

LOW BALANCE WARNING

When your balance falls below Rs 100 (default), you will get the following alerts:

1. Audible beep from the keypad unit
2. Blinking display of available balance
3. Low credit red LED light on the meter



EMERGENCY CREDIT OF RS. 150

All Prepaid Meters can avail an emergency credit of Rs. 150 which will be adjusted against the next recharge

For Secure Meters:

Press START/EDIT Button TWICE then Press SUBMIT Button TWICE to avail this emergency credit

For Genus Meters:

Press Key 0 to check/ avail emergency credit

ENJOY GREAT BENEFITS

- Cheaper flat tariffs
- No more bill issues or complaints
- Better budgeting
- Energy consumption awareness
- Recharge at your convenience

VENDING STATIONS

You can avail recharges at any of the offices mentioned below

DIMAPUR

SDO (E), Sub Division– I
PWD Colony

Jain Temple Road
Marwari Patti

Prepaid Consumer Service Point
Dept. of Power Customer Care Center
Near Flyover, Burma Camp

KOHIMA

SDO (E), Sub Division– I,
Chandmari

Prepaid Consumer Service Point
West Road Mall, Jail Colony



GOVERNMENT OF NAGALAND
DEPARTMENT OF POWER

DOS AND DON'TS FOR PREPAID CONSUMERS

- Ø No devices like MCB, Switches, Changeover etc. should be installed between the main service connection and the prepaid meter
- Ø The service line should be laid in open/visible route and should not be tampered
- Ø Meter shall be installed in a visible and easily accessible place and height
- Ø Proper sealing of meter and the meter enclosure is a must
- Ø For the first time recharge, meter number and copy of arrear clearance certificate from the respective Sub-Divisional office is required.

PREPAID ELECTRICITY
USAGE GUIDE

<http://prepaidnagaland.com>

8415 900 400

FOR SECURE METERS



GET TO KNOW YOUR METER

Your premise will be equipped with a prepaid meter and a keypad display unit. The functions are:

- Key 1 – Check Existing Balance
- Key 2 – Today's, previous day's and previous week's consumption in Rupees
- Key 3 – Slab & Tariff Rate
- Key 5 – ABC Code & Total amount recharged till date
- Key 7 – Monthly energy expenses
- Key 8 – Current Load/ Current rate of consumption
- Key 9 – Total Unit consumed till date
- Key * Edit – Delete a wrongly entered digit

GETTING ABC CODE

Press Key 5 four times for value D1, then again for D2, then D3 and then D4

HOW TO SET THE ALARM FOR LOW CREDIT BALANCE

Press *000000RRR7#. Replace "RRR" by any figure as per your choice.
E.g. If alarm is to be set at Rs. 100/- (default) press *0000001007#

FOR GENUS METERS



GET TO KNOW YOUR METER

Your premise will be equipped with a prepaid meter and a keypad display unit. The functions are:

- Key 1 – No. of days left to switch off
- Key 2 – Today's, previous day's and previous week's consumption in Rupees
- Key 3 – Slab & Tariff Rate
- Key 5 – Press once for the total amount recharged till date, press 7 times for ABC Codes
- Key 7 – Monthly Energy Demand figures
- Key 8 – Month wise energy billed
- Key 9 – Total Units consumed till date in kWh
- Key # – Check Balance amount left in meter
- Key * Edit – Delete a wrongly entered digit

GETTING ABC CODE

Press Key 5 seven times for value A1-BP1, then again for A2-BP1, then A3-BP1 and then A4-BP1. Each value will be a 5 digit number that will together form the 20 digit ABC Code

OVERLOAD/ BALANCE ALERTS

Press any key for 3 seconds to cancel the alert sounds generated due to low balance or overload

HOW TO RECHARGE YOUR METER

Step 1: Get the following information–

- Your meter or Consumer number
- Your 20 digit ABC Code from your meter

Step 2: Visit a vending station with the above information and get the Vend Code.

Step 3: Press START/EDIT Button either on the meter or the keypad unit and punch in the 20 digit Recharge Vend code followed by the SUBMIT/# Button

REASONS FOR REJECTING VOUCHER CODE

- Duplicate– the code has already been entered/used
- Incorrect– some digits have been missed or wrongly entered. Please try entering again

WHAT IF THE MESSAGE "KB LOCK" IS DISPLAYED

This means that you have entered and submitted incorrect Recharge Codes too many times in a row.

Wait until this message disappears and then re-enter your Recharge Code, after approximately 30 seconds

DISPLAYING OVERLOAD

- In case of overloading, the Keypad unit will sound an audible alarm and disconnect power supply
- Switch OFF unnecessary appliances to reduce the load
- Press ZERO/0 button for a few seconds to reconnect the power supply

Online and Mobile recharges will be available soon at <http://prepaidnagaland.com>
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