



FAQs - DISCONNECTION & RECONNECTION

Q1. When is Tata Power-DDL constrained to disconnect customer's electricity?

Ans. Tata Power-DDL is liable to disconnect the electricity supply in the following scenarios:

- a) When a customer has not paid arrears/outstanding amount of electricity bills, even after serving a Disconnection Notice time period of 15 days.
- b) Where a Statutory body has intimated to Tata Power-DDL for disconnection of an electricity connection
- c) In cases where unsafe situations is identified at the customer's premises in respect to electricity supply/ Network.

Q2. Can Reconnection be applied after making the part payment of outstanding amount?

Ans. No, Customers cannot apply for Reconnection by making part payment of their outstanding amount.

Q3. How can a customer apply for Reconnection? What are the documents required?

Ans. In order to get a Reconnection done, customers are required to clear 100% outstanding amount against their connection. Upon dues clearance, Reconnection can be applied through:

- a) Customer Login section on website: www.tatapower-ddl.com
- b) TPDDL Connect Mobile App – By clicking on 'My Account' tab

Documents required for reconnection are as follows:

- i. Reconnection, of connection disconnected, on account of non-payment of dues/outstanding amount
 - a) Govt. issued photo ID proof of RC (Registered Customer) / Beneficiary of connection
- ii. Reconnection, of connection disconnected, on account of instructions from any Statutory Body
 - b) Govt. issued photo ID proof of RC (Registered Customer) / Beneficiary of connection
 - c) Revocation order by the concerned statutory body

Q4. Within how much time can a customer apply for the reconnection?

Ans. Reconnection can be applied within 6 months from the date of disconnection. (*For reconnection charges refer to Q.4*). In case the reconnection is applied post 6 months from the date of disconnection date, then Reconnection will not be allowed and following needs to be ensured:

- a) Customer will be required to surrender the existing disconnected meter/connection after clearing all dues
- b) Customer will have to apply for a new connection by completing all new connection formalities

Q5. What are the charges for Reconnection?

Ans. [Click here to view](#) Reconnection charges.

