

A

Consumer's Manual

For

Pre-Paid Meter

Liberty-1P & 3P



Noida Power Company Limited

November - 2018

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INTRODUCTION

- A pre-paid meter is a special type of energy meter that can be installed in the domestic properties. With a pre-paid meter consumer can pay for energy before using it-usually by adding money to a “KEY” which is then inserted into the meter.
A vend token, provided for the advance payment, is entered through meter key-pad to enable the equivalent energy consumption.
- The meter keeps supply records, and based on the consumption pattern it can predict the number of days you can consume the remaining amount available in your account. This also helps owner to plan consumption budget accordingly.
- In order to avoid a zero balance, the unit generates an alarm signal when balance amount of an account reaches below a user defined marginal amount.

WHAT TO DO AFTER INSTALLATION OF PREPAID METER?

- At the time of commencement of supply through prepaid meter you will need to purchase a recharge coupon from our Customer Care Office at Knowledge Park-1, Behind Kailash Hospital Greater Noida-201308, between 10:00 AM to 5:00 PM. First recharge coupon will have 80-digit code. Subsequent recharge coupon will have 20-digit code called the Transaction Code.
- Thereafter, you can recharge at your own convenience as & when you require in multiples of Rs. 100/- with a minimum amount of INR 500/- and maximum of INR 20,000 during office hours. This recharge can be purchased from our Customer care office at KP-1 or can be generated online from our website www.noidapower.com or thru Paytm app.
- At the time of purchasing the recharge coupon at our Customer Care Office you will have to provide information of consumer no. / Meter No.
- In case of any difficulty, please contact 24x7 our call center at 01202333555/ 2333888/ 6226666.

PROCEDURE TO GET RECHARGE CODE

1

Walk into our
Customer Care Office K P-1,
Behind Kailash Hospital
Greater Noida-201308.
Between 10:00 AM to 5:00

2

Open Paytm app
&
Click on electricity icon.

3

Log on to
www.noidapower.com &
Click on "PREPAID METER
RECHARGE"

Please provide your
consumer no. / meter no.

Enter the details required
& proceed, use debit/credit
card to purchase recharge
coupon.

You will be redirected to
Paytm app Use credit/debit
Card
to purchase
recharge coupon.

Purchase
Recharge coupon
for the amount
you want to recharge.

Recharge code will be sent
to your registered Paytm
mobile no.

Recharge code will be sent
to your mobile.

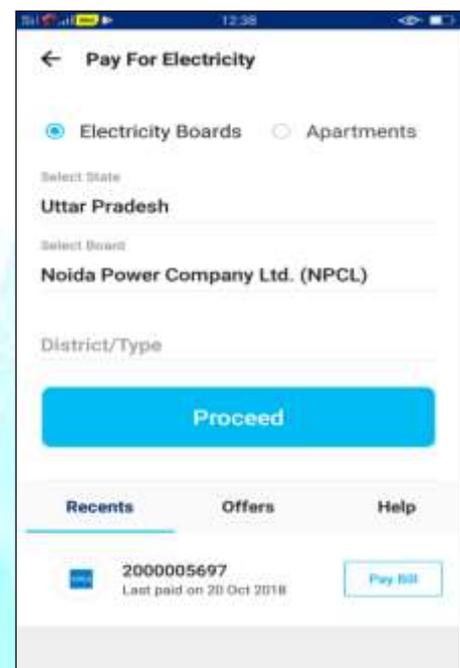
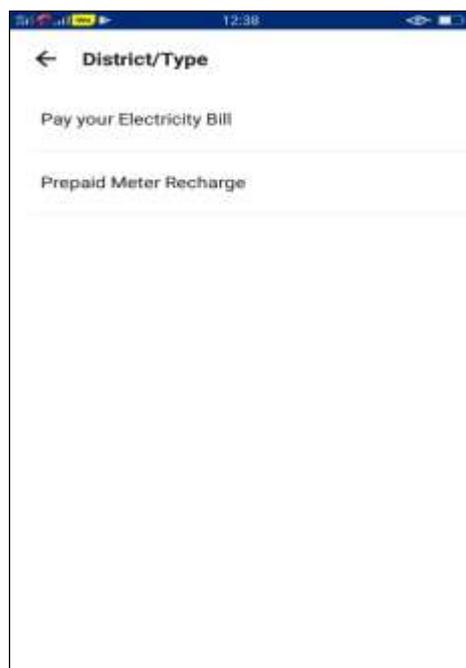
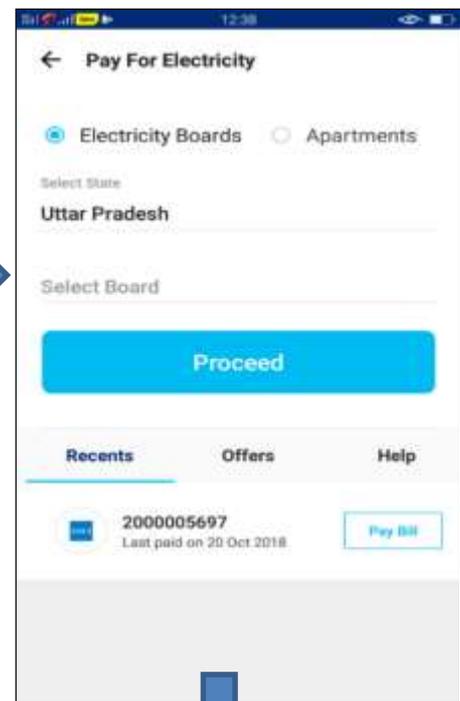
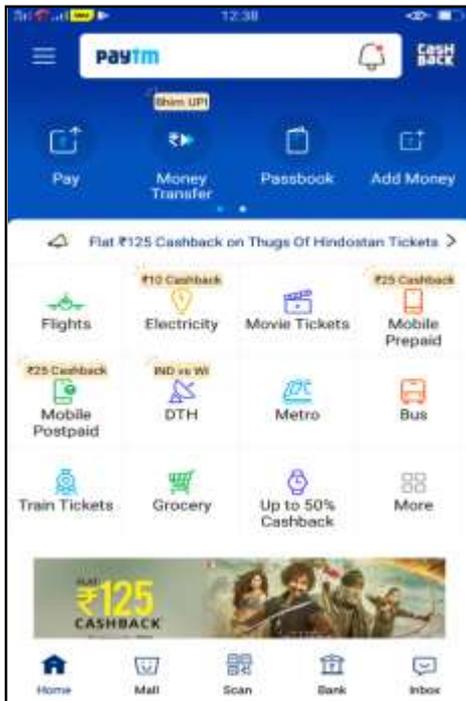
Key in the recharge
Code into the
display unit.

Key in the
Recharge code
Into the
display unit.

Key in the
Recharge code
Into the
display unit



RECHARGE PROCESS THROUGH PAYTM



Pay For Electricity

Electricity Boards Apartments

Select State
Uttar Pradesh

Select Board
Noida Power Company Ltd. (NPCL)

Select District/Type
Prepaid Meter Recharge

Meter Number

Proceed

Kindly check your Meter No. before proceeding further as token once generated cannot be [Read More](#)

Pay For Electricity

Electricity Boards Apartments

Select State
Uttar Pradesh

Select Board
Noida Power Company Ltd. (NPCL)

Select District/Type
Prepaid Meter Recharge

Meter Number
LIT12345

You will receive a voucher code after successful payment. Please enter the voucher code in your electricity meter to receive the energy units.

Proceed

Kindly check your Meter No. before proceeding further as token once generated cannot be [Read More](#)

Pay For Electricity

Electricity Boards Apartments

Select State
Uttar Pradesh

Select Board
Noida Power Company Ltd. (NPCL)

Select District/Type
Prepaid Meter Recharge

Meter Number
LIT12345

Consumer Details

Consumer Name	RAJENDERA SINGH
Consumer Number	2000074950
Meter No	LIT12345
Premise No	331315012000000077B

Amount

Fast Forward
Instant payment from your Payment method

Proceed To Pay

Kindly check your Meter No. before proceeding further as token once generated cannot be [Read More](#)

Recent **Offers** **Help**

HOW TO RECHARGE THE METER?

- Consumer need to enter the Transaction code into your display unit, which has a telephone like keypad.

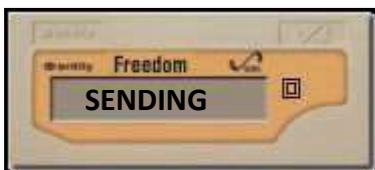


REMOTE DISPLAY
& KEYPAD

NPCL	
Date and Time	21/12/2018 10:27:45
Request From	4844599559
User Group	0000000000
Transaction Type	New Vend
Meter No.	LIT12397
Premise No	1313150120000000182
Name	Mrs. PUSHPA SINGH 2000008033
Address	B-102, PUSHPA SINGH, ALPHA-1, G.NOIDA (U.P), GREATER NOIDA, BRPL
Tariff Category	8A
Tariff ID	010
Transaction Amount (Rs)	5,000.00
Free Vend Amount (Rs)	0.00
Debt Deduction (Rs)	0.00
Meter Credit Amount (Rs)	5,000.00
Balance Debt (Rs)	0.00
Payment Mode	Cash
New Vend	
*22587 89959 35004 95491#	
Print Date	21 Dec 2018 10:27:53

TRANSACTION
CODE

- To enter the recharge Coupon Press * button.
- Then punch in the transaction code numbers as mentioned in the recharge coupon on the keypad of the display unit. You can use star * button to delete any wrong entry.
- When all the numbers are entered kindly press hashtag # button.
- The display unit will display the message “SENDING” which indicates that the recharge coupon is being sent to the prepayment meter.



- After a while, the amount recharged will be displayed in the display unit.

LCD & KEYPAD OPERATIONS

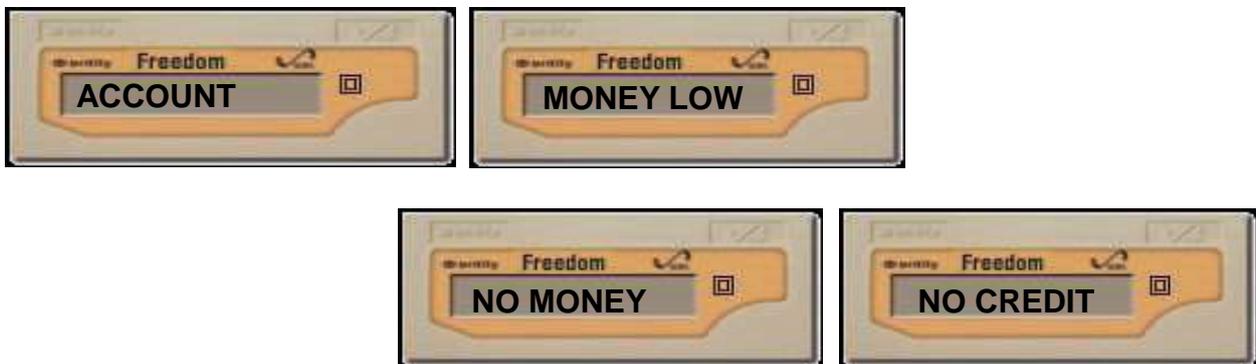


If optional Freedom unit is attached, you should always prefer keyboard operations with this

An LCD screen and keypad, similar to a telephone instrument, are provided to perform the following operations:

- To enter the recharge Coupon and to view the previously entered. recharge Coupon
- To set the alarm marginal balance limit.
- To view ABC codes for Previous Consumption details
- To view other information, such as the previous consumption, current load, tariff rates etc.

The LCD display will remain “Off” if no key is pressed for two minutes. If a key is pressed under this condition, the display is invoked and displays a screen corresponding to the key pressed. If no key is pressed for some time, the LCD screen automatically displays the current status information. The screen will display one of the following screens, according to the to the current balance status:



- **“Account”** – sufficient vending balance is available i.e. greater than the marginal balance.
- **“Money Low”** - the balance is below the marginal limit and above zero.
- **“No Money”** - the balance is below zero.
- **“No Credit”** - the maximum credit limit has been exceeded.

The current status screen is followed by the current rate screen:



- This display indicates the current applicable rate and remaining amount left. In shown above-mentioned example, 2 indicates that Rate Register 2 is active and R158 indicates the amount left in the meter is Rs 158.00.

Display Function keys (0-9)

Press	1	Credit left in days.
Press	2	Expenditure in Rs - Previous Day's, Week's and Month's.
Press	3	Slab wise unit Rates of electricity & No. of units used at applicable rates.
Press	4	The last five recharge codes keyed in.
Press	5	Total money entered into the meter, authenticated billing code.
Press	6	Refund & Settle.
Press	7	Month wise expenditure for previous 1 year.
Press	8	Instantaneous Load & Cost/Hour, Present Maximum Demand (MD) with date and time.
Press	9	Total Energy Units (KWh & KVAH) used.
Press	0	LCD test, Time & Date, Voltage, Current, Power Factor, Frequency, and KW & KVA.

WHAT IS MEANT BY “ACCEPTED” MESSAGE ON DISPLAY SCREEN?

- If the unit displays “ACCEPTED” with a tone, then this means that the Recharge coupon that has been entered is correct and the electricity amount purchased has been transferred to your Prepayment Meter.

- On correctly entering, the display unit will give a message “ACCEPTED” as confirmation. Your current available balance including the previous adjustment will also be displayed.



WHAT IF MY CREDIT RUNS OUT?

- To take care of situations beyond your control prepayment meter has been programmed to function under low credit situation allowing you to draw electricity up to a certain amount even after you have exhausted your available balance. The over drawl amount will be adjusted based on the recharge your of meter.
- If your credit runs out after 05 pm meter will function till 10 am next day. This facility of non-disconnection during odd hours / Saturday & Sunday/ National holidays is called “Friendly Hours” has been facilitated in the meter.

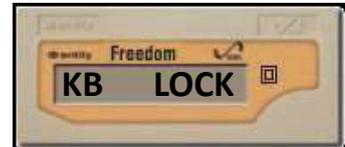
Listen to “ALARM” Signals

Alarm signals produced by the meter or Freedom unit indicate the following conditions:

- When the balance amount falls below the marginal balance i.e. the meter status switches from “Account” to “Money Low”. An alarm is generated for thirty seconds. If you do not acknowledge this, the alarm signal is generated at thirty minute intervals.
- When the meter current exceeds from a predefined current limit, a warning message is displayed and an audible alarm is generated for thirty seconds and supply is disconnected. The electricity supply can be resumed by pressing the key “0” on the meter.
- When the balance amount falls below zero i.e. meter status switches from “Money Low” to “No Money”. An audible alarm is generated for thirty seconds and supply is disconnected (if emergency credit is not enabled). Press any key on the meter to resume the electricity supply. If you do not acknowledge this, the supply remains disconnected and an alarm signal is generated at thirty minute intervals.
- If the load exceeds the predefined load limit, a warning message is displayed and an audible alarm is generated for thirty seconds and supply is disconnected. Once the load is decreased, the electricity supply can be reconnected by pressing the key “0”.

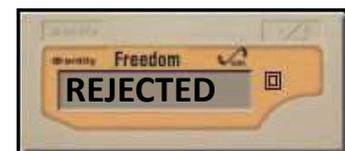
IF THE MESSAGE DISPLAYED IS “KB LOCK” IN DISPLAY?

This means that your Recharge Code has been rejected 5 times in a row. Wait until the message disappears and then re-enter your recharge code, approximately after one minute.



WHAT IF THE MESSAGE “REJECTED” IS DISPLAYED ON SCREEN?

If the display unit shows “REJECTED” with a tone this means that the prepaid meter has not processed the recharge code.



The following may be the possibility of rejection: -

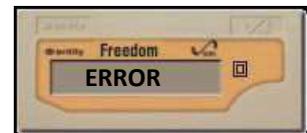
- **DUPLICATE-** if you try to enter same recharge coupon twice into prepaid meter then the meter will show rejected code. The same can be verified by pressing key ‘4’ where last five recharge codes will be displayed.
- **INCORRECT-** if you try to enter a code generated for some other meter your meter will reject the code. Please enter the code generated for your meter only as each meter is uniquely identified by a serial number available on the name-plate of the meter.

- **WRONG TAR**, is displayed if a previously generated token code has not Yet been entered. Either enter the missed code or ask for the assistance from Our call center. Pursuant to tariff revision when you subsequently Purchase a recharge for first time, the transaction code on the recharge coupon will have a special tariff change notification code which should be entered first to enable your Prepayment meter to accept the recharge codes. Hence, in case of the above message you are requested to kindly first enter the special tariff change notification code followed by the Transaction code.



WHAT IF THE MESSAGE “ERROR” IS DISPLAYED ON SCREEN?

If the display unit indicates “ERROR” with a tone, then this means that you have either missed a number or there has been a delay of more than 20 seconds while entering in the numbers.



WILL I GET ANY WARNING IF MY CREDIT GOES LOW?

- Yes, if your available balance goes below the amount set by default the display unit will give you alarm for thirty seconds.
- When you hear this alarm, press any button on the keypad of the display unit to turn off the sound. The alarm will be repeated every half an hour until a button is pressed.

WHAT IF CURRENT INSTANT LOAD IS MORE THAN SANCTIONED LOAD?

- If the load exceeds the sanctioned load limit, a warning message is displayed and an audible alarm is generated for thirty seconds and supply is disconnected. Once the load is decreased, the electricity supply can be reconnected by pressing the key “0”.

Setting Alarm Limit

- You can set the marginal alarm limit allowed before a “Money Low” status is shown.
- To set this, you must enter an eleven-digit code as follows: “00000-0XXXX-7”, where “XXXX” stands for alarm marginal amount.
- For example to set your alarm limit at Rs.300, **#** press and then you should enter the code “00000-00300-7” and press ***** “ACCEPTED” will be displayed as a confirmation message.

Retain Credit Refund Transaction

For the purpose, please contact NPCL Customer Care office at Knowledge Park-1 who will then process your request as appropriate.

Consumer Queries/ FAQ's

Q1. My premise is locked from last 2 months even then my balance got deducted, why?

Ans. Fixed charges shall be deducted as per UPERC tariff order in force. Need bill calculation/day basis.

Q2. Why my supply gets disconnected after turning on my AC/heater?

Ans. Supply will automatically get disconnected when your current load is more than the sanctioned load. Supply can only be restored by long pressing of "0".

Q3. Why my meter recharge is not being done even after entering coupon code into meter?

Ans. After entering coupon code into the meter it will display one of the following messages:

"ACCEPTED" or "REJECTED" followed by the reason why rejected. Please refer to page no. 7 & 8 for further details.

Q4. My remote display (freedom unit) is displaying "CON FAULT", what should I do?

Ans. "CON FAULT" means connection faulty, it will be displayed

when your connection from meter to display unit is not proper. Kindly register you're complaint on contact no. - 0120-2333555/2333888/6226666.

Q5. I have recharged my meter successfully but my supply does not get restored why?

Ans. This may be because of following reason: -
Insufficient recharge i.e. balance is still negative.
Action: - please do additional recharge.
No power in Meter. Mean no supply?
Action: -please contact call center.
Incoming cable is faulty.
Action: -please contact call center.

Q6. I am unable to get recharge coupon code from your office due to my duty timings what should I do?

Ans. here is a provision of online recharge through Paytm. You may also login to our website www.noidapower.com

Q7. Is there any provision to determine in how many days my meter balance will be exhausted?

Ans. Yes, you can determine the no. of days left by pressing "1" it will tell you the no. of days based on your present consumption.

Precautions & Safety Practices

- To minimize the risk of electrical shock, avoid any contact with loose or exposed electrical connections. If a loose/exposed connection is observed near the installation, immediately call a qualified electrician.
- An optional Freedom unit is available for remote keyboard operations. In case this unit is available, it is preferred to perform all the key-pad operations using Freedom unit.
- Do not exceed the load limit beyond the range specified on the rating plate.
- An alarm signal produced by the meter/Freedom unit warrants your attention. On hearing this, always take an appropriate action.
- In order to prevent tampering, the meter is sealed after the installation. Inappropriate handling of the seal may cause damage which may lead to the impression of tampering.