

Adani launches video contact centre, plans smart meters

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Mumbai: Adani Electricity announced it would install seven lakh smart meters on residential premises in the suburbs and launched a video contact centre for consumers on Friday. Both facilities are a first for the city.

“The smart meters will enable citizens to monitor their consumption real-time and avoid getting hefty bills,” an official said. “A smart meter helps the consumer reduce the bill amount over a period of time.”

The video contact centre will help users avail themselves of all Adani services from home by connecting with an agent virtually. “Consumers will be able to set appointments with VCC [video contact centre] executives as per their convenience. You can initiate a call through our mobile app, website as well as Chatbot Elektra [virtual guide with live chat on website],” an official said.

The utility will go multilingual on its voice bot platforms of Alexa and Google Assistant. Adani serves nearly 30 lakh consumers in the city.