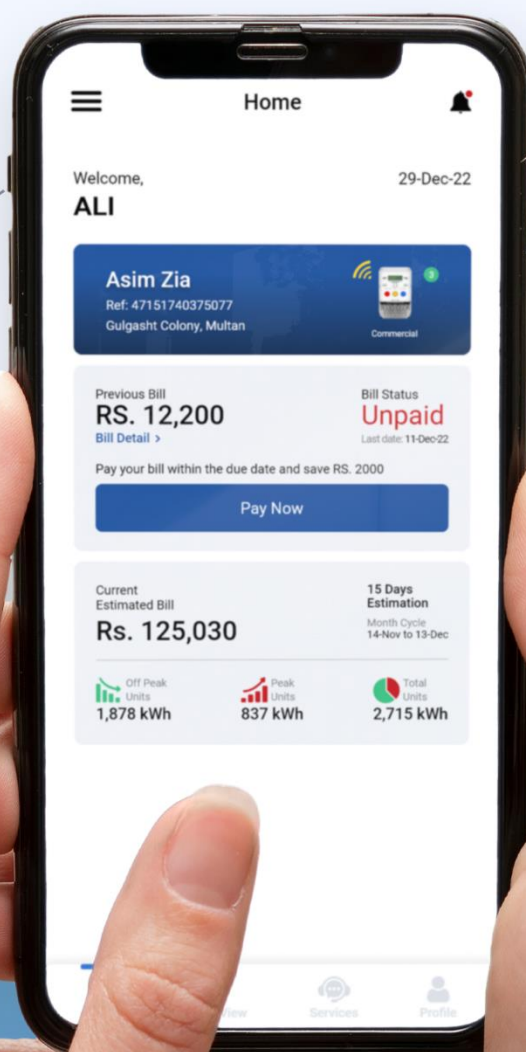


POWER SMART

MOBILE APPLICATION

USER MANUAL



LOAD PROFILE



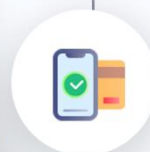
CONSUMPTION



ENERGY
ADVISOR



SMART
PAYMENTS



1. DOWNLOADING THE APPLICATION

The application is designed to operate on iOS 12.4+ and Android 10+.

Download the POWER SMART Mobile application by visiting the [App Store](#), [Google Play](#) OR scanning the below QR code:



2. HELP

Any questions, concerns, or issues regarding the application shall be reported to the POWER SMART Mobile App support team:

support@pitc.com.pk

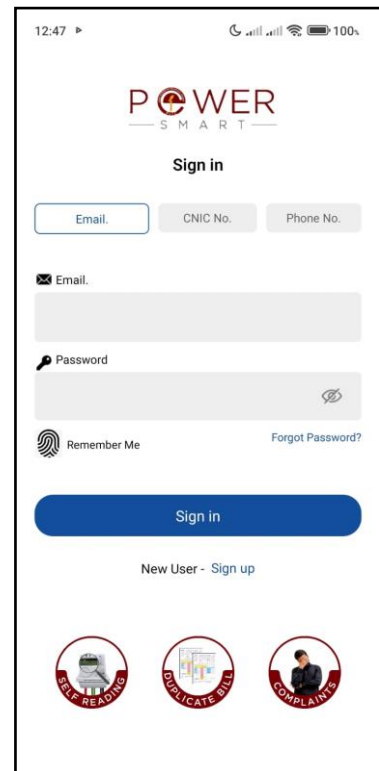
042-99202063

3. POWER SMART MOBILE APP

3.1 LANDING SCREEN

Upon opening the application, the user is presented Landing Screen to:

- **Sign Up**
- **Sign In**
- **Recover forgotten password**



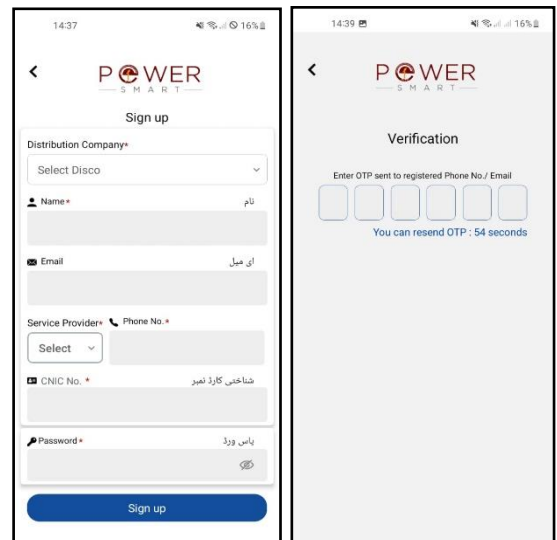
3.1.1 SIGN UP

The user opening the application for the first time need to register an account.

Step 1: Click the “**Sign up**” button, on the **Landing Screen**.

Step 2: Enter the requested information followed by clicking the “**Sign up**” button.

Step 3: Now enter the OTP sent to your registered email and mobile number.



3.1.2 SIGN IN

The user can sign-in using either of below three methods:

Step 1: Email / User ID

Click the “**Email/User ID**” tab. Enter the required information. Click the “**Sign in**” button.

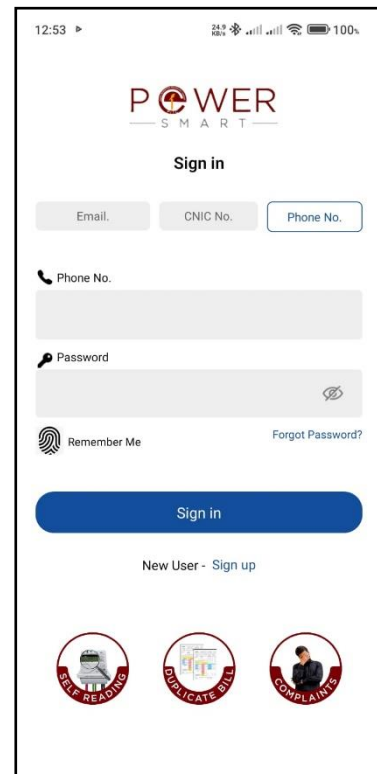
Step 2: CNIC No.

Click the “**CNIC No.**” tab. Enter the required information. Click the “**Sign in**” button.

Step 3: Phone No.

Click the “**Phone No.**” tab. Enter the required information. Click the “**Sign in**” button.

User can click on the “**Remember Me**” for future to get themselves sign in directly through this. (Optional)



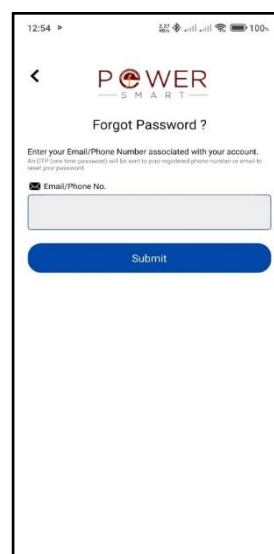
3.1.3 FORGOT PASSWORD

The user can recover the forgotten password via registered Email/Phone No.

Step 1: Click the “**Forgot Password?**” on the Landing Screen.

Step 2: Enter the required information followed by clicking the “**Submit**” button.

Step 3: Enter the OTP sent to your email/ phone number and reset the password.



3.2 HOME SCREEN

After sign-in, the user is presented with the Home Screen. This screen will pop up a window to ask the user to receive bill online via email or not.

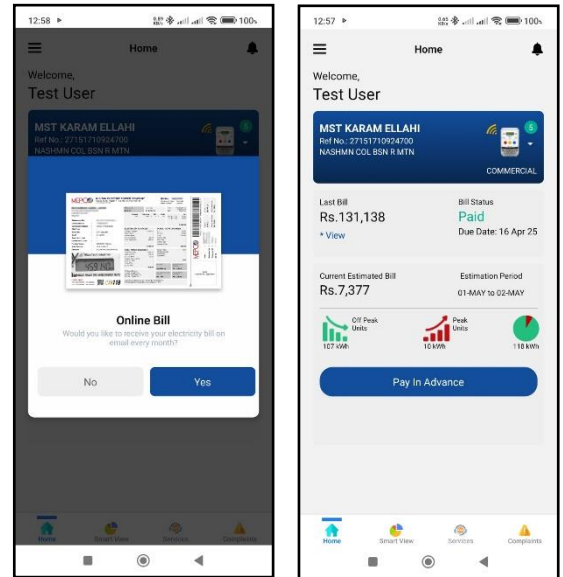
This screen enables to navigate between:

- **Home**
- **Smart View**
- **Services**
- **Complaints**

3.2.1 HOME

This screen enables the user to:

- **Add Meter**
- **Add Multiple Meters**



3.2.1.1 ADD METER

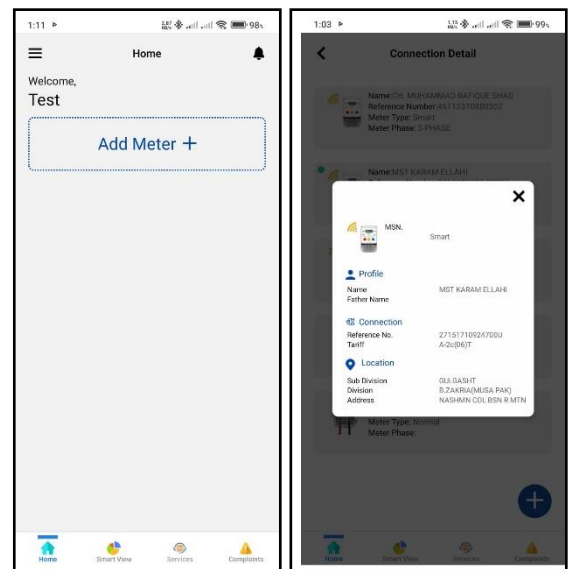
The users using the application for the first time need to add meter in the app.

- Step 1:** Click the “**Add Meter +**” button.
- Step 2:** Click the “**+**” button.
- Step 3:** Enter the “**Consumer ID**” followed by clicking the “**Add Meter**” button.
- Step 4:** Click the “**Confirm**” button.

3.2.1.2 ADD MULTIPLE METERS

Add multiple meters by following the below steps:

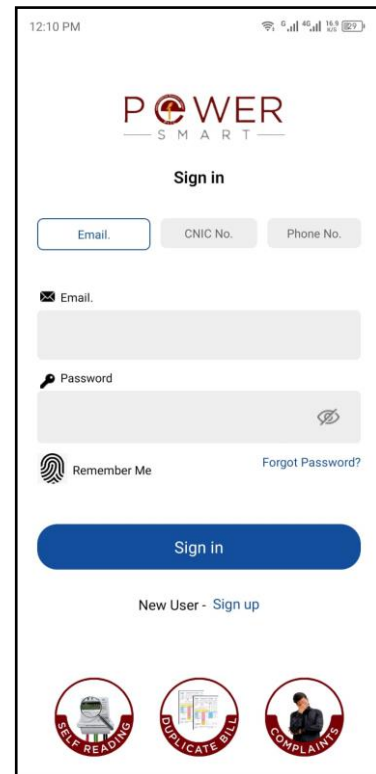
- Step 1:** Click the “**Meter**” Icon, on the Home Screen.
- Step 2:** Click the “**+**” button.
- Step 3:** Enter the “**Consumer Id**” followed by clicking the “**Add Meter**” button.
- Step 4:** Click the “**Confirm**” button.



3.3 GUEST MODE

The guest mode lists the functions related to customer services and facilitation, and enables the users to perform the following:

- **Self Reading**
- **Duplicate Bill**
- **Complaints**



3.3.1 SELF READING

Submit the reading of your meter by following the below steps:

Step 1: Click “Self reading” button, on Customer Services screen.

Step 2: Firstly, you have to register your mobile number for Self meter reading.

Step 3: Enter your Reference no.

Step 4: On entering the reference no, the pop-up appears that your mobile no. is not registered.

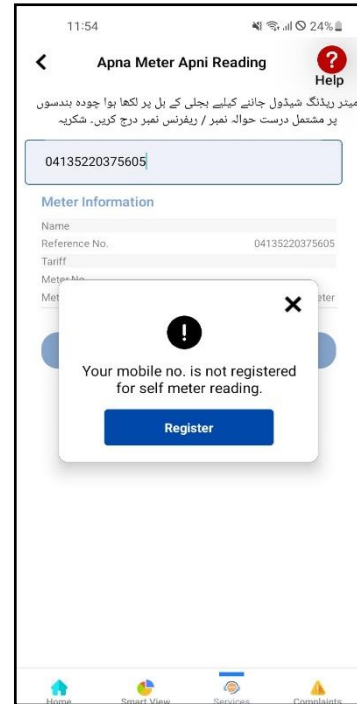
Step 5: Click on register button

Step 6: Provide the required occupant's information followed by clicking the “Submit” button

Step 7: Enter the OTP sent to your registered mobile no. and submit.

Step 8: Now your mobile number is registered successfully.

Step 9: Enter your reference number again and submit the reading of your meter.



3.3.2 DUPLICATE BILL

View the electricity bill online by following the below steps:

Step 1: Click “**Duplicate Bill**” button, on guest mode screen.

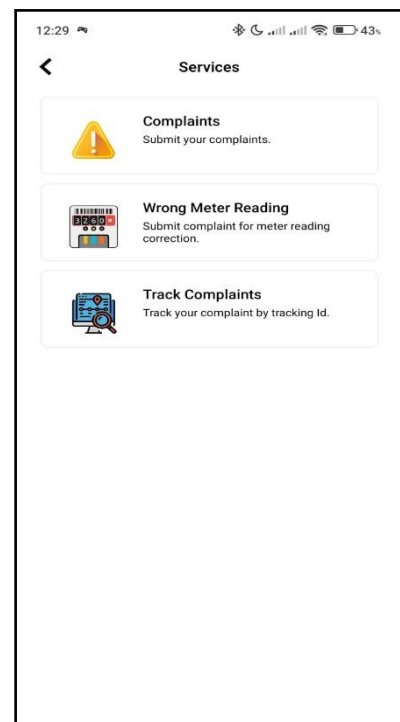
Step 2: Enter the reference number.



3.3.3 COMPLAINTS

This screen lists the functions related to customer services and facilitation, and enables the users to perform the following:

- **Lodge Complaints**
- **Track Complaints**
- **Wrong Meter Reading**



3.3.3.1 COMPLAINTS

Submit power and commercial complaints by following the below Steps:

- Step 1:** Click **“Complaints”** button, on Customer Facilitation screen.
- Step 2:** Select the Complaint Nature.
- Step 3:** Select the relevant complaint followed by clicking the **“Proceed”** button.

3.3.3.2 TRACK COMPLAINTS

Track your lodged complaints by following the below steps:

- Step 1:** Click **“Track Complaints”** button, on Customer Facilitation screen.

All your Line and Non-line complaints will be shown here.

Complaint Status	Application Id.	Reference	Complaint Type	Address	Name
Pending	PC-112312506170001	46112310886302	Tripping (Due to Transformer)	426.B PAK BLOCK	CH. MUHAMMAD RAFIQUE
Pending	PC-151712506170001	271517109247000	Live Fallen Wire	NASHMIN COL. BSN R MTN	MST KARAM ELLAHI
Resolved	PC-121112506170001	01121110546400	Additional Transformer	567-A MODEL TOWN GRW	AYYAZ AHMED

3.3.3.3 WRONG METER READING

Submit power and commercial complaints by following the below Steps:

Step 1: Click “Wrong Meter Reading” button, on Customer Facilitation screen.

Step 2: Fill all the fields and forward your Correction complaint followed by clicking the “Submit” button.

Meter Reading Correction

MST KARAM ELLAHI
Ref No.: 27151710924700U
NASHIMN COL BSN R MTN

Meter Information

Name	MST KARAM ELLAHI
Reference No.	27151710924700
Tariff	A-2c(06)T
Meter Phase	
Meter No.	0000013951
Meter Type	AMR

Reading Information

Billing Month	202503
Off Peak kWh Reading (Previous)	14489.55
Off Peak kWh Reading (Current)	14516.49
Peak kWh Reading (Previous)	920.5
Peak kWh Reading (Current)	922.95
Off Peak kVAh Reading (Previous)	3761.56
Off Peak kVAh Reading (Current)	3763
Peak kVAh Reading (Previous)	209.05
Peak kVAh Reading (Current)	209.16
Off Peak MDI Reading (Previous)	141.071
Off Peak MDI Reading (Current)	141.857
Peak MDI Reading (Previous)	36.135
Peak MDI Reading (Current)	36.178

Meter Images

Image not available.

Home Smart View Services Complaints