the balance in my prepaid meter is available?**

This normally would not happen, however in rarest such possibility due to any technical reasons it happened, please log your complaints on the PGVCL Smart Meter mobile application or Consumer web portal.

**13. How can I track my complaint status?**

The present complaint redressal mechanism will be continued for Smart meter related complaints, you may check your complaint status via PGVCL Smart Meter application or Consumer web portal by going into the Complain tab

**14. How can I change my registered mobile number?**

The change in mobile number may be done through the established process and you approach to your local sub division office for the same.

## Features of Smart Meter

The following are the consumer-friendly features of a Smart Meter:

- ✓ Easy Top-up facility with option small recharge
- ✓ Notification of Low/ zero balance via SMS & mobile application notifications
- ✓ Facility of quick recharge
- ✓ Handy information of consumption and other related information.
- ✓ Help consumer in planning their economic budget.
- ✓ Monthly, daily comparison of load and energy usage.
- ✓ Automatic reading without manual intervention.
- ✓ Other many innovative and technical functionalities.

### **How can smart meters help me to reduce my energy bills?**

- You can check and track energy consumption on a real time basis with the help of the PGVCL Smart Mobile Application or web portal. This information can track the electricity usage data with monthly/daily comparison which may help to reduce.

### **How can I monitor my electricity usage? Can I switch ON/OFF my meter remotely?**

- You can use the PGVCL smart Meter mobile application or web portal to track your electricity consumption. However, due to security reason, you can't ON/OFF smart meter remotely

### **Does a smart meter mean that the power supply can be cut off more easily?**

- The purpose of smart is two-way communication and real time data collection for proactive intervention. Disconnection and reconnection will be executed and as per the relevant regulations time being in force.

### **Do smart meters have any adverse effect on health?**

- Smart Meter do not pose any additional health risk compared to other forms of communication devices used regularly (Subject to local condition)

### **Can smart meters help to improve the quality and reliability of the power supply?**

- Yes, with real-time dependable data on quality and reliability, the utilities will be able to monitor and analyze the power supply situation in your area. An informed and active utility can proactively restore supply faster in the case of a fault or interruption.

## Procedure for installation of pre-paid smart meter:

### Consumer Indexing (CI)

Agency representative appointed by PGVCL will register the meter detail, customer detail, latitude longitude, meter box detail, cable detail etc. in the mobile application on electrification of the customer.

### Meter Installation (MI)

Agency representative appointed by PGVCL and staff of PGVCL will install pre-paid smart meter in place of customer's existing meter. Also, the details of old meter and new meter will be registered in the mobile application. Then the power supply will seal and give a copy of the meter replacement proforma to the customer.

After completing the above operations, the data will go to the server and then the following message will be sent to the registered mobile number of the customer.

Dear Consumer, Congratulations! We are pleased to inform you that your electricity connection has been successfully converted to pre-paid mode. Your final outstanding amount of Rs. xxxx has been converted into daily equal instalments of Rs. xxx. For more detail, please click on <https://mdm-apraava.pgvcl.com/consumerLogin>

(\*In exceptional cases there may be a delay of one or two days for registration on mobile application after installation of meter.)

### Mobile Application Download and Registration Process:

To connect the customer's mobile with the pre-paid smart meter, the customer has to do the following

(a) Registration will be done by scanning the QR code of consumer pamphlet, downloading the application and going to the registration link.

(b) Go to Google play store or Apple store and download "PGVCL Smart Meter" mobile application and go to the registration link to register.

For registration, click on "First Time User Registration" and fill the necessary details. Then the OTP will be sent to the customer's registered mobile number/e-mail.

After generating the password with the help of OTP, the customer will be able to use the mobile application"

It is important to mention here that your 24 hours usage data will be continuously stored on PGVCL server. All the details of which will be calculated at twelve o'clock in the night the prepaid calculation will be done. Accordingly, energy consumption, remaining balance information etc. can be seen in the mobile application



### Final Outstanding Amount [FOA]:

FOA= Past due amount + Outstanding bill amount (from last bill date to date of meter replacement) – Security deposit amount – Interest on security deposit amount (up to date of meter replacement) + Income tax on interest amount + Late payment charge (up to date of meter replacement) – Interest Amount on Prepaid Amount – Additional Solar Product Purchase Amount (For Solar Customers Only)

Detail	Amount
A: Previous Arrears	750
B: New Bill Amount [From Last Bill Date to Meter Replacement Date]	235
C: Late payment charges	25
D: Security Deposit	400
E: Amount of interest on security deposit	10
F: Amount of Income Tax on interest amount	0
G: Amount of interest on prepaid amount	0
H: Purchase amount of solar surplus production	0
I: FOA = (A+B+C-D-E+F-G-H)	600
J: Average electricity bill for last three months	720
K: 25% of which	180
L: DIA=k/30 days	6
M: Total days for recovery = (I/L)	100

Note: Outstanding arrears will be recovered from the customer's re-charge balance within a maximum of 180 days. Hence if the number of days exceeds 180 days, then Daily Instalment Amount (DIA) = FOA/180 days.

If the FOA is negative i.e., the amount of arrears is less than the security deposit with the customer, then such deposit will be credited to the customer's re-charge balance in 6-month instalments. In which the first instalment will be given on the day the meter is replaced. But no interest will be given on the outstanding instalment.

Details	Amount
A: Previous Arrears	750
B: New Bill Amount [From Last Bill Date to Meter Replacement Date]	235
C: Late payment charges	25
D: Security Deposit	4000
E: Amount of interest on security deposit	10
F: Amount of Income Tax on interest amount	0
G: Amount of interest on prepaid amount	0
H: Purchase amount of solar surplus production	0
I: FOA = (A+B+C-D-E+F-G-H)	-3000
J: Monthly Instalment Amount = (I/6)	-500

## Bill Calculation:

"Purpose: Household - e.g.

A: Bill calculation in the month in which the meter will be changed:"

- Date of Meter Replacement: 19-03-2024
- Remaining days of the month: 31-03-2024 – 19-03-2024 = 12 days
- Billing factor =  $12/30 = 0.4$
- Contracted Load: 1 KW
- Monthly fixed charge:  $15 \times 0.4 = 6$
- One day fixed charge: 0.5 (6/12-remaining days)
- Considering the above billing factor of 0.4, the tariff no slab for the month in which the meter will be changed will be as follows.

No slab of regular tariff		No slab of tariff as per billing factor		Rate per unit
0	50	0	20	3.05
50	100	20	40	4
100	250	40	100	4.15
250		100		5.2

Date	Consumed	Fixed Charge	Energy charge	Fuel Charge 2.85	total charge	electricity tax	Total
	(Unit)					15%	
20-03-2024	18	1	55	51	107	16	123
21-03-2024	18	1	62	51	114	17	131
22-03-2024	14	1	56	40	96	14	110
23-03-2024	22	1	91	63	155	23	178

DIA will be added to the above daily calculation and deducted daily from the customer's available re-charge balance.

Note:

1. From the second month onwards, the calculation will be as per the regular tariff slab.
2. The fixed charge will be recovered at the end of the month as per maximum demand.
3. The arrears related to fuel surcharge and tariff will be made in 30 equal instalments at the end of the month.
4. The bill calculation will be provisional and at the end of the month the final calculation will be done in PGVCL's billing software and accordingly the difference amount will be credited/credited to the customer's account on the first day of the next month and such difference amount will be recovered from the customer's receivable re-charge balance in daily instalments of 30 days. LTD.MD. Such recovery from customers will be done simultaneously. If the difference amount is to be refunded to the customer, then it will be given together.

### Grace period

Customers who will be fitted with smart pre-paid meters will be given a grace period of 5 days for first recharge.

### Emergency deposit

As per the guidelines issued by Ministry of Education, Government of India dated 14-02-2024 Rs. - 300.00 has been sanctioned as an emergency amount. Hence, if a customer's receivable re-charge balance is Rs. - 300.00 will not be disconnected from such customers. But if this condition is violated three times in the last 6 months, the above facility will be cancelled."

### Re-charge

Customer must pay at least Rs. 100.00 or its multiple will have to be re-charged. For re-charging customers can re-charge through mobile app and cash collection window of PGVCL.

### How to check balance in mobile?

You can check the balance amount in any of the following ways.

- a) Using your mobile application
- b) Check the display on the pre-paid smart meter

### Disconnection:

Smart Pre-Paid Meter will auto disconnect under the following circumstances:

1. A customer whose electricity connection has been converted to a smart pre-paid meter and if the customer is not re-charged after the initial grace period of 5 days and if the emergency deposit exceeds -Rs. 300, then the consumer will be disconnected
2. In normal case, if the amount exceeds Rs.-300.00 in case of emergency, the power supply of the customer will be stopped.
3. Command for disconnection shall be given daily during office working hours (except Sundays, second and fourth Saturdays and public holidays).
4. GERC for temporary disconnection and permanent disconnection. The existing procedure will be applicable as per supply code of consumer

### Re-connection/Reconnection

After disconnection of power supply and re-charge by the customer and the available re-charge balance becomes positive, the customer's power supply will be restored within few minutes.

Message alert regarding re-charge balance:

- ✓ When the available re-charge balance reaches 50 INR
- ✓ When the available re-charge balance reaches 0 INR
- ✓ While the receivable re-charge balance reaches -200 INR

Also, customer can recharge and add balance at any time.

### Some special information regarding electricity bill:

- After installing the pre-paid smart meter, the customer will receive the FOA message. After which a grace period of five days will be given to the customer. During which the power connection will not be cut. But the customer has to recharge and deposit the balance.
- Daily amount per unit will normally be calculated after the following calculation in the daily message received by the customer. Which will be different for each customer.
  1. The daily fixed charge will be added by dividing the customer's existing fixed charge by 30.
  2. According to the usage, the customer will be billed according to the tariff in different slabs
  3. The amount of daily instalment amount will also be added to the amount of daily electricity consumption.

Customer can check the electricity consumption unit and balance for any next day with the help of mobile application. So that unnecessary power consumption or power wastage without knowledge can be controlled. Also, power consumption can be controlled by comparing daily, monthly or specific period. In fact, a pre-paid smart meter can provide customers with accurate power consumption information, helping to reduce electricity bills.