FAQs for Prepaid Load Limiting Meter Installation

1. What are Prepaid Load limiting meters?

Prepaid load limiting meters (Smart meters) are electricity meters that have the capability to limit load that is being drawn from the source (DG's in our case). These meters also work on prepaid basis.

2. Why do we need Load limiting meters?

Nirvana country DG back up infrastructure was designed as per the original plan of the colony. The load calculations were done basis the units that Unitech had planned and sold. Over the years, the development has changed and electricity requirement has gone up exponentially. We however have limited capacity and hence need to judiciously distribute the capacity as per original design.

3. Why do we need prepaid meters?

At present, the power backup is billed on a post paid basis i.e use and pay. This involves a huge amount of effort that goes into doing meter readings for power backup. Generators across the blocks are switched on for multiple hours and manpower diverted from other activities to note down the readings so that bills can be raised. Given that not all homes are accessible at any point in time, this activity has to be done multiple times in order to ensure meter readings across Nirvana. Despite extra efforts and burning diesel worth thousands needlessly to take readings, we still never achieve 100% coverage. This results in wasteful expenditure and delayed recovery of diesel expenses.

By moving to prepaid system (pay and use) which is deployed in almost every society today, a resident will have to charge his meter like a prepaid mobile phone and subsequently use the services. We will not have to divert manpower to take readings, not waste diesel and will do away with delayed recovery of diesel expenses.

4. How will I recharge my meter?

A resident initially will have to buy a recharge at NRWA office. They will scan a QR code to pay using UPI and subsequently will be given a code that they will need to punch into their meters. We are also working with payment gateways to make this process online in near future.

5. How will the meter function?

This meter is Bluetooth enabled. There is an app that is available for this meter, that you may install on your smartphone. Using this app you can see you account details. These details are also available on the meter display.

Once online payment for recharges is made available, you will be able to buy recharge code online and transfer seamlessly to you meter using the app on the device that is registered to your meter account.

6. Will my backup power be cut off in middle of the night if I run out of recharge?

Automatic disconnection is disabled from 8 PM to 8 AM. This is to ensure that you do not face any issue during middle of the night. However backup power will get disabled at 8 AM should you run out of credits at night. You will need to recharge the meter to be able to use power backup again.

7. How is my load eligibility calculated?

As mentioned earlier total load available in each block is divided by area of units provided by Unitech in the original plan to arrive at load eligibility. The details of the same are parts of MoM of last GBM.

8. I want more backup load as my demand has gone up?

Our power infrastructure remains the same and DG capacity is limited. We cannot provide for more load.

9. On my plot instead of a villa now there are 4 floors, I need 4 times the load?

The load is being provided basis original plans and given that infrastructure remains the same, the load per villa/ plot will have to be split by the residents amongst themselves.

10. Will NRWA install 1 or multiple meters in case of builder floors?

Each plot having builder floors has common areas and lifts. Since in case of load being split amongst 4 floors, there will be no meter for common areas, NRWA will install only 1 meter as is the case at present. This meter will be configured with load available for the plot.

11. Why do we not setup new DGs to increase load?

Each DG requires 100-150 yds area to provide for DG and related electrical infrastructure. NRWA does not own any plots where such infra can be setup even if the money for DGs is funded through additional load charges.

12. **If the meter trips at set load e.g. 7 KVA, how will inductive loads function e.g. ACs which have a higher starting current?**

These meters are designed to trip only if load is in excess of sanctioned load for more than 60 seconds continuously. Most of the inductive loads reduce during this period. These devices are designed to account for higher starting loads.

13. **What if I want to remain on postpaid power backup and not go for this new system?**

As decided during the GBM, the post paid system will cease to exist once this system is rolled out. After a cut over dates any homes that have not moved to the new system will have their power backup facility withdrawn.

14. **What does installation entail?**

NRWA along with the vendor will start replacing the meters shortly. Once this activity starts an electrician and the vendor will visit your home and replace the existing meter with the new meter.

15. **What is the cost of this meter and who will bear it?**

One time cost of this meter that is to be borne by the resident if RS 7500/- per unit plus GST. The meters will be procured by NRWA and a bill for the same will be raised to you. You will need to pay for the meter before the same is installed in your premises.

16. **I have seen smart units installed in other apartments that are much sleeker other than meter. These are connected to the meter. Can we get the same installed in our living room or some other area? Will NRWA procure the same as well?**

A freedom display is an accessory of the smart meter that can be installed at an additional cost of Rs. 1000/- + GST in your home, should you so require. However, internal wiring for the same will have to be arranged by you.

The negotiated price for Freedom unit will have to be paid directly to the vendor.

17. **Once the meter is installed, who is to be contacted for service?**

Initial glitches if any will be ironed out by the Vendor, who will be on site for 2-3 months to finish installation. Post this period, recharge related queries will be handled by NRWA office and any complaints regarding warranty replacements will have to be logged in with the Vendor directly – Number of the Vendor will be shared.

18. What's the average amount once would need to pre-pay and keep?

The average amount is based on load sanctioned as per plot size and consumption pattern. Rs. 2000-3000 should be the average topup.

The maximum top up that can be done per unit will also be capped.

19. Is there any maintenance charge for the meter?

There is a charge of Rs. 22.50 + GST that is charged monthly for the software license. This too will be debited to your meter balance.

20. I have further queries regarding this project?

For any further queries please drop us an email on ec.updates@nirvanacountry.co.in . We will not respond on individual emails, but club these and update FAQs to answer your queries.