

TPCODL

TP CENTRAL ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

CUSTOMER BOOKLET



SMART METER

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Why Prepaid Smart Meter?

- ⚡ Both Central Government and Government of Odisha have made it mandatory to install Smart Prepaid meters.
- ⚡ The Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, suggests, "The Licensee / supplier shall gradually move on to prepaid / smart / pre-paid Smart meters as and when available preferably within 3 years.
- ⚡ Hassle-free, transparent billing and payment system

Following the mandate, TPCODL has introduced Smart prepaid meters for all customer categories and initiated the campaign to replace normal meters with Smart Prepaid Meters. These meters operate just like any other prepaid connection, wherein sufficient balance needs to be maintained for continuous power supply.

Benefits of Smart Pre-Paid Meter:

Smart Pre-paid Meters comes with various benefits for customers as explained below:

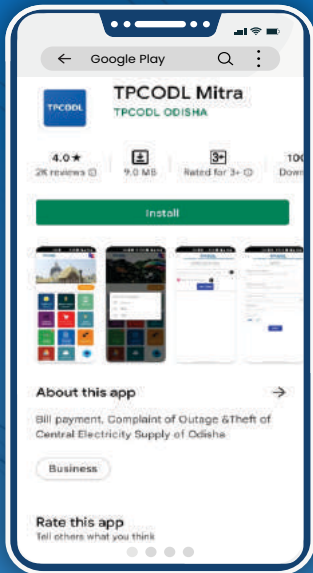
- ⚡ 2% instant rebate at the time of payment updation.
- ⚡ No disturbance due to monthly visit of Meter Reader or Bill Collector.
- ⚡ Auto information of Outage to TPCODL for initiating restoration work.
- ⚡ SMS/E-Mail at various stages for informing the customer.
- ⚡ Daily Consumption Monitoring for reducing Electricity Bill
- ⚡ Online Monitoring of Current Balance and Daily Consumption

Check Daily Consumption

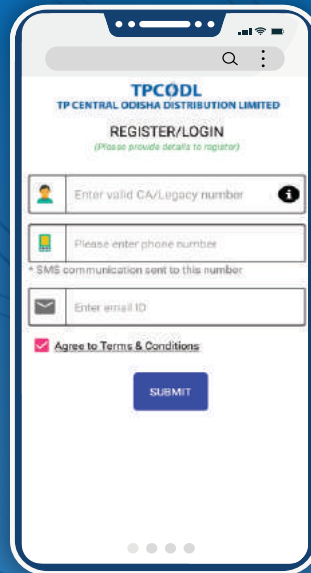
Pre-paid Smart Meter customers can now check their daily consumption using TPCODL MITRA APP under the Smart Meter Tab. This will help in monitoring the consumption in units and rupees.

Customers need to follow the below mentioned steps:

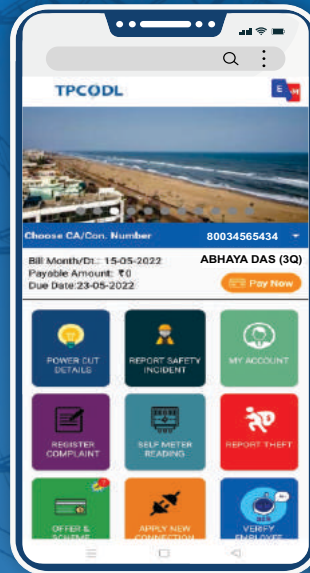
- ⚡ Download TPCODL MITRA APP from Google PlayStore App Store and install
- ⚡ Register / Login using your CA number and Registered Mobile Number
- ⚡ Once logged in Click on SMART METER tab
- ⚡ Check the daily reading and consumption for last one month
- ⚡ Check daily consumption graph for last one month



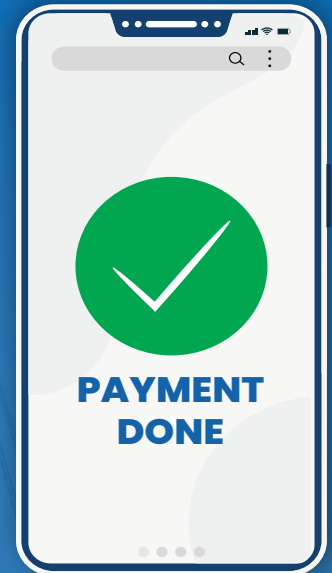
Tap On Open & Click To **INSTALL**



Login into TPCODL MITRA APP through CA Number / Customer ID



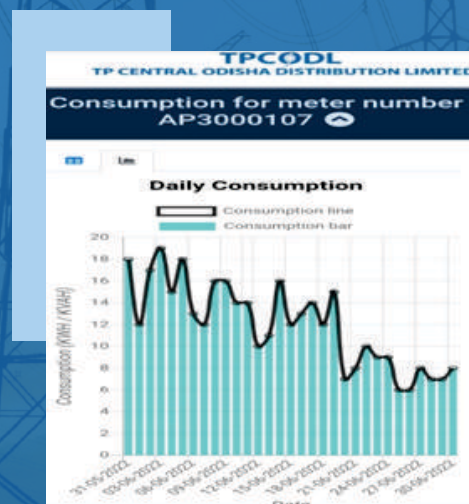
Click on **PAY NOW** and check the Payment due



Choose the mode of Payment and make the payment.

DATE	REGISTER CODE	METER READING	CONSUMPTION (KWH / KVAH)
31-05-2022	CKWH	226.0	18.0
01-06-2022	CKWH	244.0	12.0
02-06-2022	CKWH	256.0	12.0
03-06-2022	CKWH	273.0	19.0
04-06-2022	CKWH	292.0	15.0
05-06-2022	CKWH	307.0	18.0

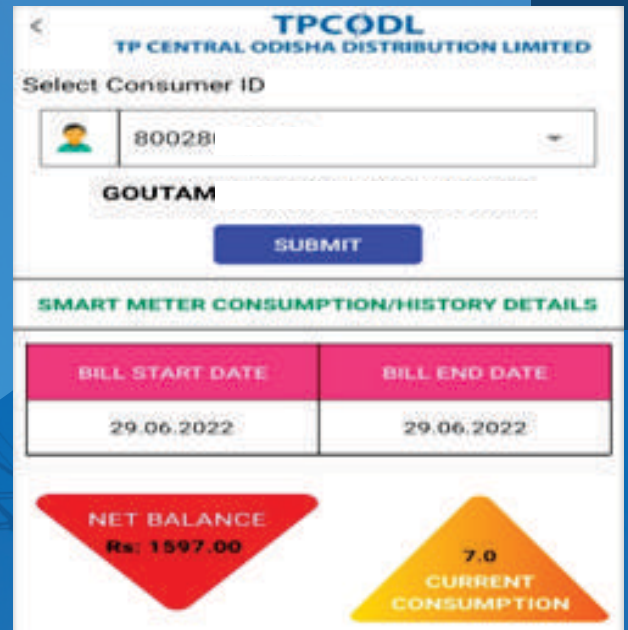
Daily Reading & Consumption for last one Month



Daily Reading & Consumption for last one Month

Instant Balance Check

Consumers can check current balance at any point of time using TPCODL MITRA APP under the Smart Meter tab. The consumers can also view the same in TPCODL Website (www.tpcentralodisha.com) and Mobile view. Consumer need to login to Consumer portal using their Contract Account Number and then click on Smart Meter menu to view the details.



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Select Consumer ID

800281

GOUTAM

SUBMIT

SMART METER CONSUMPTION/HISTORY DETAILS

BILL START DATE	BILL END DATE
29.06.2022	29.06.2022

NET BALANCE
Rs. 1597.00

7.0
CURRENT CONSUMPTION

Current Balance & Consumption Details

Online Bill



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TPCODL Consumer Billing & Payment Information

SMART METER DATA

BILL START DATE: 29.06.2022

BILL END DATE: 29.06.2022

NET BALANCE: Rs. 1597.00

CURRENT BILL CONSUMPTION: 7.0 units

CONSUMER DETAILS

NAME: GOUTAM

CONTRACT ACCOUNT NUMBER: 800281

ADDRESS: PLT. 30-12 LANE NEW KOTI BANGALLO, BANGALORE (KARNATAKA)

PHONE NUMBER: 9888888888



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Bill of Supply of Electricity

BILL NUMBER: 800281

BILL DATE: 29.06.2022

BILL AMOUNT: Rs. 1597.00

Smart Prepaid Meter Consumers will receive their electricity bill online. No meter reader will disturb the consumer's privacy. Moreover consumers can also opt for E-Bill via WhatsApp.

Recharge Estimate

Along with the bill an annexure is also shared with the Consumers to inform him/her the estimated recharge required for the next month based on the consumption pattern.

Automatic outage intimation to TPCODL for initiating restoration work

In case of power outage at DT or Feeder Level, last gasp information is auto shared with concerned team for early restoration which enhances customer experience.

Instant message on low balance and other instances:

- ⚡ SMS/E-Mail will be shared in cases of low balances, which will prompt consumers to recharge.
- ⚡ Message at the time of Meter change.
- ⚡ Message at the time of Recharge of Meter.

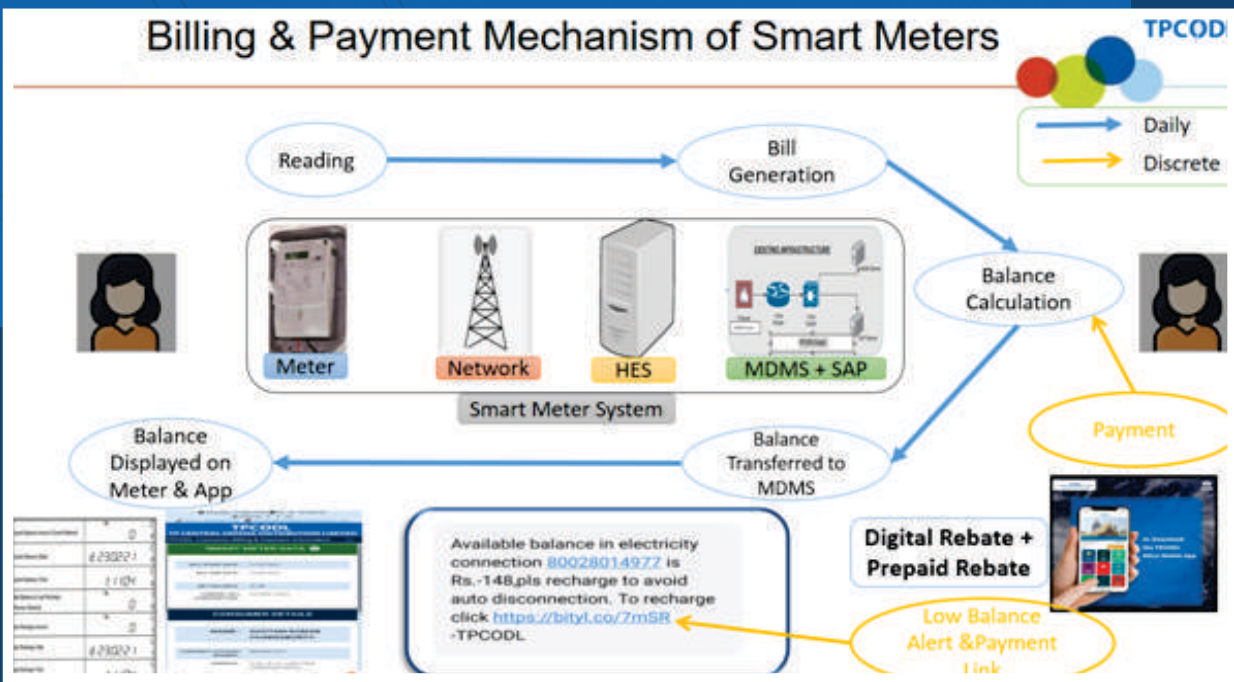
Payment Options and Methodology* :

Consumers have multiple options to recharge their balance as shared below:

1. Cash and Cheque payments can also be made in TPCODL counter for instant credit.
2. Online Payment through Wallets like PayTM, AMAZON Pay, PhonePe, Google Pay etc.
3. Consumers can now recharge via Odisha One through TPCODL Website (www.tpcentralodisha.com) and TPCODL MITRA APP.
4. RTGS / NEFT Payment to be made using below mentioned

Bank Name	–	State Bank of India
Account no.	–	TPCODL (CA NUMBER)
IFSC	–	SBIN0004266
Branch	–	Corporate Accounts Group Branch,
Address	–	Neville House, JN Heredia Marg, Ballard Estate, Fort, Mumbai – 1

*Payment updates are subject to Bank Clearance.



Hassle free meter change, Final Billing and Security Deposit Release

1. Installation of Smart Pre-paid Meter.
2. Old Meter Removed and final reading is captured.
3. Final bill generated based on meter removal reading.
4. Security Deposit will be adjusted against the Final bill generation.
5. After adjustment, negative/additional amount will be adjusted against the Smart pre-paid meter account.



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FOR COMPLAINT/QUERY/ REQUEST, PLEASE CONTACT

Call Center Number: **1912/1800 345 7122**
Customer Care Centre and TPCODL office
Website: **www.tpcentralodisha.com**
Mobile App: **TPCODL Mitra App**