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Update on the Sector

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IntelliSmart Bulletin

*“The best way to find yourself
is to lose yourself in the
service of others”*

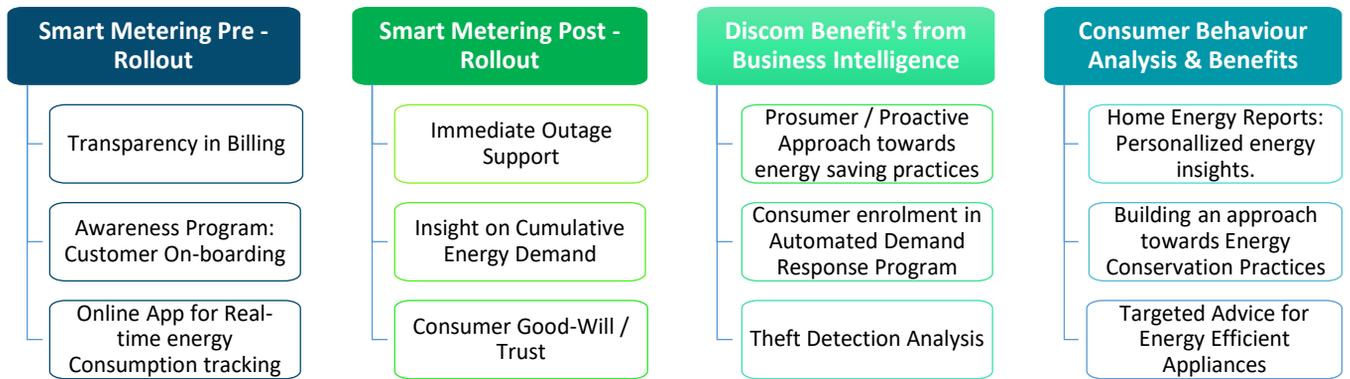
-Mahatma Gandhi

INFOCUS: CUSTOMER ENGAGEMENT IN SMART METER ROLLOUT



The Smart Meter rollout has transformed the relationship between energy customers and Discoms. Changing contours of Customer Engagement– both during, and post Smart Meter rollout are equally important. Digital technologies and social media platforms have redefined the customer engagement model. Present day customers now expect quick resolutions and improved customer experience for its energy needs as well with a choice to influence other customers. In such a context, it's imperative for AMI service providers & Discoms to create a positive experience, both during and after the rollout of smart meters.

A comprehensive and consistent customer & AMI Service Provider relationship will need to be strengthened as an integral part of the smart meter rollout programme. This will include specific customer engagement agenda for pre-rollout, rollout, and post-rollout stages.



During the rollout stage, customer engagement will be predominantly driven by dissemination of relevant information covering smart meter replacement appointments, overall schedule, status updates, education, provision of tariff options and an overview of potential benefits. Most significant opportunity for suppliers & consumer arising from smart meter roll out is transparency in billing. Leveraging the momentum created by the pre-rollout and rollout engagement, the post-rollout handshake between metering service provider and customer will need to shift to more of an operation & maintenance support cum energy usage advisory role.

By leveraging analytics, Discoms can get better insights of the cumulative energy demand and target the right group of customers initially for a voluntary / automatic demand response programs from energy demand supply management perspective.

IoT coupled with analytics can enable companies to provide smart solutions and help customers manage their energy requirements more efficiently. Companies will be able to suggest tools (such as Home Energy Reports (HERs) to provide near real-time feedback) and empower customers to analyse their consumption patterns and maximise savings.

Business Intelligence via. IoT and big data analytics paves the way for multiple devices to be connected, smart meter could be used tactfully to capture electronic signatures of connected electronics devices, that presents an opportunity to given

consumers an insight of their efficiency levels of existing such devices and a suggestion for more energy efficient product / device could be explored such innovations has a potential to take customer experience to a new level.

About Author-



Chetan Pathak

Chetan Pathak is Sr. Manager of Business Process at IntelliSmart. He carries intense experience with Power utilities in the areas of policy advocacy, metering management, renewable integration and energy efficiency beside others.



Govt working on plan to spend Rs 1.5 lakh crore on smart metering: Atul Bali, NSGM (Date: 28.09.2021)

The Central Govt. is going ahead with the scheme of Revamped Distribution Reforms scheme (RDSS) that is targeting an overall outlay of Rs 3 lakh crore and a substantial portion of the outlay at Rs 1.5 lakh crore has been given to smart metering.

Source: [Economic Times](#)

Tata Power has installed 20,000 smart meters, eyes 1 Lakh meters by 2023 (Date: 25.09.2021)

Tata Power as on 24.09.21 installed 20,000 smart meters for consumers in Mumbai. It hopes to cross the 50,000 mark by early next year and over a lakh by early 2023, as per an official statement.

Source: [The Times of India](#)

Most states to enroll under revamped electricity distribution scheme by October-end: Hon'ble Power Minister (Date: 24.09.2021)

As per statement, most states would be able to submit their detailed project report (DPR) for enrolling into the Rs 3.03-lakh crore revamped electricity distribution scheme by October 31, 2021.

Source: [Economic Times](#)

Global smart electric sub-meters market worth \$7.7bn by 2030 (Date 24.09.2021)

Transparency Market Research has published a new report analysing the global market for smart sub-meters. The report states that the market will record a 4% growth between 2020 and 2030.

Source: [Smart Energy International](#)

Australia: New directions proposed to optimise smart meter rollout (Date: 23.09.2021)

The Australian Energy Market Commission (AEMC) has set out recommendations to accelerate the smart meter rollout to households and small businesses. The Commission pointed the slow rollout of smart meters over the past decade, which has resulted in their potential benefits remaining largely unrealised both for electricity users and the grid.

Source: [Smart Energy International](#)

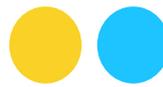
Karnataka planning for Prepaid power meters in govt buildings (Date: 17.09.2021)

Having consistently suffered massive losses owing to delays in payments, the state Government of Karnataka is now thinking of setting up prepaid meters in all government buildings. The Government is also considering introducing prepaid meters in all the AMRUT cities and for temporary connections in a bid to generate revenue.

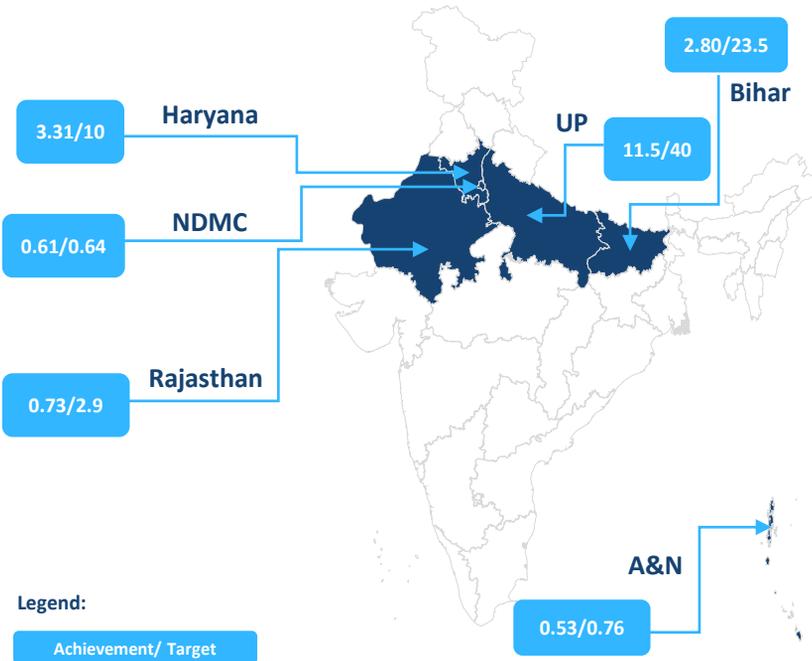
Source: [Deccan Herald](#)

OTHER UPDATES:

- SAUBHAGYA completes FOUR years of successful implementation; 2.82 crore households have been electrified since the launch of SAUBHAGYA.
- Ministry of Power redesigns Renewable Energy Certificate (REC) Mechanism; floor and forbearance price limits removed; REC prices to be determined by Market conditions.
- Rajasthan govt to allot land at 50% concession for first 500 renewable energy-based EV charging stations installed within five years to promote e-vehicles.
- PNGRB seeks bids for city gas license for 65 areas.
- Petroleum products not to be included under GST stated by Hon'ble Finance Minister of India.
- Govt launches '2nd attempt' of auction for 11 coal mines. The auction will be held online through a transparent two-stage process, based on percentage revenue share.



Key Development Under Smart Meter Programme – upto 30th September 2021



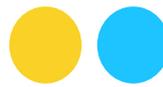
- ~78 Lakh meters of existing project.
- ~19.5 Lakh meters installed till 30th Sep 2021.
- Per day SM installation crossed 4,700 in September'21.
- Bihar achieved more than 2,900 smart meter installations in a day.
- UAT demonstration completed in Uttar Pradesh.

Inauguration of SMOC In Bihar

IntelliSmart has operationalised Bihar's first Smart Meter Operation Center SMOC in close collaboration with the state DISCOMs Bihar State Power Holding Company Limited, North Bihar Power Distribution Co. Ltd. & South Bihar Power Distribution Company Limited. Set up as part of Bihar's Smart Meter project at SCADA Bhawan, the center will function as a central control room for all smart meter-related activities in the state.

SMOC has been conceived with the intent to maintain smooth operations of the programme in Bihar. It will facilitate real-time monitoring of the smart meter system with a single integrated view, system-generated Management Information System (MIS) reports and dashboards to improve system management and faster resolution of issues. The inauguration will be followed by the kick-off of Advanced Analytics and Machine Learning pilot programme for Bihar DISCOMs. This will help DISCOMs to identify revenue leakages and consumption anomalies and paves the way for providing value-added services to the consumers in the future.





New Team Members



Himanshu Pandit
AGM - Cloud
Administrator
DOJ: 1st Sep 2021



Aaron Gracias
Graduate
Engineer trainee
DOJ: 6th Sep 2021



Ajit Singh
AGM - Operations
(DHBVN)
DOJ: 15th Sep 2021



Gautam Kumar
SMOC Executive
DOJ: 1st Sep 2021



Chetan Pathak
Sr. Manager -
Business process
DOJ: 6th Sep 2021



Surender Kumar
SMOC Executive
DOJ: 15th Sep 2021



Gaurav Sharma
Field Operations
Engineer
DOJ: 8th Sep 2021



Durga Kudchadkar
Graduate Engineer
trainee
DOJ: 6th Sep 2021



Hitender Gehlot
Sr. Manager –
Administration
DOJ: 8th Sep 2021



Sohil Akhtar
Application
Engineer
DOJ: 21st Sep 2021



Anshul Tyagi
Asst. Manager-
Finance
DOJ: 10th Sep 2021

Awards and Recognitions

Employee of the Month, Aug'21



Nitin Rai
IT Officer, Panchkula

Team of the Month, Aug'21- SMOC Haryana Inauguration & Cyber Security Week - Team



Gautam Kumar
CTO



Saahas
Head - BP,
Comp, Ethics
& QHSE



Sharanbir Bal
Head - IT States



**Abhishek
Giri**
State Head,
Haryana



**Satrajit
Majumdar**
State PR Lead



Jatin Rai
Strategy
Manager



Richa Gulati
EA (MD & CEO
Office)



Surjit Singh
PP Engineer,
Panchkula



Nitin Rai
IT Officer
Panchkula



Abhishek Dhiman
O&M Executive
Panchkula

Winner of Spot Awards- Aug'21



Rishi Singh
BD and Policy
Manager,
Corporate.



Ramdas Sisodia
Engineer -
Technical
Saharanpur, UP.



**Abhishek
Dhiman**
O&M Executive
Panchkula,
Haryana



**Shashi Kant
Singh**
Field Operations
Engineer.
Patna, Bihar



Vishal Bhat
Field Operations
Engineer
Nagaur,
Rajasthan



**Salman
Ansari**
Engineer
Meerut, UP.



Manish Jha
City In
charge,
Firozabad,
UP.



Ainullah Ali
Assistant
Engineer
Allahabad, UP.



**Shikhar
Srivastava**
City In charge
Varanasi, UP.



**Sudhir
Kumar**
Engineer
Aligarh, UP.

Intellismart Infra

IntelliSmart Infra is a joint venture company of EESL (Energy Efficiency Services Limited, A Joint venture of PSUs of Ministry of Power, Government of India) along with NIIF (National Investment and Infrastructure Fund, a Government of India backed fund). It is responsible for enabling implementation of Smart meters across the country. The focus of IntelliSmart is to drive efficiencies for DISCOMs, improve revenue management, increase billing efficiency and consumer satisfaction. With our vision of creating a digitalized & resilient power sector, through innovative technological solutions, IntelliSmart Infra is well placed to determine future of infrastructure.

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Happy to hear from you

Newsletter is meant to share updates, case studies, success stories and experiences with various stakeholders on a regular basis. For any suggestions/queries/inputs, please write to newsletter@intellismartinfra.in



Solve this Riddle

I am the beginning of
everything, the end of
everywhere.
I'm the beginning of
eternity, the end of time
and space.
What am I?

Last Riddle Correct and Early Respondents-

Ankit Vats, EESL

Aniruj Kumar Singh, EESL

Anil Garg, IntelliSmart

Ashwini Gupta, IntelliSmart

Kajal Rajput, IntelliSmart

S K Pathak, IntelliSmart

Send us your answers at
newsletter@intellismartinfra.in

