



**EASTERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED**

**CORPORATE OFFICE :: VISAKHAPATNAM**

**CIN : U40109AP2000SGC034117**

**Memo No.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/AEE-IT7/E-469315/D.No.I/579344**

**Dt. 29.03.2025**

Sub: APEPDCL - IT - VSP-Advanced Metering Infrastructure Service Provider (AMISP) for Smart Metering Works - "Providing Advance Metering Infrastructure and services for Smart Prepaid Meters to Distribution Companies of Andhra Pradesh"- Procedure and Instructions on replacement of Smart Meters - Regarding.

Ref: 1.AMISP Contract dated 04.07.2023.

2.MemoNo.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/D.No.I/553013/  
24,Dt.06.09.2024

3.MemoNo.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/E-  
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4.MemoNo.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/E- 460100/  
D.No.I/558663 /24,Dt.07.11.2024

5.MemoNo.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/E- 460100/  
D.No.I/558834 /24,Dt.08.11.2024

6.MemoNo.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/E- 375372/  
D.No.I/572813/24,Dt.21.02.2024

7.MemoNo.CGM/IT/APEPDCL/VSP/GM/IT/EE/IT/E- 375372/  
D.No.I/572949/24,Dt.21.02.2024

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It is to inform that M/s Adani Energy Solutions Limited (AESL) is installing Smart Meters in the field as per the agreement cited under reference (1).

As per the Business Process Document (BPD), various screens have been developed in the EPCCB application based on field-reported issues and instructions from the management. These screens facilitate the replacement of smart meters for both LT and HT consumers, as well as the process of raising complaints and notifying field teams of necessary updates.

In this regard, the consolidated processes implemented in the EPCCB application and the responsibilities assigned to AEs, DEEs, EEs, and AAOs for each process are detailed below.

Furthermore, as per the BoQ, all Government services and Non-Government services (covered under Categories 2, 3, and 4, including Solar PMSG, Non-PMSG services, Aqua services, and all new/ALPC services except Domestic and Agriculture) have been shared for replacement of Normal IR/Non-IR meters with Smart Meters.

It is the responsibility of AESL to maintain the installed Smart Meters and transmit the billing data to APEPDCL.

**Responsibility of Asst Executive Engineers:**

**1. Normal to Smart Meter Change Process:**

- a. As per the BoQ, AESL is responsible for replacing Normal IR/non-IR meters with Smart Meters. After installation, the meters undergo two levels of approval. L1 Approval by the Contractor and L2 Approval by the Supervisor of AESL
- b. Upon L2 approval, data is transmitted to APEPDCL and displayed in the AE logins for approval or rejection. Approved services are forwarded to AESL for master creation in their MDMS application. Rejected services are returned to AESL for re-verification and re-submission for APEPDCL approval.
- c. Upon approval, the meter details will be updated in the Meter Change and Meter Change Slip Upload screens. Once these processes are completed, the request is forwarded to AAO for final approval.
- d. The old meters removed from the field shall be handed over by AESL to AEs, who will then transfer them to MRT. Subsequently, all meters shall be handed over to Stores through a Work Order.

**2. DTR Survey Mismatches:**

- a. AESL will conduct DTR surveys and submit the data to APEPDCL for verification. This data will be displayed to the AEs for validation of master data, including capacity, phase, and other details.
- b. In case of discrepancies, a dropdown menu with the following rejection options is provided:
- c. "AESL – Needs Correction" – Sent back to AESL for re-survey.
- d. "APEPDCL – Needs Correction" – Necessary updates must be made in SAP and OMS.

**3. DTR Approval Process:**

- a. The DTRs installed by M/s AESL will be displayed on the DTR Meter Installation Approval screen in the EPCCB AE login for verification.
- b. Upon verification, if the AE approves the request, the approved entries will be forwarded to M/s AESL for master creation. In case of rejection, AESL will re-verify the details and resubmit them for approval.

**4. Replacement of Smart-to-Smart Meters:**

- a. In the event of an issue with an installed smart meter, such as being burnt, stuck, creeping, or a new meter mismatch, a provision has been made in the AE login to raise a complaint/request to M/s AESL for replacement.
- b. If the complaint is initiated by the Consumer through CCC, Meeseva, the Consumer App (Eastern Power), the web portal, or by calling 1912, it will be forwarded to the AE for confirmation before being sent to AESL

for resolution.

- c. If the replacement request is initiated by AESL, it will be displayed in the AE login for confirmation before being processed for replacement by AESL.
- d. Upon receiving the complaint regarding a defective smart meter, the AESL team, in coordination with the field staff of APEPDCL, will replace the faulty meter with a new one.
- e. The details of the replaced smart meter will be reflected in the AE approval section, following a process similar to that of normal meter replacements.
- f. The defective meter that has been replaced will be handed over by M/s AESL to the respective section officer and subsequently sent to MRT for verification and confirmation of its status (burnt, stuck, or creeping).

**5. HT Smart Meter Changes installed to LT services Process:**

- a. These meters will be displayed in the AE login for approval and meter changes, following the same process as the Normal to Smart Meter replacement. Additionally, for HT meters, the MC screen will be available to facilitate the calculation of the Multiplication Factor (MF).

**6. Consent form Upload:**

- a. At present, all services equipped with smart meters are billed centrally at the Corporate Office, and the billing data is uploaded to the EPCCB.
- b. As per APERC regulations, physical bills will not be issued to consumers with smart meters. Instead, bill data will be provided electronically through SMS, WhatsApp, the APEPDCL mobile app, and the APEPDCL web portal. To facilitate this, it is essential to obtain and update the consumer's mobile number and email address.
- c. In view of the above, a dedicated screen has been developed to collect consent forms from consumers and upload them into the EPCCB.

**7. Smart Meter Bill Stop:**

- a. All bill-stop services where smart meters have been installed will be displayed in the respective AE login, enabling the AE to raise a request to M/s AESL for meter removal.
- b. Upon removal of the meter by M/s AESL, it shall be handed over to the respective section officer (AE). The details of the removed meters and their handover status will be displayed in the respective AE login for confirmation. Subsequently, the handed-over meters will be sent to MRT for testing and verification of the final reading.

**8. Smart Meter D'List:**

- a. All smart-metered services listed in the Disconnection List will be displayed with filtering options such as Area Code, AMISP, Category, D List Type, and Government Type.
- b. Checkboxes are provided to facilitate both single and multiple service selections.
- c. Upon selection, an OTP will be generated for authentication. After successful validation, the disconnection request will be forwarded to the AESL MDMS system.
- d. Services not included in the Disconnection List but require disconnection will be displayed with filtering options similar to those available for the generated D List.
- e. Before disconnecting services that are not part of the D List, AEs must document their remarks. OTP validation will be mandatory for confirmation.

**9. Check Meters :**

- a. As per the orders issued by the Ministry of Power (MoP) dated 16.09.2023, it is mandated that check meters must be installed for a minimum of 5% of the total smart meters.
- b. In cases where consumer complaints regarding excess reading or billing are received, the installation of check meters shall be made compulsory.
- c. The check meters shall remain installed for a continuous period of not less than three months. The readings recorded by these meters shall be reviewed during each billing cycle and compared to the corresponding smart meter readings for the same period.
- d. If discrepancies are observed, corrective actions must be undertaken without any delay.
- e. In view of the above, an option has been provided in the HV mobile app for capturing check readings for services that have been flagged as check meters.

**10. New Service Release:**

- a. When a New Service Registration (NSC) request is received, under the NSC release requirements in the AEE login, if the AEE selects a Smart Meter, the request will be forwarded to M/s AESL for the provision of a smart meter.
- b. Upon completion of the meter installation and subsequent approval by L1 and L2, the newly registered services will be displayed under the Smart Meter Module for Smart Meter installation approval.
- c. Once the installation is approved, the smart meter will be made available on the New Service Release screen for service release.

**11. Additional Load/ Deration of Load Requests:**

- a. In case of registered Additional Load or Deration of Load requests, if the meter is a 3-phase meter and the load remains  $\leq 20$  kW, no meter replacement will be required.
- b. It is mandatory that if the existing meter is a Smart Meter, its replacement must also be done exclusively with a Smart Meter.
- c. If the existing meter is not a smart meter, the user can select either a Smart Meter or an IR Meter.
- d. Depending on the load requirement, the user can select the appropriate Meter Type, such as 1-Phase, 3-Phase, LTTVR, or HTTVR, and the request will be forwarded to M/s AESL accordingly.
- e. If the Smart Meter stock is unavailable, the user will be allowed to proceed with the IR meter.

**Responsibility of Deputy Executive Engineers:**

**1. HT Smart Meter Changes installed to HT services Process:**

- a. All existing services have been assigned to M/s AESL for meter installation. For new service connections, the release order must first be updated in SAP, after which the request will be forwarded to AESL for meter installation.
- b. In the ADE-Operations login, all installed HT Smart Meters for both new and existing services up to 11 KV voltage will be displayed for approval.
- c. Upon approval, the data will be made available to the JAO-HT of the respective circle to initiate the meter change process. In the JAO-HT login, JAOS will be required to upload the Test Report and update the meter change details. Upon submission, the Meter Change requests will be forwarded to the SAOs.
- d. The SAOs will have the final authority to approve the Meter Change requests.

**2. Check Measurement:**

- a. Approval for all Smart Meters installed in the field shall be granted by the respective Operations AEs.
- b. The respective DEE Operations are required to verify 5% of the installed Smart Meters against the SAT (System Acceptance Test) quantity, based on which the bills will be processed to M/s AESL.

**Responsibility of Executive Engineers:**

**2. Check Measurement:**

- a. Approval is given by respective operations AEs for all Smart Meters that are installed in the field.

- b. The respective EE Operations are required to verify 1% of the installed Smart Meters against the SAT (System Acceptance Test) quantity, excluding the meters already verified by the respective DEEs.

**Responsibility of Assistant Accounts Officer:**

**1. Meter Change Approval:**

- a. Smart Meters, for which the respective AEs have entered the meter change details and uploaded the change slips, must be finalized and approved by the respective AAOs.
- b. Smart Meter bills are generated centrally at the Corporate Office. However, discrepancies in readings and meter statuses have resulted in the generation of abnormal bills. To address this issue, a process has been developed and deployed in the AAO EPCCB login. Bills exceeding ₹1000 or with unit consumption more than three times the average are flagged as abnormal and displayed in the respective AAO login for approval. Upon approval, the bills will be generated. If corrections are required, a complaint will be raised and routed to the RJ module for resolution.

**Responsibility of DEE LT Meters:**

**1. T Note Generation for Handing over of Smart Meters:**

- a. Smart Meters that are received in the respective EPCCB login of LT Meters DEE/AE for testing must be handed over to the AESL team upon completion of the testing after duly entering the test results in EPCCB.
- b. A provision for generating the Tnote has been provided in the respective DEE-LT Meters login for the smart meters that are to be handed over to AESL.

In addition to the general instructions mentioned above, the following directives must be strictly adhered to.

1. The respective Operation AEs and AAOs must ensure that meter changes are updated within the same month of installation.
2. The respective Operation DEEs and JAO-HT must ensure that HT smart meter changes are updated within the same month of installation.
3. The respective Operation AEs must ensure that check meter readings to be taken for all the check meter services without fail.
4. The respective Operation AEs must ensure that no Smart Meter is billed manually with the mobile app, as these are billed centrally at the corporate office.
5. The respective DEE-Operations and EE-Operations must ensure that check measurement approvals are completed for the SAT offered services, with 5% verification by DEE-Operations and 1% by EE-Operations.
6. AAOs must ensure that approvals are to be given for the abnormal bills generated with the smart meter data.

7. The respective Operation AEs must ensure that all Smart Meter bill stop requests are sent to AESL only after confirming that the meter is to be removed.
8. The respective Operation AEs and AAOs must ensure that HV services appearing in the mobile app for billing are processed at the earliest to ensure accurate and timely billing; else, if the service is installed with the smart meter in the middle of the month, then this will be billed centrally at the corporate office with meter status as 34 ( Meter change not effected) or 31 ( Mis-Match in readings).

**#Digitally Signed#**

**Chief General Manager/ IT  
APEPDCL::VISAKHAPATNAM**

To

The Superintending Engineers/Operations/ all circles

The Senior Accounts Officer/all circles

The Executive Engineers/Operations/ all circles

The Executive Engineers/MRT/ all circles

The Deputy Executive Engineers/Operations/ all circles

The Deputy Executive Engineers/LT Meters/ all circles

The Deputy Executive Engineers/HT Meters/ all circles

The Asst Executive Engineers/Operations/ all circles

The Asst Account Officers/EROs/ all circles

Copy to

The Executive Engineer/CMD Peshi/ APEPDCL

The Chief General Manager/ O&CS/ APEPDCL

The Chief General Manager/Finance/ APEPDCL

Copy submitted to

The Director (Finance & HRD)/ APEPDCL/ Visakhapatnam for favor of information please.