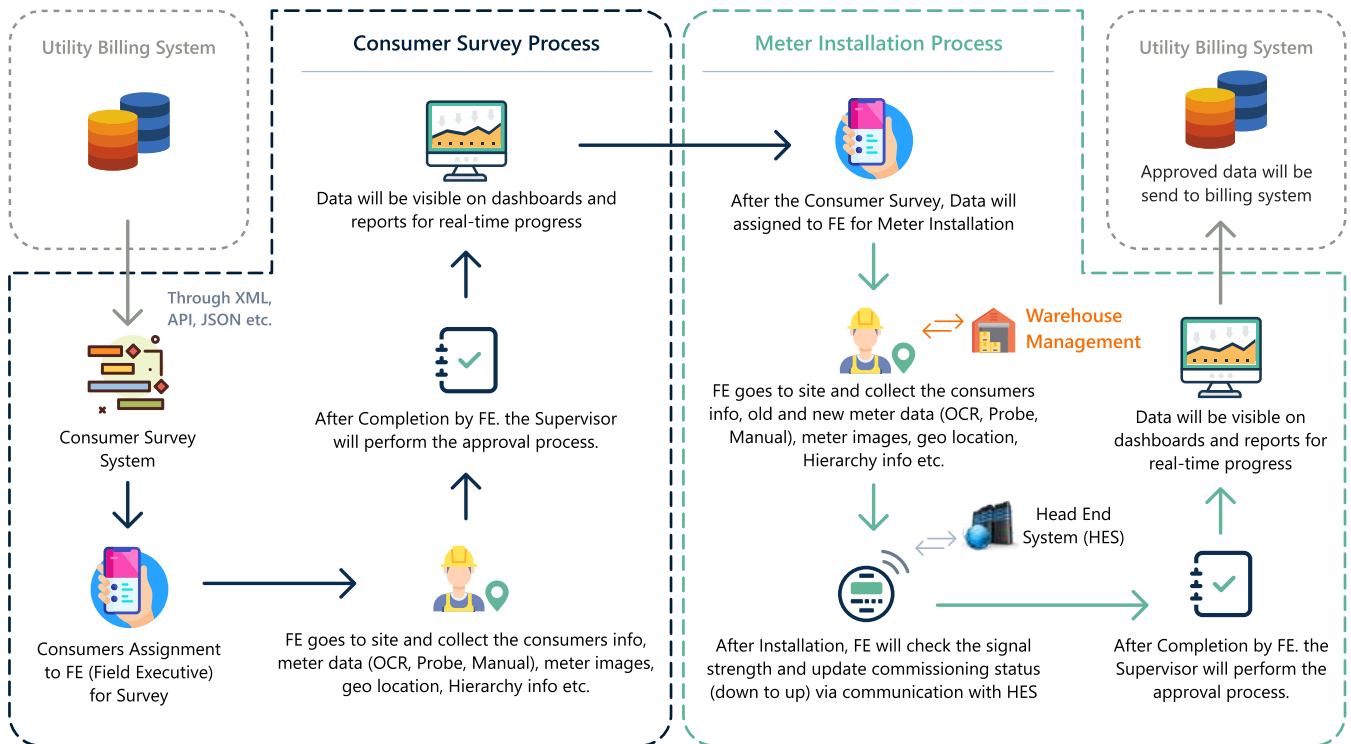
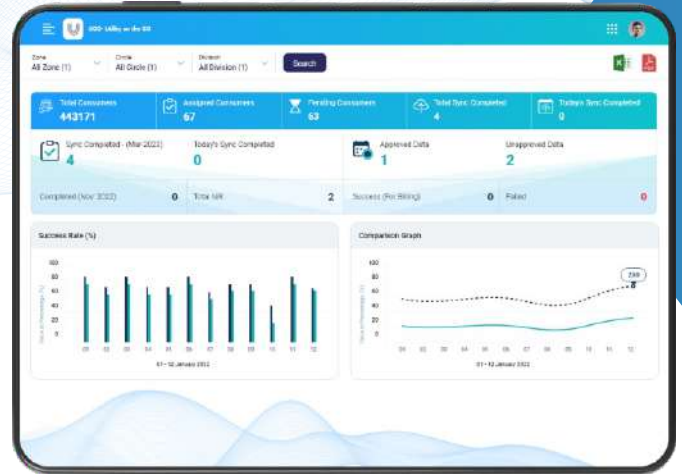


# Consumer Survey & Meter Installation

UGO Consumer Survey is a cloud-based platform that allows users to upload customer data to a server, allocate it to field executives, who then conduct fieldwork and report their verified findings through survey app. It ensures correct consumer survey as it plays an important role in energy audit and billing of the consumers.

This information is directly sent our servers and available for analysis and decisions. This allows for the collection of KYC information from the customer together with GPS coordinates at the time of the visit, as well as the monitoring of network performance and signal strength.



**KEY BENEFITS**

- Cost savings because of increased efficiency & paperless process.
- Better and faster decision making & aids capital planning.
- Improved and accurate Energy Audit
- Improved customer satisfaction
- Integration with other system to ensure complete life cycle & business process monitoring.
- Improved confidence in all aspects of utility management
- Customization as per the clients requirement
- Better and permanent record keeping
- Instant feedback from the field for new connection
- Maintenance, quality control, plan ahead

**Key Features of CSMI System :-**



**Cloud Based End-to-End Solution**

Cloud-based end-to-end CS & MI solution for handling huge amount of data for Consumer Survey & Smart Meter Installation involving multiple vendors.



**Warehouse Management**

Integrated Warehouse management facility to manage assets, inventory and stock.



**Integration with Billing System**

Pre-integrated with major Billing Systems automating receiving of pre data of consumers for Smart Meter Installation and update data back after installation in seamless manner.



**Web Based Application**

Web based application to manage the consumer data and allocate to the field workforce of multiple vendors as per defined hierarchy.



**Interactive Mobile App**

A powerful Mobile app for the field workforce to capture data both for Consumer Survey and Meter Installation including consumer hierarchy, network strength, old & new meter details, lat. Long, etc.



**OCR Functionality**

Auto-Downloading/ OCR of old meter and new meter complete data along with multiple photos and geo coordinates.



**Ensure Signal Strength & Connectivity**

Commissioning of newly installed Smart Meter with HES to ensure connectivity and on-boarding in HES in real time.



**Approval Process for Supervisor**

Facility to verify the data captured during CI & MI completion work by Discom officer and after approval only updated consumer data will be pushed back to Billing System.



**Archival**

Archival of collected data during CI & MI process as evidence with facility to retrieve whenever required.



**Reports**

Real time Dashboard and MIS for various stakeholders providing status of consumer survey, meter installation work progress along with related assets and stock availability.