

## **Advanced Metering Infrastructure Solution**

The replacement of Smart Meter from old meter (Single & Three Phase) was started in NDMC area from August 2018 onwards and massive drive was taken for replacement of old electronic meters. The work was awarded to M/s EESL, a Joint Venture of Ministry of Power and they have installed about 63000 nos. Smart Meters in NDMC area and the meter read is being taken through GPRS technology to Head End System and thereafter a mechanism has been developed for generation of electricity bills. The features of Smart Meters has been explained for references:

- Easy consumption monitoring on real time basis.
- Enable consumers to adjust their power consumption pattern in order to lower electricity bills.
- Eliminates manual monthly meter readings.
- Net Meter ready - No need of an additional meter for measuring energy from solar panel.
- Monitors the electricity distribution system much more quickly.
- Makes it possible to use power resources more efficiently.
- Provides real-time data that is useful for balancing electric loads while reducing power outages (i.e. blackouts).
- Early meter failure detection.
- Accommodating faster service restoration.
- Possible to extend time based power option.
- Saves money and manage energy consumption.
- Monitoring of energy usage and an overall visibility on energy consumption.
- User friendly Smart Meter Mobile Application.
- Web Portal with wider features to connect.
- Helpdesk: 24x7 to provide Customer Service.
- Enhanced transparency and accessibility.

## **Benefits to NDMC, Consumers and Society from Smart Meters:**

### **(A) DISCOM:**

- Real time energy accounting thereby reduction in AT&C losses
- Reduction in manpower cost
- Reduction in peak power purchase cost
- Reduction in cost of connection/ disconnection
- Faster detection of outages and defective meters
- Identification of phase imbalance
- Reduction in human errors for meter reading

### **(B) CONSUMERS AND SOCIETY:**

- Accurate bills
- Faster restoration in case of outages
- Savings on electricity bills via ToU tariffs
- Greater control of electricity consumption and options to save money
- Reduction in carbon footprint
- Platform for other Value Added Services
- Tariff-neutral system upgrade

### **(C) MOBILE APPLICATION:**

Mobile Application aims in improving customer services by providing basic required features for consumers on their fingertips Functionalities available in Mobile Application:

- My Profile
- Consumption Pattern
- Complaints
- View and Pay Bill
- On Demand Read
- Demand Violation
- FAQ
- Energy Saving Tips
- Contact Us

### **(D) WEB PORTAL:**

Web Portal will have following landing page with the following features:

- New User Registration/Sign IN
- Login to My Account
- User can update profile, change password, Subscribe/Unsubscribe SMS/Email bill etc.
- Bill/Consumption/Payment History
- Bill Information
- Bill Summary
- Pay Bill