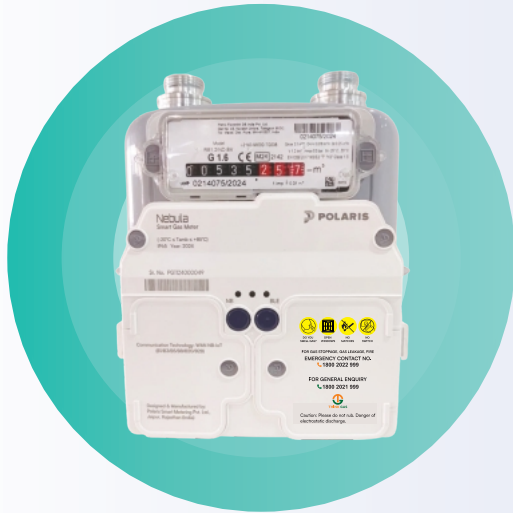


KNOW YOUR SMART GAS METER

What is a Smart Gas Meter?

A smart gas meter is a digital device that accurately measures gas consumption and transmits data to the service provider for billing and monitoring, eliminating the need for manual readings.



How Does It Work?

Primary Communication: Uses NB-IoT (Narrowband Internet of Things) to send daily meter reading usage data to the ThinkGas.

Secondary Communication: If NB-IoT is unavailable, the smart gas meter can communicate via Bluetooth (BLE) through the Polaris Gas App to sync data and transfer the recharge amount from Think Gas to the meter.

HOW TO RECHARGE SMART GAS METER

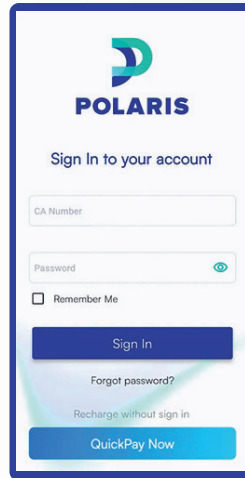
01

Download the App

Search App name on Google Play Store & install it.



01. Login page



Sign In to your account

CA Number

Password

☐ Remember Me

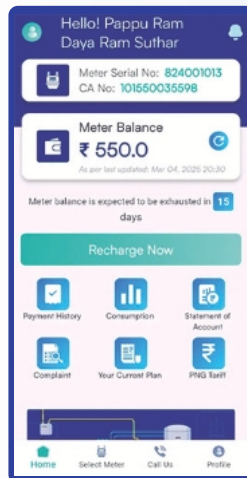
Sign In

Forgot password?

Recharge without sign in

QuickPay Now

03. Homepage



Hello! Pappu Ram
Daya Ram Suthar

Meter Serial No: 824001013
CA No: 101650035598

Meter Balance
₹ 550.0

Meter balance is expected to be exhausted in 15 days

Recharge Now

Payment History Consumption Statement of Account

Complaint Your Current Plan Pkgd Self

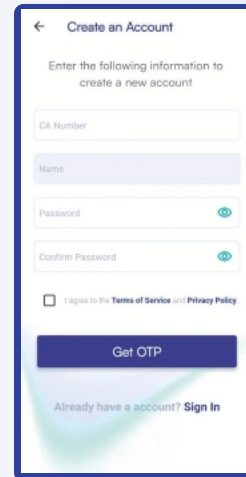
Home Select Meter Call Us Profile

02

Mobile App Uses

- Click on Signup
- Enter your CA number
- Check your name
- Enter new password & confirm password
- Click on Get OTP
- Enter the OTP received on your registered mobile.

02. Sign Up



Create an Account

Enter the following information to create a new account

CA Number

Name

Password

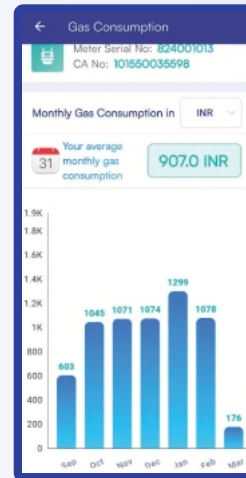
Confirm Password

☐ I agree to the Terms of Service and Privacy Policy

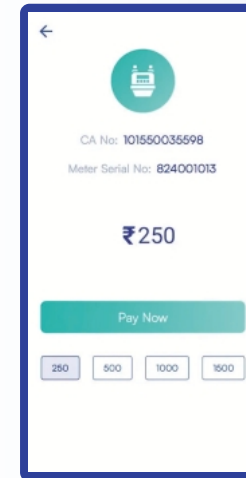
Get OTP

Already have an account? Sign In

04. Gas Consumption



05. Pay Now



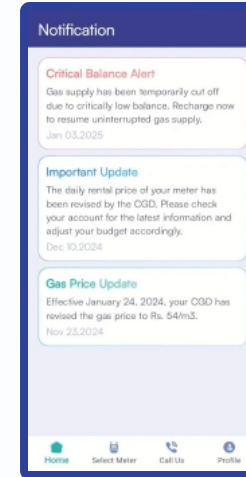
CA No: 101650035598
Meter Serial No: 824001013

₹ 250

Pay Now

250 500 1000 1500

06. Notification



Notification

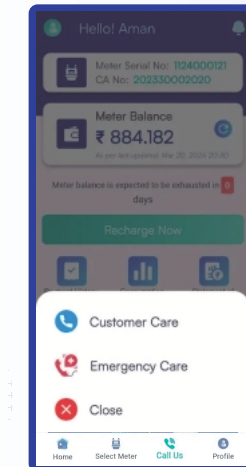
Critical Balance Alert
Gas supply has been temporarily out off due to critically low balance. Recharge now to resume uninterrupted gas supply.
Jan 03, 2025

Important Update
The daily rental price of your meter has been revised by the CGD. Please check your account for the latest information and adjust your budget accordingly.
Dec 10, 2024

Gas Price Update
Effective January 24, 2024, your CGD has revised the gas price to Rs. 54/m3.
Nov 23, 2024

Home Select Meter Call Us Profile

09. Call Us



Hello! Aman

Meter Serial No: 11240000002
CA No: 202330002020

Meter Balance
₹ 884.182

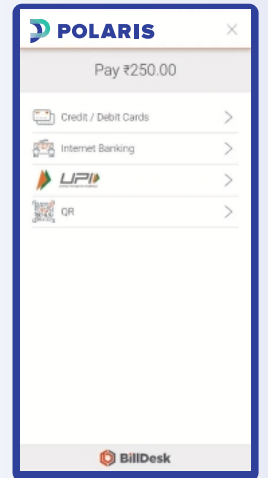
Meter balance is expected to be exhausted in 8 days

Recharge Now

Customer Care
Emergency Care
Close

Home Select Meter Call Us Profile

07. BillDesk



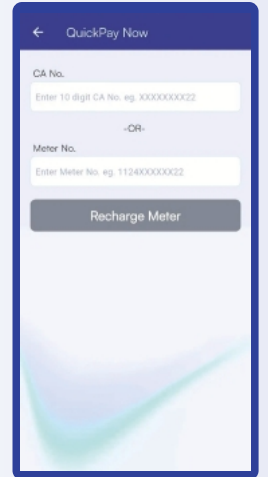
POLARIS

Pay ₹250.00

Credit / Debit Cards
Internet Banking
UPI
QR

BillDesk

08. Quick Pay



QuickPay Now

CA No.
Enter 10 digit CA No. eg. XXXXXXXXXX22

-OR-

Meter No.
Enter Meter No. eg. 112400000022

Recharge Meter



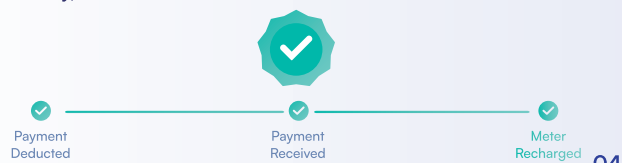
General Query

1800 3000 0046

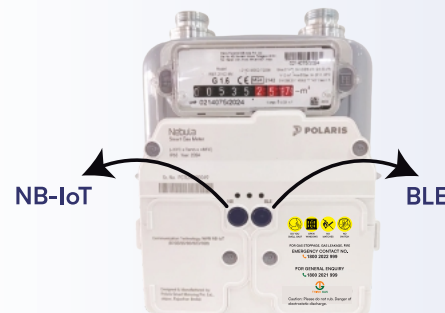
1800 2021 999

Frequently Asked Questions (FAQs)

- 01 **What is friendly credit & When does It apply?**
A feature that prevents gas disconnection during non-working hours.
- 02 **When Does It Apply?**
During nights, weekends, and public holidays when customer support is unavailable.
- 03 **Working Hours (Gas Disconnection Possible)**
Monday to Friday, 9 AM - 7 PM.
- 04 **Friendly Zone (Gas Supply Continues Even with Zero Balance)**
After 7 PM on weekdays, weekends, and public holidays.
- 05 **What Happens When It Ends?**
If not recharged, gas supply stops when working hours resume.
- 06 **How to Avoid Disconnection?**
Monitor balance & recharge on time via the Polaris Gas App.
- 07 **How is my bill calculated?**
Your bill is calculated based on your gas consumption (SCM) multiplied by the applied tariff set by Think Gas.
- 08 **How do I get No/low-balance alerts?**
The app will notify you automatically when your balance is low.
- 09 **My recharge is done, but gas hasn't started. What should I do?**
Press the Meter NB button on your meter to sync with the server.
- 10 **What if NB-IoT is down and my recharge is pending?**
Press the BLE button & connect via BLE in the app.
- 11 **How can I ensure my recharge is completed?**
Your recharge is processed in three steps:
 - ☑ Payment deducted from your wallet/bank.
 - ☑ Payment received by the server.
 - ☑ Meter recharged — Press the NB button or BLE for immediate sync.
 Otherwise, the meter will update automatically once it wakes up (once a day).



- 12 **What if I press the button but the LED doesn't blink?**
If the LED doesn't blink after pressing the button, please contact our customer support immediately for assistance.
- 13 **When will my gas supply be closed?**
Your gas supply will be closed if:
 - ☑ Your balance reaches zero.
 - ☑ Tampering is detected on the meter.
- 14 **What alerts will I receive?**
 - ☑ Low balance warnings
 - ☑ Emergency credit activation
 - ☑ Successful recharge confirmations
 - ☑ Tariff/pricing updates
- 15 **How do I enable alerts?**
Notifications are automatic. Ensure they're enabled in your phone settings and app permissions.
- 16 **Can I Add Multiple Meters to One Account?**
Yes! You can link multiple smart gas meters to a single mobile number.
 - ☑ **Add a meter:** Go to "Select Meter" → "+ Add Meter" → Enter CA number, serial number, and nickname.
 - ☑ **Switch meters:** Tap "Select Meter" → Choose the meter you want to manage.
 - ☑ All meters share one account but show separate usage/alerts.
- 17 **How Long to Press the Buttons?**
 - ☑ **NB Button (Left Side)**
Press for 3-4 seconds to activate NB-IoT communication.
 - ☑ **Bluetooth Button (Right Side)**
Press for 3-4 seconds to enable BLE (Bluetooth) mode.



- 18 **What should I do if I smell gas?**
Turn off the gas supply, ventilate the area, and contact customer support immediately.

SAFETY PRECAUTIONS

Smell Gas?



Open Doors and windows



Remove flames to avoid ignition



Close main isolation valve



Don't operate electrical switches



Dial gas emergency numbers



Restrict general public admission

Stay safe and use gas responsibly!

www.polarisgrids.com

Witness Super PNG Geyser's Powers Enjoy Instant Hot Water Showers



Add More Benefits to Your PNG Connection, Get a PNG Geyser Today