A Guide to Pre-Paid Electricity Meters

Electricity Meter Unit

Customer Interface Unit
How to Recharge your Account

Walk into our Regional Office

Log on to www.cesc.co.in & click on the Quick bill pay button to recharge the Prepaid Meter

Purchase recharge coupon for the amount you want to

Use credit/Debit Card to purchase recharge coupon for the amount you want to

Key in the recharge code into the Freedom Unit

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Advantages of Prepayment Electricity Meters

- No Security Deposit.
- Better budgeting of energy use - Daily balance vis-a-vis consumption visible at the press of a button.
- No standing in Q for payment of Bills.
- Recharge at your Convenience.
- Meter charges and fixed demand charges are deducted on a daily basis.
- Daily updation of remaining balance helps in budgeting energy consumption.
Your Tool

Prepayment Electricity Meters

Customer Interface Unit can be conveniently located inside your Flat / Premises

- Monitoring Consumption in Rupees
- Alarms when credit level goes low
- Monitoring Load
- Monitoring Supply Voltage
Added Features

Prepayment Electricity Meters

◆ Simplified & user friendly Interface
◆ Friendly Hours and Days*
◆ Automatic Protection against overload

* See page 10 for details
Press 1. Credit left in days, Present Load & Cost/Hour.
Press 2. Expenditure in Rs - Previous Day’s, Week’s and Month’s for last one year.
Press 3. 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. Voltage, Current, Power Factor & Frequency
Press 7. Standing charge per day/minimum charge per month, if applicable.
Press 8. Present Maximum Demand (MD) with date and time,
Press 9. Total Energy Units (kWh) used.
Press 0. LCD test, Time & Date.
Press #. Credit presently available.
WHAT HAPPENS WHEN I BUY ELECTRICITY?
At the time of commencement of your supply by a Prepayment Meter you will be required to purchase a recharge coupon for a minimum amount of Rs. 300/- or in multiples of Rs. 100/- from our Vending Station. This recharge coupon will have a strips of numbers called the Transaction Code. Alternative, you also have the option to purchase your recharge coupon from the convenience of your home/office by simply logging onto our website at www.cesc.co.in and using your Debits/Credit Cards.

Thereafter, you can recharge at your convenience as & when you require in multiples of Rs. 100/- with a minimum amount of Rs. 300/- and maximum of Rs. 20,000 at one go. At the time of every recharge kindly carry a copy of your last recharge receipt.

At the time of purchasing the recharge coupon at our Cash Offices you will have to fill in a Pay-in-Slip mentioning the relevant details as required therein.

WHAT DO I DO WITH THE RECHARGE CODE?
You need to enter the Transaction into your display unit, which has a telephone like keypad.

- To enter the recharge code first press button.
- Then key in the numbers as mentioned in the recharge coupon on the keypad of the display unit.
- You can use button to delete any wrong entries.
- When you complete entering all the numbers press #

The display unit will flash “Sending Message”, which indicates that the recharge code is being sent to your Prepayment Meter. Normally, after a while, you can see the amount you recharged, on the display unit.

WHAT IF THE “ACCEPTED” MESSAGE APPEARS ON DISPLAY?
If the unit displays “ACCEPTED” with a tone then this means that the Recharge Code 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 THE “REJECTED” MESSAGE APPEARS ON DISPLAY?

If the unit displays “REJECTED” with a tone then this means that the your Prepayment Meter has not processed the Recharge Code. The following could be the possible reasons for rejection:

(A) DUPLICATE, if you try to enter a Recharge Code twice into your Prepayment Meter then the Recharge Code will be rejected. You can verify the duplicate entry by pressing Key ‘4’, where last five recharge codes will be displayed.

(B) 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.

(C) WRONG TAR, pursuant to a 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 first entered 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 “ERROR” MESSAGE APPEARS ON DISPLAY?

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. You are requested to start a fresh.

HOW WILL I KNOW HOW MUCH MONEY IS LEFT IN MY ELECTRICITY ACCOUNT?

If you press # button, it will display the amount of credit left in the meter. If you press 1 button it will display the number of days credit left, based on the last week’s usage.

REMEMBER when your meter is first installed it needs to be in use (for one week at least) before “DAYS LEFT” is calculated. In the first week the display will show “NO DATA”.
WHAT IF THE MESSAGE “KB LOCK” IS DISPLAYED?

This means that your Recharge Code has been rejected five times in a row. The reason for rejection has already been mentioned before.

Wait until this message disappears and then re-enter your Recharge Code, after approximately one minute.

HOW DO I SET THE WARNING ALARM LEVEL I WANT?

You can enter a special 11 digit code to set the alarm level.

- First 6 digits will be zero by default.
- 7th to 10th digit represents the value of money at which you require the low credit alarm.
- 11th digit will be fixed value which is ‘7’.

For example, to set alarm at Rs. 200: Press * #.

Then press in **0000 00 200 7** press #

E.g.: *00000 0xxxx 7# (x = any No. between 0-9)

The alarm limit will change to Rs. 200.

You can set any other alarm level by replacing the bold numbers in the special code by the value you want.

WILL I GET ANY WARNING IF MY CREDIT GOES LOW?

Yes, if your available balance goes below the amount set by you as enumerated above, the display unit will also give an alarm for two minutes. When you hear this alarm, press any button on the keypad of the display unit to turn the sound off. The alarm will be repeated every half an hour until a button is pressed. However the alarm will go off between 10 pm and 8 am.
WHAT HAPPENS IF MY CREDIT RUNS OUT?

To take care of situations beyond your control, we have programmed your Prepayment Meter to function under low credit situation by allowing you to draw electricity up to a certain amount even after you have exhausted your available balance. The overdrawn amount will be adjusted as and when you recharge your Meter.

If you have not keyed a button to switch off the low credit alarm, your supply will go off after your balance in the meter is exhausted.

If your credit runs out during Monday to Saturday after 1 p.m. you will continue to enjoy supply up to 9 a.m. of the next working day. This will give you enough time to buy a recharge coupon.

The above facility of non-disconnection during odd hours and Sunday/holidays is called “Friendly Credit”.

The next time you enter your recharge code, the friendly credit amount used by you will get automatically adjusted and the balance amount will become the actual credit.

We suggest that you keep a recharge coupon handy with you to avoid any emergency if your credit runs out to avoid disconnection of supply.

HOW CAN I SEE HOW MUCH ELECTRICITY HAVE I USED?

By pressing the button ️ in continuation, you can see how much electricity you have used successively Previous day, Previous week, Previous month and beyond the last month (Last 12 months). All this information is presented in money terms along with kWh units for better understanding.

FOR CONSUMERS WHO WOULD LIKE TO MIGRATE FROM POST PAYMENT METERS TO PREPAYMENT METERS

They will have to approach the Sr. Commercial Executive of the concerned Region for completing the formalities in this regard.
IN CASE OF INTERRUPTION OF SUPPLY
KINDLY CALL
1860 500 1912
4403 1912
1912

OR TO REPORT POWER THEFT
AND FOR REGISTRATION
OF CONTACT DETAILS

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✓ AC APPLICATION

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No more the trouble of visiting CESC office for getting commercial queries addressed