



FAQ - METERING

Q.1 What are the various reasons of meter change?

Ans. A Distribution Licensee can change the meter any time to ensure correct meter reading. Reasons of meter change may be any one of the following:

- Meter is burnt
- Meter is faulty
- Meter is damaged
- No display in the meter
- Meter is older than 5 Years
- Suspected to be tampered

Q.2 Can the meter be replaced on customer's request?

Ans. Meter can be replaced on customer's request *if the meter is burnt, damaged or faulty.*

Q.3 What are the documents required for Meter Testing, Fast, Slow, Burnt, Damaged, Stop, Fault, shifting?

Ans. Following are the documents required:

- **Meter Stop, Meter Jump, Meter Burnt, Meter Slow, Meter Fast, Meter Damage:** No Documents required.
- **Meter Stolen:** Application/ Request Form, Police FIR copy, Photo ID proof of registered customer.
- **Meter Shifting:** Application/Request Form, Receipt of latest paid bill, Photo ID proof of registered customer.
**Customers can now apply for Meter Shifting online through Customer Login section on our website www.tatapower-ddl.com*

Q.4 What are the timelines for Meter Testing, Fast, Slow, Burnt, Damaged, Stop, Faulty, Shifting?

Ans.

- Meter Stop/Meter Damaged: 15 working days for meter replacement.
- Meter Slow/Fast: 15 working days after DN payment for testing & another 15 working days for replacement if required
- Meter Burnt: 3 Working Days for replacement of the burnt meter
- Meter Shifting: 7 Working Days

Q.5 What are the charges for Meter Services?

Ans. [Click here to view Charges for Meter Services.](#)



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Q.6 Which are the types of meters? How to check which one is the right type of meter for me?

Ans. Single phase meter up to 10 KW load

Polyphase meter.....11 KW to 25 KW

LT CT meter26 KW to 200 KW

HT meter100 KW and above

Q.7 Can a customer get his own meter installed?

Ans. A customer, if desired, may procure a meter of their choice. Meter purchased by the customer shall be tested, installed and sealed by the Electricity Distribution Company (Discom). The said meter will, however, have to bear BIS mark, meeting the requirements of existing regulations and having additional features as approved by the Commission.

The customer shall claim the meter purchased by them as their asset only after it is permanently removed from the system of the Discom.

Process for Customer Owned Meter

- Customer can purchase a meter of an approved make
- Customer to confirm meter type preference in the New Connection Application Form (Step 1 , Meter Provided by TPDDL/Applicant*) i.e. Tata Power-DDL provided or Customer provided
- Tata Power-DDL shall advise a schedule to the customer for testing the new meter before its installation
- On the given schedule, Tata Power-DDL shall test and inspect the purchased meter
- If customer owned meter is found to be OK, the same shall be installed

To facilitate this, a [list of approved meter manufacturers currently supplying meters to Tata Power- DDL](#) is provided.

Note:

1. Meter manufacturing companies have their own distribution network. Please contact the manufacture for more details.
2. Confirm the presence of the BIS mark on the meter and check that the meter manufacturing date is not earlier than a year.
3. Please ensure that the meter is in compliance with existing regulations as notified by CEA / DERC [Click here to view technical specifications of meters](#)

Q.8 What is ToD Metering?

Ans.

1. Time of Day metering (TOD), also known as Time of Usage (TOU) or Seasonal Time of Day (SToD).
2. TOD metering involves dividing the day into different time slots (as defined in Tariff regulations)



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3. There are higher tariff-rates in a certain time slots (peak load period) and low tariff-rates in other time slots (off-peak load period).

Q.9 How to surrender your connection?

Ans. Customers can now surrender connection online through Customer Login section on our website www.tatapower-ddl.com