



Electricity Department
Government of Puducherry (India)

மின் துறை
புதுச்சேரி அரசு (இந்தியா)

ELECTRICITY DEPARTMENT GOVERNMENT OF PUDUCHERRY

Smart Meter FAQ's



Be smart...Be updated...



About Smart Meters and their Benefits

1. What are smart meters?

Smart meters are a new generation of energy meters that allow you to learn about your consumption pattern and help utilities conduct system monitoring and customer billing without manual intervention. Moreover, smart meters also help you analyze your energy usage trends and optimize energy usage, thereby allowing you to reduce your electricity bills accordingly.

2. Whether meter installed in postpaid or prepaid mode?

Govt. of Puducherry has approved for the implementation of smart metering projects under postpaid mode.

3. Are smart meters compulsory?

Regulations mandate the installation of smart meters in a phased manner.

4. Will I have to pay to install a smart meter?

No. You are not required to pay upfront for the smart meter installation.

5. What are the benefits of using smart meters?

- You can track electricity consumption using Consumer mobile application.
- It can digitally send your electricity reading to the utility
- It helps the utilities to improve the quality of power supply
- In case of power outages in consumer premises, alerts will be sending to Utility which helps in faster restoration of power.

6. What is the process for smart meter installation?

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

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

The mandate is to replace existing department meters with smart. You may install any type of sub-meter for separate floors/tenants.

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

Yes, smart meters will be provided at free of cost for all new solar roof top consumers. Replacement of old meters with smart meters will also be done at free of cost for existing consumers in a phased manner.

About Billing & Recharge

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

There would be no change in the tariff structure for smart meters at present.

2. Will my electricity bill increase after installation of a smart 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 and will also allow you to monitor your consumption pattern. Smart meters are type tested and certified by NABL Laboratories and also tested at Manufacturer's and PED's Labs as per relevant IS standards for accuracy. If consumer desires, the existing meter will be installed in series with smart meters as check meters for 10% of consumer for 3 months.

3. 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 PED Consumer Mobile Application or web portal. This information can help you in tracking the electricity usage data which can help to optimize energy usage and reduce electricity bills.

4. How can I monitor my electricity usage? Can I switch ON/OFF my meter remotely?

You can use the PED Consumer Mobile App or web portal to track your electricity consumption. However, due to security concerns, the interface is not meant for switching meters ON/OFF by consumer.

5. 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 relay open indication in the meter display

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

The existing system of issuing physical bills will be continued to consumers till they opt to receive the electricity bill through SMS and email. You may also download electricity bill from PED Consumer Mobile App or PED web portal in PDF format.

7. How frequently will I receive my electricity bill?

The billing would be as per your existing cycle.

8. Can I check the accuracy of my smart meters?

If you suspect the smart meter to be tampered with or is giving an incorrect reading, you can contact your local utility (in-person, toll-free number, or any other mode provided by the utility) with your complaint and your utility will get the meter checked. If meter is found to be healthy, the JERC approved testing charges shall be borne by the consumers. If the meter is found to be faulty, the CC charges shall be adjusted as per JERC norms in your subsequent billing cycle.

9. 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 PED Consumer Mobile App or Consumer web portal by going into the Complain tab

10. Do smart meters have any adverse effect on health?

Smart Meter does not pose any additional health risk

11. Can smart meters help to improve the quality and reliability of the power supply?

Yes, with real-time availability of dependable data, 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 and thereby lead to improvement in power supply quality.

12. What are the Value Added Services that will be available with smart meters in the future?

There are several value-added services that will be available after installation of smart meters as mentioned:

- a. Daily meter reading and energy calculation.
- b. The ability to compare daily, monthly, and seasonal electricity consumption via graphical representations.
- c. Direct online payment facility, in certain cases without requiring registration
- d. Setting a usage threshold limit alert is an option.
- e. Status of the monthly load
- f. Option for real-time notifications
- g. Registering a complaint and contacting customer service through the mobile application.
- h. Allowing data collection at the appliance level and providing personalized recommendations for energy savings.

13. What data a smart meter collect?

Smart meters are programmed to collect real time electricity usage data. This data helps the utilities to improve their service quality.

14. Can Utility share electricity consumption data with third parties?

Utility cannot share any personalized consumer data without your consent. Data privacy laws will be adhered strictly in this regard.

15. Who will be responsible for managing the privacy and security of my data?

PED will be responsible for managing the privacy and security of data in accordance with the applicable laws.

16. Can I request access to the data collected through the smart meter?

Yes, you can access your smart meter data via your PED Consumer Mobile App or Consumer web portal.