



## FAQs- MISUSE & THEFT

### Q.1 What is meant by "Misuse/ Unauthorized use of electricity (UUE) "?

**Ans.** Unauthorized use of electricity (UUE) means the usage of electricity –

- (i) By any artificial means; or
- (ii) By a means not authorized by the concerned person or authority or licensee; or
- (iii) Through a tampered meter; or
- (iv) For the purpose other than for which the usage of electricity was authorized; or
- (v) For the premises or areas other than those for which the supply of electricity was authorized.

### Q.2 What are the cases not covered under "Misuse/Unauthorized under of electricity (UUE)"?

**Ans.** No case of unauthorized use of Electricity shall be booked by the Licensee in the following cases:

- (i) where consumer has been paying electricity charges for higher tariff category but using electricity for lower tariff category;
- (ii) where the consumer is drawing power more than the sanctioned load or contract demand as the case may be within the same category of tariff; and
- (iii) Where it is incumbent upon the Licensee to suo-motu change the category of supply.

### Q.3 What is applicable Tariff in case of Misuse?

**Ans.** In case the unauthorized use of electricity is finally established, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period of twelve months immediately preceding the date of inspection.

The assessment under this section shall be made at a rate equal to twice the tariff rates applicable for the relevant category of services.

Further, the category of consumer shall be changed from the date of inspection.

### Q.4 What is misuse withdrawal Process?

**Ans.** For withdrawal of misuse:-

A request can be registered for misuse withdrawal after customer stopped misuse activity and clear outstanding amount from following modes:

1. Customer login on website [www.tatapower-ddl.com](http://www.tatapower-ddl.com)
2. Contact 24X7 Toll Free Sampark Kendra 19124 or

Following the registered request, site inspection will be done and after site inspection (if no misuse found at the time of inspection), misuse will be withdrawn accordingly from the date of receipt of request from the customer.

**Q.5 When will be the disconnected supply restored in case of theft of electricity?**

Ans. The disconnected supply will be restored within 48 hours after the payment of outstanding amount.  
In case the accessed amount deposited by an applicant who is not an existing consumer, the supply to the Premises will be released treating it as a case of a new connection.

**Q.6 Where to complain against theft of electricity?**

Ans. Complaint of theft can be registered through:-

1. Website <https://www.tatapower-ddl.com/ethics/EthicsSugam.aspx>
2. Tata Power-DDL CONNECT App (Menu>Theft Complaint)
3. Whatsapp number 9958770080
4. 24X7 Toll Free Sampark Kendra 19124