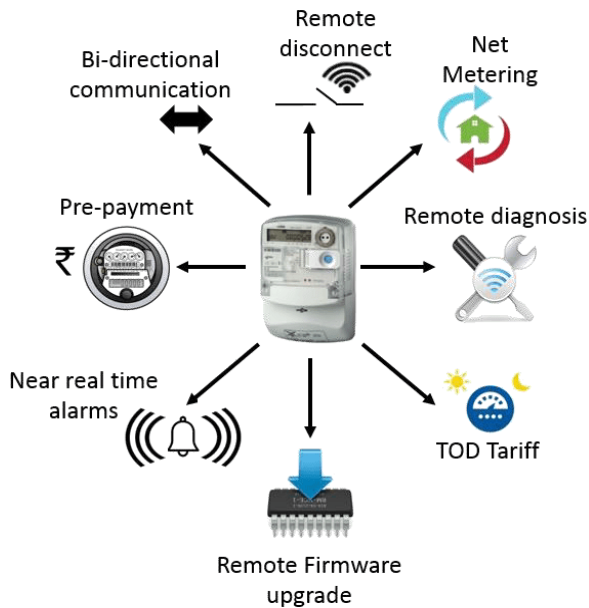




## Smart Metering Handbook for NEA Consumers



## What is a Smart Meter?



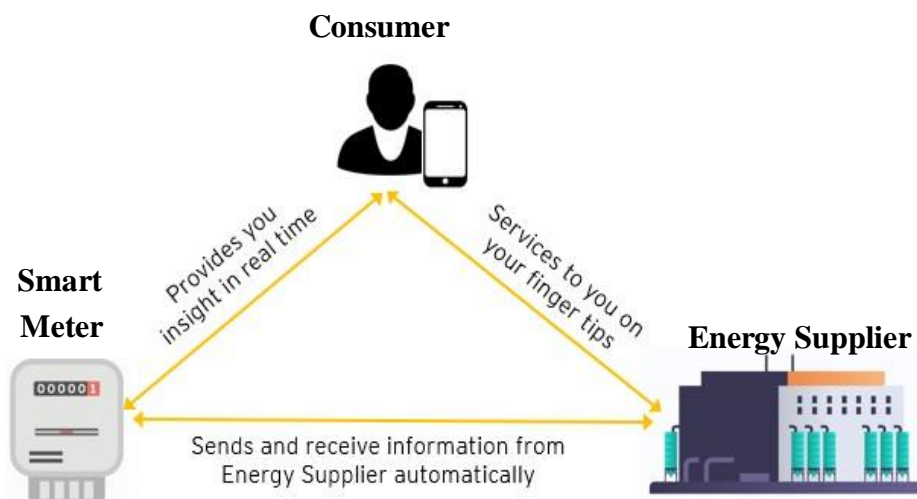
- Smart electricity meters are the new generation meters which are capable of sending information to your energy supplier automatically.
- They enable your Energy Supplier to provide you exceptional services at the click of a button through the various new features and functionalities they have.

## Why smart meters are getting installed?



- Today's technology is more reliant on electricity than ever before, also the digital world is in need of lightning fast services at their finger tips. Smart Homes are the best examples; control of your home and electricity in your hand.
- Old metering infrastructure is not capable of providing these services. Smart meters enable you to control your electricity appliances and your consumption in a smart way.

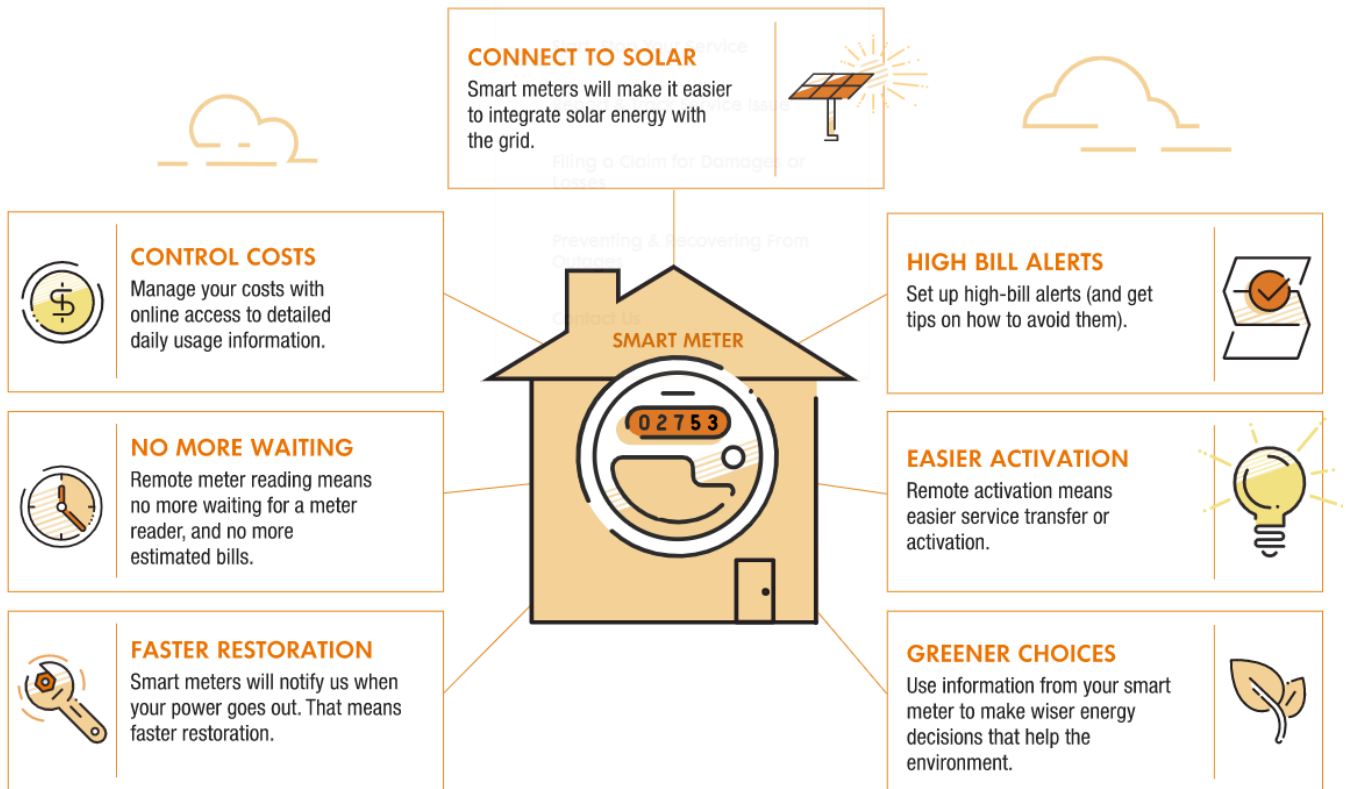
## How does the smart meter work?



- Smart electricity meters send information (meter readings) to Energy Utility automatically on a daily basis and also respond to the instructions sent by Energy Utility.
- All information is also available to consumers in real time on their mobile so that consumers can monitor and know their bill or account balance and can control their use.

Energy Utility send bills and other important notifications to their consumers on the Mobile App. Consumers can send their complaints and service requests to Energy Utility through the Mobile App and get resolution of the same without going anywhere. Consumers can also pay bills through the mobile.

# How will a smart meter help me?



- ▶ Smart meters give consumers near real time information on energy use - expressed in rupees.
- ▶ Consumers will be able to better manage their energy use, save money and reduce emissions.
- ▶ Smart meter will help power outage restoration faster.
- ▶ Smart meters will bring an end to estimated billing; consumer bills will be very accurate hence helping them budget better.

## Is my smart meter accurate?



If you're worried about how accurately a smart meter measures your energy usage or if the information shown to you is reliable, you can rest assured that the government and energy supplier has done everything to ensure your meter's accuracy.

Smart meters are tested multiple times before installation by national accredited laboratory as per latest metering standards to ensure accuracy.

## How much will it cost to have a smart meter installed?



Consumers will not be charged separately for a smart meter.

Consumers just need to pay their energy bills as previous. Government believe that both consumers and the Energy Utility will get lots of benefits from smart meter. Energy Utility will recover the cost of smart meter though these benefits within few years.

## Is my meter data safe?



The government, energy supplier and meter manufacturer has ensured that appropriate data safety and security provisions have been put in place as per the latest industry standards.

Only consumer and their energy supplier are authorised to access the meter data.