

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
- 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.



Q5. How does a customer apply for disconnection/surrendering of connection and Security Refund?

Ans. Customers can apply for Meter Disconnection/Removal through any one of the following:

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

Documents required for disconnection/surrendering of connection and security refund are:

- i. Applicant is the existing RC (Registered Customer):
 - a) Govt. issued photo ID proof
 - b) Copy of cancelled Cheque/copy of passbook
- ii. Applicant is not the existing RC (Registered Customer):
 - a) Govt. issued photo ID proof
 - b) Ownership Proof in the name of Applicant for address where meter is installed
 - c) Legal Heir NOC/Relinquishment Deed in case the RC has passed away
 - d) ID Proof of all the children with Legal Heir NOC (if deceased is the parent of anyone claiming the security amount)
 - e) Copy of cancelled Cheque/copy of passbook (if situation (d) applies)

Q.6 What is the format of a cancelled cheque to be submitted for Security Refund?

Ans. Below is the specimen of a cancelled cheque listing the format required:

