



## FAQs - 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? How are they calculated?

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

- For Domestic connections, above 5 KW fixed charges = Sanctioned Load x Tariff Rate x Slab  
For others Fixed Charges = Bill Load x Tariff Rate x Slab

### Q.4 What is fuel price adjustment (now known as purchase price adjustment)?

**Ans.** The price of the power purchased by Tata Power-DDL from generating stations varies from month to month. Tata Power-DDL has to make payment immediately and these charges are almost 70% of total cost of supply to be recovered from customers. Accordingly, the variation in power purchase price as compared to base price considered in last tariff schedule is decided by DERC on quarterly basis and is to be adjusted in bill.

### Q.5 LPSC stands for?

**Ans.** LPSC means Surcharge applicable due to non-payment of bill within the due date. It is charged/calculated on day to day basis on total payable bill amount (excluding LPSC element) as per the prescribed rates (presently 18% per annum).



**Q.6 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.7 If the premises are vacant, can a customer avail "Not in Use" facility? Is it beneficial to the customer?**

**Ans.** Yes, it is always advisable to inform Tata Power-DDL when you are away for few months.

For the same you may:

- Call at our 24X7 Toll Free Sampark Kendra Helpline Number 19124 or,
- Visit your respective District Customer Care Centre (Timings - 9:30 AM to 5:30 PM from Monday to Friday and 9:30 AM to 1:00 PM on Saturdays) and register your request for "Not in Use", *(In case your premises is going to be locked for a few months)*

It will save you from any hassle including billing when you are away.

*\*Applicable for both domestic as well as commercial customers.*

**Q.8 What is the meaning of Red Bill?**

**Ans.** Red Bill is a bill with arrears greater than Rs. 500/-. It is **an alert to pay your arrears immediately.**

**Q.9 What is the meaning of Green Bill?**

**Ans.** Green Bill is a bill for customers who have made their last payment through Digital Modes or who opted for Solar Net Metering Connections.

**Q.10 How to get billing related information through Short Message Service (SMS)?**

**Ans.** Customer can get billing details by sending following SMS to 56070:

- TPDDL BL <CA NUMBER> - for Last Bill
- TPDDL CBL <CA NUMBER> - for Current Bill *(\*Please mention the 11 digit CA Number mentioned in your bill)*



**TATA POWER-DDL**

**Q.11 If a customer has not received electricity bill, how can he/she get a duplicate copy?**

**Ans.** To view any type of billing information:

- Customer can simply log on to [www.tatapower-ddl.com](http://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. OR
- Customers can also get Duplicate Bill on their Whatsapp by giving missed call from their registered mobile number on our Whatsapp number **7303482071**.

**Q.12 I have received a bill with remarks "Bill Stop", what is the meaning of this bill?**

**Ans.** The bill is stopped for quality check by Tata Power-DDL due to some abnormality in billing like inflated bill, wrong provisional bill, etc. *In this condition, customers are advised to make payment of an amount equivalent to previous bill amount.*

**Q.13 What is "Green customer"?**

**Ans. Be a Proud "Green customer"**

Green Customer is a customer who is active in Tata Power-DDL's drive towards Green Environment and have opted for Stop Paper Bill and Online Payment.

If you wish to join us in our efforts to Save Planet by saving paper bills, please register your e-mail ID with us for getting e-bill by just writing us on [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com) or by getting in touch with us through:

1. **Customer Login Section**  
(Path - <https://www.tatapower-ddl.com/myaccount/customer-login.aspx>).
2. **24X7 Toll Free Sampark Kendra Helpline Number 19124**
3. **[Customer Care Centre](#)**  
(Timings - 9:30 AM to 5:30 PM – Mon to Fri/ 9:30 AM to 1:00 PM – Sat)