

FAQ's

New Connection:

Q.1 How to register for a New Connection?

Ans. To register a new connection request, customers may register online request through Customer Services section on our website www.tatapower-ddl.com. Also details of required documents and charges available there.

Path: Home > Customers > New Connection Service > Apply now

Q.2 What is meant by Demand Note?

Ans. Demand Note refers to a payment note issued to the customers to make payments required (w.r.t. Consumption deposit, Service line charges/estimation charges) for providing the new connection/attribute change etc.

Q.3 In case of request cancellation, how do customer submit the requisite documents?

Ans. In case of request cancellation, customers can upload the deficit documents on our website www.tatapower-ddl.com.

Path: Home > Customers > Connection Related Service > Upload Deficit Documents

Q.4 What is ELCB and what is its importance?

Ans. ELCB (Earth Leakage Circuit Breaker) is a Earth Leakage Protective device, that detects even a small stray of current leakage to earth in one's premise, and automatically trips and disconnects the electricity supply to the premise/equipment's, thus preventing any untoward incidents. Another useful benefit of installing an ELCB device is that it also detects faulty and intermixed internal wiring.

Metering:

Q.1 What are the various reasons of meter change?

Ans. A Distribution Licensee can change the meter any time to ensure correct meter reading. Reasons of meter change may be any one of the following:

1. Meter is burnt
2. Meter is faulty
3. Meter is damaged
4. No display in the meter
5. Suspected to be tampered

Q.2 Can the meter be replaced on customer's request?

Ans. Meter can be replaced on customer's request if the meter is burnt, damaged or faulty

FAQ's

Billing:

Q.1 What is the basis of calculation of bill amount?

Ans. Total bill payable mainly comprises of Energy Charges (units consumed X applicable rates), E. Tax (5% of Energy Charges), Fixed Charges (as per the rates applicable), Pension Trust Surcharge, Power Purchase Cost Adjustment Charge applicable on fixed and energy charges) any other charges being levied by DERC from time to time, like; Surcharge etc. and Govt. subsidy (if applicable) + Arrears (if any) + LPSC (if any) +- Adjustment (if any).

Q.2 How is slab calculated?

Ans. Slab is calculated on the basis of difference between current reading date and previous reading date (both dates inclusive) divided by total number of days of that particular month.

Q.3 What are fixed charges?

Ans. Fixed Charges refer to the amount chargeable for billing period based upon the Sanctioned Load and slab. Calculation is as under:

Q.4 What is provisional bill? How is it calculated?

Ans. Provisional bill is raised when, due to some reasons, the actual reading is not available. In case of meter not read/recorded during a billing cycle, the provisional bill will be based on the consumption during the corresponding period in the previous year when readings were taken, if consumption during the corresponding period is not available then, average consumption of preceding three billing cycles or lesser period when readings were taken will be considered for provisional billing. However, Current Demand of provisional bills is refunded automatically in next reading based bill.

Q.5 If a customer has not received electricity bill, how can he/she get a duplicate copy?

Ans. To view any type of billing information:

1. Customer can simply log on to www.tatapower-ddl.com and register CA No. by just entering a few details regarding the connection. Once password is generated, one can view the details any time as well as get the print out of the duplicate bills from there.
2. Customers can also get Duplicate Bill on their Whatsapp by giving missed call from their registered mobile number on our Whatsapp number 7303482071.

FAQ's

Payment:

Q.1 What are the different avenues/modes available for making payment?

Ans. To know about bill payment avenues, please click here - <https://www.tatapower-ddl.com/customers/bill-payment/payment-avenues>

Path: Home > Customers > Bill Payment > Payment Avenue

Q.2 Cheque payment to be done in favor of?

Ans. "Tata Power Delhi Distribution Ltd CA No XXXXXXXXXXXX" or "TPDDL CA NO XXXXXXXXXXXX"

Attribute Change:

Q1. How to register Attribute (Name / Load / Category) Change request?

Ans. Customers can register Attribute change request by using following options:

- Website (www.tatapower-ddl.com) - Home > Login > Customer > Request & Complaints > Attribute Change (Load/ Name & Category Change)

Customer Update:

Q.1 How and from where a customer can update his contact details?

Ans. Customer can update his contact number through any of the following options:

1. Through our 24X7 Toll Free Sampark Kendra Helpline Number 19124
2. Through Customer Login section on Website www.tatapower-ddl.com (Path - <https://www.tatapower-ddl.com/myaccount/customer-login.aspx>)
3. Through District Customer Care Centres (Timings - 9:30 AM to 5 : 30 PM from Monday to Friday and 9 : 30 AM to 1 : 00 PM on Saturdays)

Q.2 What is the procedure to Login on Tata Power-DDL Website?

Ans. The procedure is as follows: 1. Log on to www.tatapower-ddl.com. 2. Click on "Customer Login" and register your CA No. or use registered mobile number for login through OTP

Q3. What are the services available at Customer Login?

1. Connection Details
2. Details of Reading and Billing
3. Alert activation and deactivation (Email/SMS/ Paper Bill)
4. Consumption History
5. Payment Details
6. Request and Complaint Registration