

Help Us Serve You Better

DO's and DON'Ts for Customers

❖ Do's

- ✓ Update your Mobile Number/Email ID and download our Mobile App - TPDDL Connect (through App Store or Google Play Store), to receive important information/updates.
- ✓ Keep the meter in safe custody and provide proper Earthing to your electrical installations.
- ✓ Always use Earth Leakage Circuit Breaker (ELCB) to avoid leakage and unbalanced current in circuit.
- ✓ Use ISI-marked electrical appliances to avoid accidents.
- ✓ Promptly replace damaged or partially damaged plugs, sockets & other electrical appliances to avoid accidents.
- ✓ Maintain separate phase and neutral wires for each metered connection to safeguard your appliances.
- ✓ Switch off Lights & Fans when not required. Use LED and star-rated appliances to save on electricity bills.
- ✓ Take 'No Dues certificate' from Tata Power-DDL before buying any property.
- ✓ Check the (MCB) Miniature Circuit Breaker/Meter Display for 'Power ON' before lodging 'No Supply' complaint.
- ✓ Confirm the identity of visiting Tata Power-DDL officials by asking for their ID cards or by entering their employee numbers on our Mobile App.

❖ Don'ts

- ✗ Don't deal with outsiders for any service related to electricity supply from Tata Power-DDL.
- ✗ Don't construct new buildings or extend old buildings under or near Electricity lines to avoid accidents.
- ✗ Don't leave electrical appliances switched 'ON' in idle condition.
- ✗ Don't indulge in any unfair practices, i.e., theft of electricity or offer to supply to premises where electricity has been disconnected.
- ✗ Don't break the seal of the meter or shift the meter/meter board on your own.
- ✗ Don't pay any cash to Linemen, Meter Readers, Meter Installation Team, Bill Delivery Persons or Recovery Officers for any services.