

# TPCODL

TP CENTRAL ODISHA  
DISTRIBUTION LIMITED

(A Joint Venture of Tata Power and Government of Odisha)

## CUSTOMER BOOKLET



## SMART METER

# TABLE OF CONTENT

- 1 Why Smart Meter.
- 2 Specification and Testing of Smart Meters.
- 3 Benefits of Smart Meter.
- 4 TPCODL Mitra App.
- 5 Payment Options and Methodology.
- 6 FAQs.



# Why Smart Meters?

1

**Both Central Government and Government of Odisha have made it mandatory to install Smart meters in the following Regulations and Guidelines.**

- ✓ Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 Regulation-97 (iv) (3) & 98-(b) has mandated DISCOMS to shift to Pre/Post-paid smart meters.
- ✓ Odisha Electricity Regulatory Commission (OERC) in its letter dt-03-05-23 has directed DISCOMs to install smart meters in existing as well as new connections.
- ✓ Government of India-Central Electricity Authority (Installation and Operation of Meters) (Amendment) Regulations, 2022 has made it mandatory for all connections to install smart meters where premises are covered under communication network.
- ✓ Government of India-Electricity (Rights of Consumers) Rules, 2020 directed the DISCOMS not to give any connections without a smart meter.
- ✓ In retail supply tariff order for Financial Year 24-25, Hon'ble OERC has mandated to provide TOD benefits to consumers. Smart Meters has the facility of TOD programming remotely.
- ✓ Smart meter has the feature of programing in pre-paid/post-paid/Net-metering remotely. It can be extensively used as net meter for rooftop solar plant under PM - SURYA GHAR: MUFT BIJLI YOJANA



**Following the mandates, TPCODL has introduced Smart meters for all customer categories and initiated the campaign to replace old meters with Smart Meters.**

# Specification and Testing of Smart Meters

2

- ✓ Specification of smart meters procured by TPCODL are complying to Indian Standard IS 16444 and BIS (Bureau of Indian Standard) certified.
- ✓ Smart meters are 100% tested at the manufacturer lab before delivery to TPCODL. These meters are again retested at TPCODL NABL accredited Meter testing Laboratories situated at Bhubaneswar and Cuttack before installation at consumer premises.



# BENEFITS OF SMART METERS

3

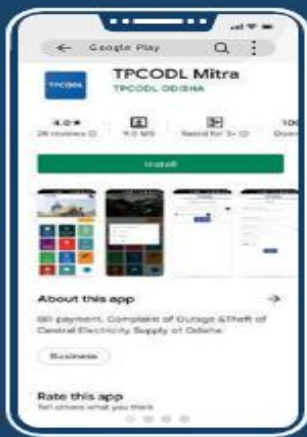
- ❖ Consumer can monitor their electricity consumption on daily basis.
- ❖ Daily electricity consumption monitoring facility gives opportunity to consumer for effective management of load and electricity consumption for reduced bill.
- ❖ Prepaid smart meter consumer can check balance of prepaid amount on real time basis and avail 4% rebate on prepaid amount
- ❖ No manual meter reading or reading without human intervention leading to error free and timely billing.



# TPCODL MITRA APP

Consumers need to follow the below mentioned steps:

- Download TPCODL MITRA APP from Google Play Store 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 in to TPCODL MITRA APP through CA Number/ Customer ID



Click On Pay NOW & Check the Payment DUE



Choose the Mode of Payment & Make the Payment

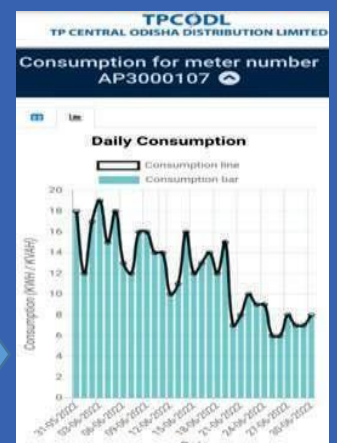
TPCODL  
TP CENTRAL ODISHA DISTRIBUTION LIMITED

Consumption for meter number  
AP3000107

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	17.0
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 Graph for last one Month



# For Prepaid Consumers

## 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](http://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.



TPCODL  
TP CENTRAL ODISHA DISTRIBUTION LIMITED

Select Consumer ID

80028014977

Consumer Name

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

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.



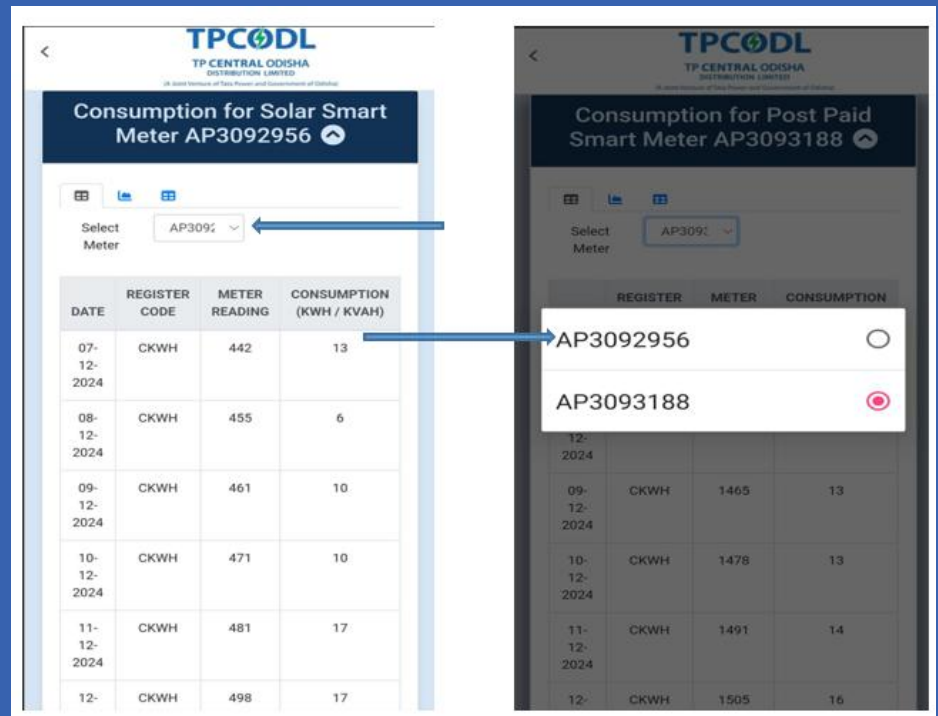
## Recharge Estimate

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

# For Solar Consumers

Like Prepaid/ Postpaid meters, consumption of Solar Generation and Net meters having smart meters can be tracked using mobile app and Consumer Portal.

After login through mobile app, solar generation and net meters can be selected



This screenshot shows the 'Consumption for Solar Smart Meter AP3092956' screen. It features a 'Select Meter' dropdown menu with 'AP3092' selected. Below the menu is a table with columns: DATE, REGISTER CODE, METER READING, and CONSUMPTION (KWH / KVAH).

DATE	REGISTER CODE	METER READING	CONSUMPTION (KWH / KVAH)
07-12-2024	CKWH	442	13
08-12-2024	CKWH	455	6
09-12-2024	CKWH	461	10
10-12-2024	CKWH	471	10
11-12-2024	CKWH	481	17
12-12-2024	CKWH	498	17

Solar Generation Smart Meter

This screenshot shows the 'Consumption for Post Paid Smart Meter AP3093188' screen. It features a 'Select Meter' dropdown menu with 'AP3092' selected. Below the menu is a table with columns: DATE, REGISTER CODE, METER READING, and CONSUMPTION (KWH / KVAH).

DATE	REGISTER CODE	METER READING	CONSUMPTION (KWH / KVAH)
07-12-2024	CKWH	1435	15
08-12-2024	CKWH	1450	15
09-12-2024	CKWH	1465	13
10-12-2024	CKWH	1478	13
11-12-2024	CKWH	1491	14
12-12-2024	CKWH	1505	16

Solar Net Smart Meter



# Other Benefits.

## 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

## Disconnection Intimation

Multiple SMS are triggered before disconnection.

Consumer can check status of Power supply by viewing meter.

- Relay ON LED
- Relay disconnection signal on Display

## How to know from meter in case of remote disconnection/Reconnection

### On Disconnection

Relay "Disconnection" Sign will Show in Display

And/ Or

Disconnection Relay LED will glow

### After Reconnection

Relay "Connected" Sign will Show in Display



# Payment Options and Methodology

5

**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](http://www.tpcentralodisha.com)) and TPCODL Mitra App.

**RTGS / NEFT Payment to be made using below mentioned**

Bank Name	- State Bank of India
Account no	- TPCODL XXXXXXXXXXXX (11 digit CA No)
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.

# FAQs...??

## ❖ **How Smart meters are different from Static meters?**

Smart meters are technologically advanced meters with a communication system. Accuracy of smart meters are same as existing static meters. Specification of these meters procured by TPCODL are as per Bureau of Indian Standards (IS 16444) prescribed by Government of India having ISI mark.

## ❖ **If I have new electronic meter, why should I pay the meter rent for the Smart Meters?**

Smart meter is technologically advanced meters with added benefits. Rent applicable is governed by Supply code-2019 and Prevailing Retail Tariff Order of Hon'ble OERC.

## ❖ **If I have a doubt on my Smart Meters, what should I do?**

Necessary complaint may be raised by calling 1912, or complaint can be registered at nearest customer care centre for checking of meter.

## ❖ **Whether serving of physical bills stop after installation of smart meters?**

No

## ❖ **If I don't want to get the paper bill, what should I do?**

TPCODL has initiated paperless billing under green initiative programme. Electricity Bill can be availed through WhatsApp. This can be registered by giving a missed call to 9937875999 from registered mobile number.

## ❖ **How much time will it take for reconnection after payment?**

In most of the cases reconnection is automatically done immediately after payment updation in billing software of TPCODL. In few cases due to network issue reconnections may be delayed for which complaint can be raised on 1912/ 1800 345 7122.

❖ **If power supply does not come after the prescribed time is over, what should I do?**

Please call 1912/ 1800 345 7122 and register a complaint of No Power Supply in Smart meter.

❖ **What should I do to avoid disconnection?**

For Prepaid Connections at least one month balance to be kept in advance. For postpaid connection regular payment to be made to avoid disconnection.

❖ **Is meter self-consumption added in meter energy recording?**

Smart Meters and all other meters are designed in such a way that self/internal consumption is not added in consumer energy recording as per the Bureau of Indian Standards (BIS). It records the energy used by the consumer only.

❖ **What is Imp/ KWh LED means on Smart meter?**

This is meter specific design parameter and number marked beside the LED indicates the number of impulse (Blinking) for recording of 1 Unit (Kwh) energy consumption.

❖ **Why Imp/ KWh numbers are different for different meters?**

This is a meter specific design parameter which can be different for different make meters and approved by Bureau of Indian Standards (BIS). Different numbers in different make of meters shall have same accuracy.

❖ **Are these smart meters made in China?**

All smart meters procured by TPCODL are made in India and all meters are approved by Bureau of Indian Standards (BIS).

❖ **Is there any device installed in Smart meters which violates privacy of consumers?**

No



# TPCODL

**TP CENTRAL ODISHA**  
DISTRIBUTION LIMITED

(A Joint Venture of Tata Power and Government of Odisha)

**FOR COMPLAINT/QUERY/ REQUEST, PLEASE CONTACT**

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