



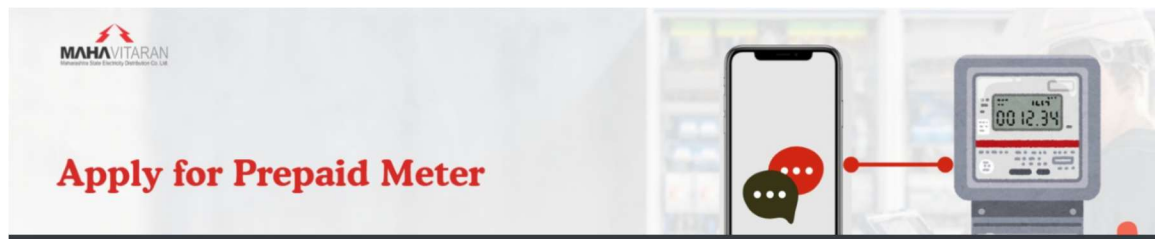
User Manual: Request for Prepaid Meter

1. Apply via Mahadiscom Website

- Consumer can apply for a Prepaid meter by visiting the Mahadiscom website link:
<https://pro.mahadiscom.in/TODREG/prepaid>
- Alternatively, consumer can navigate via:
www.mahadiscom.in -> Consumer Portal -> Quick Access Menu -> Consumer Web Self Service -> Request for Prepaid Meter

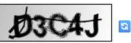
Step 1: Enter Consumer Number and Captcha

- On the Mahadiscom portal, enter your consumer number and the captcha displayed on the page.



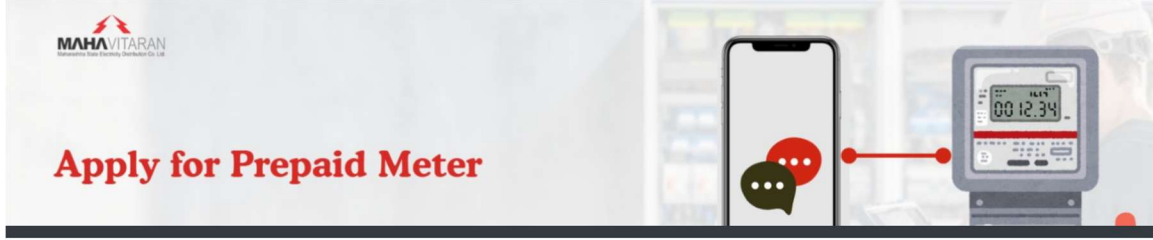
Apply for Prepaid Meter

Smart Prepaid Meter Conversion for LT/LTIP Consumers

Consumer Number  Enter CAPTCHA

Step 2: OTP Verification

- An OTP will be sent to your registered mobile number and registered email address.



Apply for Prepaid Meter

Smart Prepaid Meter Conversion for LT/LTIP Consumers

For Consumer Number [REDACTED] OTP will be sent to Registered Mobile Number 77*****53 as well as Registered Email Address k*****t@gmail.com. OTP will be valid for 15 minutes.

[Send OTP](#)

Please click [here](#) to update Mobile Number/ Email Id

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[f](#) [X](#) [v](#) [i](#)

T OTP for Smart Prepaid Meter Conversion Request [+ Add Tag](#) We 04/08/26 16:33

From: tod_met_reg@mahadiscom.in

To: [REDACTED]@scom.in


MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.

Dear Consumer,

OTP for Smart Prepaid Meter Conversion request for consumer [REDACTED] is **887676**.

OTP is valid for 15 minutes. Do not share OTP with anyone.

Best regards,
MSEDCL

[This is an automatically generated email, please do not reply.]

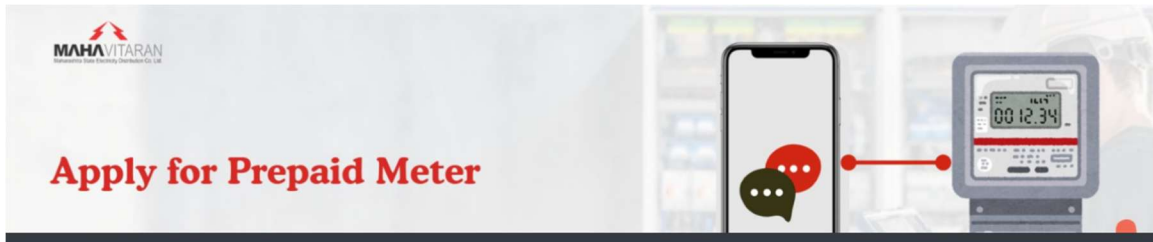
OTP SMS

794204 is OTP for Smart Prepaid Meter Conversion for consumer number 021520520837. OTP is valid for 15 minutes. Do not share OTP with anyone. MSEDCL

- Enter the OTP received to proceed.

Step 3: Confirm Consumer Details and Submit Request

- After successful OTP verification, your consumer details will be displayed.
- Confirm all details, check the 'I agree for Smart Prepaid Meter Conversion' box, and click on the 'Register' button.



Smart Prepaid Meter Conversion for LT/LTIP Consumers

OTP Verification Successful

Consumer Details	
Consumer No: 005[REDACTED]1	Zone: KALYAN ZONE
Name: SHRINAVINDA PAREKH	Circle: PALGHAR (MINI) CIRCLE
Address: [REDACTED] RAPUR	Division: PALGHAR DIVISION
Tariff: 090(LT-I (B) Residential 1Ph	Subdivision: BOISAR (R) S/DN,(4159)

I Agree for Smart Prepaid Mode Electricity Meter

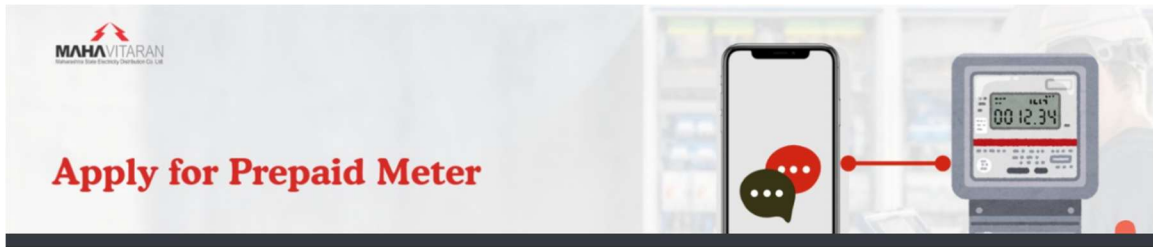
Please ensure that the meter is recharged immediately after conversion to prepaid mode through the Mahavitaran Website or the Mahavitaran Mobile Application to avoid any interruption in electricity supply.

Register

Back

Step 4: Request Submission

- Once registered, your request for Smart Prepaid Meter Conversion will be successfully submitted.



Smart Prepaid Meter Conversion for LT/LTIP Consumers

Smart Prepaid Meter Installation Request Successfully Submitted for Consumer 000000000000

Please ensure that the meter is **recharged immediately after conversion to prepaid mode** through the Mahavitaran Website or the Mahavitaran Mobile Application to avoid any interruption in electricity supply.

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Acknowledgement

- An email acknowledgement of your Smart Prepaid Meter Conversion request will be sent to your registered email ID.



Acknowledgment of Smart Prepaid Meter Conversion Request [+ Add Tag](#)

We 04/08/26 16:34

From: tod_met_reg@mahadiscom.in

To: [REDACTED]



MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.

Date: 2026-04-08

Subject: Acknowledgment of Smart Prepaid Meter Conversion Request

Dear SHRI [REDACTED],

Thank you for reaching out to MSEDCL. We have received your request for a Smart Prepaid Meter Conversion at your premises. Below are the details of your request:

Consumer Name: SHRI [REDACTED]

Consumer Number: [REDACTED]

Consumer Address: [REDACTED]

Our team is currently reviewing your request. You will be contacted soon regarding the next steps and required documentation (if any). The expected timeline for installation will be communicated to you shortly.

For any further queries or assistance, please feel free to reach out to our customer support team at **1800-212-3435 / 1800-233-3435 / 1912 / 19120**.

We appreciate your patience and look forward to serving you.

Best regards,
MSEDCL

Please do not reply to this email. If you have any query related to this bill, please mail us at customercare@mahadiscom.in

MSEDCL also offers a Go Green facility. To avail, visit: [Go Green](#)

For queries related to online payment transactions, email: helpdesk_pg@mahadiscom.in

To update Email ID or Mobile Number, visit: [Update Details](#)

Important! SMS sent by MSEDCL always sent from sender ID having 'MSEDCL' e.g. VM-MSEDCL, VK-MSEDCL. Beware of the fraudulent message asking to call you on unknown number or any link embedded in SMS/Call/WhatsApp/email message. Do not respond to such message. MSEDCL never ask to contact any person for any reason. On receiving such messages, email to customercare@mahadiscom.in.

Validation Criteria for Prepaid Meter Request

The following validations must be satisfied before initiating a prepaid meter request:

1. **Consumer Status** must be **LIVE**
2. Consumer should be on **Postpaid** billing
3. **Meter Sub-Type** should be either:
 - SMARTCEL
 - SMARTRF
4. **Meter Phase** should be:
 - Single Phase **or**
 - Three Phase
5. **Sanction Load** Should not be more than 20KW