



## FAQs – Load Violation

**Q.1. Why is Annual Load Revision done?**

**Ans.** Annual Load Revision is done in compliance to Clause 17(4) of Delhi Electricity Regulatory Commission Supply Code & Performance Standards Regulation 2017. This is done to ensure that fixed charges and security deposit are billed / realized according to appropriate load based on usage of Customer.

**Q.2. What is the basis of revision of sanctioned load?**

**Ans.** Sanctioned load is revised on the basis of highest of average of Maximum Demand readings **recorded as per billing cycle covering any four consecutive calendar months** in the preceding financial year i.e. from 1st April to 31st March, rounded off to the lower integer.

**Q.3. Why is it necessary to declare load / record Maximum Demand Indicator (MDI) in use?**

**Ans.** Correct declaration of sanctioned load / MDI is required to plan adequate capacity of network transformers, cable, meter etc. This is also to ensure uninterrupted supply to customer premises round the clock.

**Q.4. Do I need to apply for reduction of sanctioned load in case my sanctioned Load is up to 5KW?**

**Ans.** No, however in case you **do not wish** to get your load reduced then consent will be required with Identity Proof of Registered Customer and same is to be provided through the notice cum application form served through your regular bill.

**Q.5. Do I need to apply for reduction of sanctioned load in case my sanctioned load is above 5kw?**

**Ans.** Yes, **your consent is mandatory** for reduction of load. Copy of notice cum application form is already embedded in the load reduction notice given with regular bill. You may apply online on our website ([www.tatapower-ddl.com](http://www.tatapower-ddl.com)) at the customer login section.

**Q.6. What would be the effective date of load revision?**

**Ans.** Revised load would be made effective from 01st of July 2021.



**Q.7. In case my load is enhanced, when can I get it reduced?**

**Ans.** As per Regulation, you can get your load reduced from 1st January (i.e. expiry of six months from date of revision) subject to, the reduction of load shall be limited to the highest of average of any 4(four) consecutive months maximum demand readings of last 12 (twelve) months.

**Q.8. Why service line/meter is required to be changed?**

**Ans.** Service line and meter should be of appropriate capacity in accordance to the load being drawn. Otherwise, it may lead to unsafe situation like fire, short circuit, over heating & damage to property in case of non-replacement of undersized cables.

**Q.9. What are the benefits of load revision?**

**Ans.** The benefits of load revision are as follows:

**a) For Load Enhancement:**

Savings of 30% surcharge on fixed charges in case billed MDI is equal to or less than sanctioned load (except for Domestic category) & interest on security deposit is paid annually at Marginal Cost of Fund based Lending rate (MCLR) as notified by State Bank of India prevailing on the 1st (first) April of that financial year. Rate of interest for FY 2020-21 will be 7.75%.

**b) For Load Reduction:**

Reduction in monthly bill through reduction in Fixed Charges as per Delhi Electricity Regulatory Commission (DERC) Tariff Schedule & adjustment of excess security deposit in bill.

**Q.10. What if Demand note for Load Enhancement is not paid within Due date?**

**Ans.** On expiry of due date as mentioned on the demand note, the charges would be debited in the next bill and Late Payment Surcharge Charges (LPSC) would be charged as applicable followed by disconnection of supply if not paid.

**Q.11. In case I have a lift connection and the revised load is proposed to be below 5KW will I be able to get it reduced?**

**Ans.** Yes, you may get it reduced below 5kW but your 3 phase connection would be converted to single phase which may not be sufficient to run a lift. However, as per DERC guidelines minimum 5 kW load with 3 phase meter is required for lifts.



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**Q.12. What is the basis of Security deposit refund in case of load reduction?**

Ans. In case of load reduction, the excess security deposit will be refunded which shall be the difference of security deposit computed based on reduced load corresponding to prevailing rates and the actual security deposit available. It will be credited in your bill raised after 1st July 2021.

**Q.13. What is the basis of computation of Security deposit in case of load enhancement?**

Ans. For upward revision of load, security deposit would be charged at prevailing rates on additional load which shall be the total load after enhancement minus existing sanctioned load.

**Q.14. What is the basis of computation of Service Line cum Development (SLD) charges?**

Ans. If service line change is required to be changed in upward revision of load, differential Service Line cum Development (SLD) charges shall be charged at prevailing rates on additional load which shall be the total load after enhancement minus maximum load corresponding to which SLD charges have already been paid.

**Q.15. Where can I raise query or seek clarification for the MDI considered for load revision?**

Ans. In case of any query, you may contact:

1. Our Website ([www.tatapower-ddl.com](http://www.tatapower-ddl.com))
2. 24\*7 Toll Free Sampark Kendra 19124