

PREPAID METERING

Q.1 What is meant by "Misuse/ Unauthorized use of electricity (UUE) "?

Ans. If customer is using supply other than for which supply of electricity was authorized, it will be treated as misuse (UUE). It is also to clarify that misuse will be levied only where customer is taking benefit of lower tariff by misguiding Tata Power-DDL

The usage of electricity sanctioned for say commercial use, but is used for a category of lower tariff, say domestic, will not be deemed as misuse.

UUE also means the usage of electricity for the premises or areas other than that for which the supply of electricity was authorized. E.g. the uses of electricity sanctioned for say house no-43, but used for house no-44 or area where connection is disconnected.

Q.2 What is applicable Tariff in case of Misuse?

Ans. In all the cases of misuse, penalty @ twice the tariff (usage category) shall continue to be levied on recorded consumption, as long as, the customer continues with misuse i.e. using the electricity for the purpose other than for which the usage was authorized.

Q.3 What is misuse withdrawal Process?

Ans. For withdrawal of misuse:-

1. First of all customer needs to stop misuse activity and then
2. Can register the request for misuse withdrawal through 24X7 Toll Free Sampark Kendra Helpline Number 19124 or at respective District Customer Care Centre.
3. Following the registered request, site inspection will be done and after site inspection, if no misuse found at the time of inspection, misuse will be withdrawn accordingly from the date of receipt of request from the customer.

Q.4 Where to complain against theft of electricity?

Ans. Complaint of theft can be registered through:-

- Through TATA Power-DDL Connect Mobile App
- Our Website , www.tatapower-ddl.com

- Call our 24X7 Toll Free Sampark Kendra Helpline Number 19124
- WhatsApp Number 9958770080

Q.5 Where to complain against corruption / harassment?

Ans. Complaint against corruption / harassment can be registered through:-

- Through TATA Power-DDL Connect mobile app
- Our Website , www.tatapower-ddl.com
- E-mail at vigilance@tatapower-ddl.com
- Call our 24X7 Toll Free Sampark Kendra Helpline Number 19124