

FREQUENTLY ASKED QUESTIONS ON AC REPLACEMENT SCHEME

OBJECTIVE:

In order to promote energy efficiency among households and bring down the power consumption in national capital, TATA Power Delhi Distribution Ltd (TATA Power-DDL) has launched a scheme offering up to 45% discount on energy-efficient air conditioners.

Objectives of the proposed programme are listed as below:-

- Reduction in the Summer peak load of TATA POWER-DDL
- Flattening of Load Curve
- Initiate phasing out of existing old non star rated ACs
- Accelerate the adoption of BEE 5 star rated ACs
- Enhance awareness about costs and energy savings of BEE 5 star rated ACs among TATA POWER-DDL's consumer base

Under the programme, upfront rebate per Air Conditioner (BEE 5 star rated/ inverter) has been offered by Tata Power-DDL to the consumer in exchange of their old non star rated air conditioner.

SCOPE OF THE PROGRAM:

It is proposed to replace non star rated ACs, and the scheme shall be applicable for 1.5 TR ACs. The non-star rated AC will be defined on the criteria like year of manufacture/ purchase, no star label, grey market product and power consumption. Further, a process has been developed in partnership with OEM to finalize the same.

Target No. of replacements: 10,000 ACs (Capacity: 1.5 TR)

1. What is the AC Replacement scheme?

The scheme is to replace non star ACs with BEE 5 star labelled /inverter ACs. This scheme shall be applicable for 1.5 TR ACs. The non-star rating AC will be defined on the criteria like no star label, grey market product and wattage

2. What is the capacity of the AC offered under this scheme?

AC's available under the scheme are of 1.5 TR capacity.

3. How many ACs can be availed under the scheme?

*The consumers **can replace up to three** non-star rated ACs as per their own requirement.*

4. What is the criterion for the old AC?

The AC for replacement should be non-star rated, installed at consumer premises in working condition. The actual power consumption of old ACs would be measured by OEM personal during physical verification.

5. When and where can the ACs be procured?

Consumer has to register at the Tata Power-DDL customer care center to avail the scheme where a registration number w.r.t consumer selected OEM brand will be generated. Under the scheme, the Consumer may avail rebate on the following three brands of ACs for various variety:

1. Voltas
2. Hitachi
3. Godrej

At the time of registration, the consumer must select the OEM carefully and the selection shall not be changed at any time after completion of the registration and issuance of Unique Registration Number. The same registration No. would be shared with Implementation Agency e.g. selected OEM. Consumer has to call that OEM for booking, then I/A would carry out the physical verification of the old installed AC at consumer premises. If found everything in place, new energy efficient AC would be offered to the consumer.

6. What is the complete registration process?

Registration number will be generated through the system only with successful pre-registration of the consumer after verification of documents.

Three forms: - registration slip, post installation form and indemnity bond will be printed at Customer Care Center mentioning the same registration no. on it:

Stage 1: During registration TATA POWER-DDL Customer Care executive will keep the signed pre-registration form and handover the printed registration slip, blank Post implementation form and blank indemnity bond to Consumer

Stage 2: Consumer will hand over the registration slip and signed indemnity bond to OEM while booking selected model of AC and hand over the signed Post implementation form to OEM after installation of new AC at site.

7. What documents/evidence are required to be given to get enroll under the scheme?

The following documents are required:

- The consumer must provide a self-attested copy of valid ID proof such as passport, voter ID, driving license, Aadhar card, PAN card, or any other valid photo ID proof.
- The consumer must provide a valid address proof of occupation as owner or legal occupant at the premises in TATA POWER-DDL area such as Sale deed, DDA allotment letter, society allotment letter (in case of apartments/ cooperative societies) for occupants of apartments, multi storeyed apartments lease deed, passport, ration card, election commission voter id card, Aadhar card, cooking gas connection allotment letter, bank passbook /statement of active bank account etc.
 - Original copy of the latest electricity bill.
 - In case of a new consumer, inform the consumer to produce documentary evidence of the new connection.

The decision of Tata Power-DDL shall be final in relation to any such proof as acceptable in terms of the scheme.

8. What are the various rebates given under this scheme?

Voltas Limited							
Sl. No.	Description	MRP (Rs)	Net price with 1 yr warranty (Rs)	Net price with 3 yrs warranty (Rs)	Additional Tata Power-DDL rebate (Rs.)	Final price with 1 yr warranty (Rs)	Final Price with 3 yrs warranty (Rs)
1	1.5 Tr. 5 Star Window AC_WAC 185DZA	32,690	24,000	24,500	3,431	20,569	21,069
2	1.5 Tr. 5 Star Window AC_WAC 185LZH	32,890	24,000	24,500	3,474	20,526	21,026
3	1.5 Tr. 5 Star Window AC_WAC 185ZZP	33,090	24,000	24,500	3,439	20,561	21,061
4	1.5 Tr. 5 Star SAC Inverter_SAC 185VDZV	66,490	39,500	40,000	3,620	35,880	36,380
5	1.5 Tr. 5 Star SAC Inverter_SAC 185VDYe	64,990	38,500	39,000	3,595	34,904	35,405
6	1 Tr. 5 Star Window AC_WAC 125DZA	28,490	21,000	21,500	2,618	18,382	18,882
7	1 Tr. 5 Star SAC Inverter_SAC 125VDZV	53,990	32,000	32,500	3,986	28,014	28,514
Godrej & Boyce Mfg. Co. Limited							
Sl. No.	Description	MRP (Rs)	Net price with 1 yr warranty (Rs)	Net price with 3 yrs warranty (Rs)	Additional Tata Power-DDL rebate (Rs.)	Final price with 1 yr warranty (Rs)	Final Price with 3 yrs warranty (Rs)
1	1.5 Tr. 5 Star Window AC_GWC18UGZ5	32,000	25,500	28,200	3,450	22,050	24,750
2	1.5 Tr. 5 Star SAC Inverter_GSC18GIG5DGOG	67,300	45,000	48,200	3,615	41,385	44,585
3	1.5 Tr. 5 Star SAC Inverter_GIC18LAH5	64,000	50,500	53,700	3,586	46,914	50,114
4	1.5 Tr. 5 Star Window AC_GWC18TGZ5	32,000	25,500	28,200	3,417	22,083	24,783
5	1.5 Tr. 5 Star Window AC_GWC18SGZ5	32,000	25,500	28,200	3,479	22,021	24,721
6	1 Tr. 5 Star SAC Inverter_GSC12GIG5DGOG	57,500	37,490	40,700	4,188	33,302	36,512
Hitachi Home & Life Solutions (India) Limited							
Sl. No.	Description	MRP (Rs)	Net price with 1 yr warranty (Rs)	Net price with 3 yrs warranty (Rs)	Additional Tata Power-DDL rebate (Rs.)	Final price with 1 yr warranty (Rs)	Final Price with 3 yrs warranty (Rs)
1	1.5 Tr. 5 Star Window AC_RAW518KUDZ1	34,790	26,500	26,900	3,397	23,103	23,503
2	1.5 Tr. 5 Star SAC Inverter_RSB518HBEA	59,990	43,100	43,500	3,519	39,581	39,981
3	1 Tr. 5 Star Window AC_RAW511KUD	29,090	22,400	22,900	2,840	19,560	20,060

Disclaimer: Choice of brand and model is the discretion of consumer only. Availability of AC models will be subjected to stock available with the OEM

Rate for Additional installation accessories and extra work

Sl. No.	Material	UOM	Qty	M/s Voltas	M/s Godrej	M/s Hitachi
				Rate incl. of tax (Rs.)	Rate incl. of tax (Rs.)	Rate incl. of tax (Rs.)
1	MS stand	EA	1	590	850	750
2	Extra Copper Pipe	Rmtr	1	632	650	700
3	Extra Electrical cable	Rmtr	1	126	60	90
4	Extra Drain Pipe	Rmtr	1	105	60	90
5	Electrical plug	EA	1	150	100	120
6	Extra wall hole	EA	1	210	300	As per actual basis
7	Stabilizer (Optional)	EA	1	Not quoted	2650	Not quoted

9. Who is eligible for the scheme?

Eligibility Criteria for the scheme:

All domestic consumers are eligible to participate irrespective of their monthly consumption

- Consumer should have a metered connection from TATA POWER-DDL
- Consumer should have non-star AC in a working condition

10. Is the scheme valid for industrial and commercial consumers?

The scheme is only valid for domestic consumers of TATA POWER-DDL

11. Who are the various vendors under the scheme?

Various vendors participating under the scheme are Voltas, Hitachi and Godrej.

12. In how many days will the AC be installed at the premises?

The implementing agency will install the AC in 15 days from the date of order booking.

13. Why BEE 5 star labelled /inverter AC? What are the advantages?

Input electrical load of Inverter AC varies in a range min to max of rated capacity as per its cooling load, however fixed speed AC operates only at full rated capacity only. In this way Inverter AC provided better energy saving than the conventional fixed speed AC.

Savings against exchange of old non star rated AC with 1.5 Ton 5 Star/Inverter AC				
Star Rating	Power Consumption (Watts)	Energy Consumption per year in units	Annual Electricity Cost (₹)	Electricity Cost savings per year compared to Non Star AC
Non Star	2364	2127	16134	None
5-Star Window	1500-1575	1418	8546-10745	5389
5- Star inverter split	1345-1450	1305	9892	5384-6242

14. What is the validity of the registration slip?

The Unique Registration Number issued to the consumer is valid for a period of 1(one) month from the date of issue to the Consumer and if the same is not availed within a month, the Consumer will not get the opportunity to avail the scheme after expiry of validity (one month) of the registration number.

15. What is the validity of the scheme?

It is a limited period and limited quantity offer. The scheme shall be valid till August 2018. It is based on first come first serve basis.

16. What if there is an after sales problem?

In case of any defect, deficiencies in after sale services or in the product quality or performance availed under the scheme, any such issues, complaints; disputes arising thereon shall be solely dealt by consumers with the Manufacturer only.

Tata Power-DDL shall in no way be responsible, liable for the quality, performance of the product and after sale services to be provided by the manufacturer, dealer etc.

Tata Power-DDL in no manner endorses the quality, performance of the product (air conditioner) or manufacturer's claims on the product and is relying upon the market research and other product surveys so produced by the manufacturer/dealers only.

17. What if I have not paid my electricity bill in more than 3 months and want to take part in the scheme?

If the consumer is a defaulter and clears his electricity bill arrears and produces receipt of last payment before registration, he will be eligible for the scheme on producing evidence (original receipt of last payment) of the same.

18. What if I am a new consumer and my details have not been updated in the Electricity Distribution Company's database. Will I be able to avail the AC under the scheme?

If you are a new consumer, you will be able to avail the offer as per the T&C of the scheme.

19. What is difference between fixed speed AC and Inverter technology AC?

Inverter technology AC is different from conventional fixed speed BEE 5 star AC as its compressor operation principal is also different. Input electrical load of Inverter AC varies in a range min to max of rated capacity as per its cooling load, however fixed speed AC operates only at full rated capacity only. In this way Inverter AC provided better energy saving than the conventional fixed speed AC.

20. Has BEE Started Rating New Inverter AC Models?

Till the year 2015, OEMs generally manufactured Inverter AC without star rating labeling. In the year 2016, OEMs have started to put star label on Inverter AC as per their ISEER (it is a parameter to measure cooling efficiency per unit of input electrical load) which is they are putting on voluntarily basis. The new Star labelling is voluntary for Inverter Air conditioners, which means, manufacturers can sell AC models with or without star rating.

21. What about star rating of Inverter Technology ACs under TATA POWER-DDL "Air Conditioner Replacement Scheme"?

The Tata Power-DDL AC scheme is about "replacement of non-star rated ACs with BEE 5 star rated or Inverter ACs. Under scheme, Inverter AC would be either without any star or 3 star label as per ISEER, but non Inverter models (window & split) would be BEE 5 star.

22. What all documentation required in case where tenant is applicant and connection in owner's name or other than owner's name?

Normally tenant is not allowed, if any tenant want to avail the scheme, he has to take declaration from holder of CA no who has to take care of all legal responsibilities as mentioned in registration form and indemnity bond.

23. What would happen to the old Air Conditioner that has been replaced under the scheme

The old ACs collected under the scheme would be replaced would be disposed off in an environmental friendly manner to avoid misuse as well as safety hazards. For this purpose, the three leads (phase, neutral and capacitor point) from the sealed compressor tank shall be cut in the presence of the consumer. Subsequently, the old ACs shall be restored in the petitioner’s warehouse from where the same shall be disposed of as per the applicable laws through an authorized disposal agency. The disposal certificate shall also be issued by such agency.

