



## FAQs - PREPAID TENANT CONNECTION

### CHAPTER - 11

**Q1. What are the documents required and charges applicable for taking a Prepaid Tenant Connection?**

**Ans.**

<b>Documents Required</b>	1. Valid Rent / Lease Agreement or Rent Receipt not earlier than three months along with undertaking mentioned in point No-2
	2. ID Proof

**Rent / Lease agreement can be Registered or Notarized.**

**Q2. Is NOC from landlord also required?**

**Ans.** Tenant to provide self-undertaking that the lease agreement/rent receipt has been signed by the owner or his authorized representative as per Regulation 10 - 3 (v & vi) of DERC Supply Code 2017.

**Q3. What are the charges payable for applying Prepaid Meter?**

**Ans.**

<b>Charges Payable : A + B</b>			
A	Security Deposit	Refundable Security towards Prepaid Meter	Rs. 3000
B	Regular Connection	Service Line Cum Development Charges	Upto 5 KW: Rs. 3000 + 18% GST
			6KW - 150 KW: Rs.3000 + 500 per kW/KVA Subject to maximum of Rs.25000 + 18% GST



**Q4. What are the minimum recharge values and various recharge options available?**

**Ans.**

Mode	Value of Recharge	Source
Online	Minimum Recharge option is Rs. 500	Tata Power-DDL's Website, TPDDL Mobile App, Cash Wallet
Offline	Recharge of any value can be done in multiples of Rs.100	Recharge Coupon generated from any Tata Power-DDL Customer Care Centre and payment can be made at Cash Collection counters

**Q5. Will the Prepaid Tenant Connection need to have ELCB installed**

**Ans.** Yes ELCB installation is mandatory for all connections as per Supply Code 2017. The ELCB has to be installed by consumer prior to applying for connection.

**Q6. My landlord is using a sub meter to measure my consumption, can I apply for a prepaid tenant meter?**

**Ans.** Yes, if it is a separate dwelling unit, tenant can apply for a prepaid tenant connection.  
(**Separate Dwelling Unit:** Room with a kitchen and separate entry)

**Q7. There is already a meter installed, what do I do?**

**Ans.** One dwelling unit can have only one meter installed.

**Q8. I am living in 1 room flat, can I get meter installed?**

**Ans.** Electricity connection can be given for a dwelling unit i.e. Room with kitchen and separate entry)

**Q9. Is there any maximum upper limit for sanctioned load?**

**Ans.** As per Supply code 2017, a Prepaid meter can be applied for Upto 45 kW. Above 45 KW you can apply for a Postpaid meter.

**Q10. My lease expires in 45 days, will my meter get disconnected after that?**

**Ans.** As per Supply Code 2017 Regulation 11 – 4 (vi – b & c), "The electricity connection shall be valid during the currency of the said lease agreement or mutually agreed extended period of lease by the occupier and the owner". You will have to notify this to your Customer Care Centre.



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**Q11. At what tariff you will deduct the amount from my balance?**

**Ans.** Domestic Consumer tariff will be applicable for the Prepaid Tenant connection as per the slab defined.

**Q12. When will I get the benefit of subsidy?**

**Ans.** Benefit of Subsidy will be given in the monthly bill.

**Q13. I recharged for Rs.1, 000/-. If I use within 200/400 units how will my subsidy be calculated and what will happen to my amount?**

**Ans.** Benefit as per **the slab will be calculated** in the monthly bill and if eligible for subsidy, the amount so deducted will reflect as credit in your account

**Q14. What will happen to the SLDC (Service Line cum Development Charge), if I disconnect my connection?**

**Ans.** SLD (Service Line Cum Development Charge) charges are non-refundable.

**Q15. I am applying for a connection where earlier tenant was having a prepaid connection. Will I still need to pay SLD charges?**

**Ans.** SLD (Service Line Cum Development Charge) is charged for every new connection.

**Q16. If I am relocating to some place, can I get this meter transferred? If Yes, will I need to pay SLD again?**

**Ans.** Relocation of meter is not permitted. It is not transferrable.

**Q17. At what balance will you disconnect my supply?**

**Ans.** When your credit gets below Rs.100/- you will have an alarm for 30 seconds. Press any button to turn it off. The alarm will be repeated every half an hour.

**Q18. At what timings will you disconnect my supply?**

**Ans.** In case credit balance is gets below Rs.100/- or Zero, your supply will not run out between 5 pm and 10 am the next day. Your supply will not run out on Sunday also. Prepaid Meter provides you EMERGENCY CREDIT @ Rs.60/- per KW as per your sanctioned load.



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**Q19. My building height is more than 15 meters, can I apply for a Prepaid Tenant connection?**

**Ans.** As per DERC letter dated 31.05.2019, Maximum height of the building should be 15 Meter in plots without Stilt parking and 17.5 Meters in plots with Stilt parking.

**Q20. My landlord has meter installed at my place. Can I as a tenant get the meter disconnected and then apply for Prepaid Meter?**

**Ans.** No. Disconnection request can be given only by Registered Consumer/owner.

**Q21. I have taken a Prepaid Tenant Meter, can my landlord/owner get the supply disconnected**

**Ans.** As per DERC's Supply Code 2017 Regulation 11 – 4 (vi – d), the electricity connection can be disconnected on the request of the owner, provided that notice of at least 1 month period is given by the owner to the occupier (tenant) and the Discom.