



# FAQs - BILLING

## Q1. What is the basis of calculation of Total Amount Payable?

Ans. Total Amount Payable mainly comprises of Current Demand which includes:-

- Energy Charges (units consumed X applicable rates),
- E. Tax (5% of Energy Charges),
- Fixed Charges (as per the rates applicable),
- Other charges as applicable from time to time on fixed and energy charges like Surcharge, Pension Trust Surcharge,
- Power Purchase Cost Adjustment Charge.

In addition to above, following are some more attributes to Total Amount Payable:

1. Arrears (old outstanding amount if any) +
2. LPSC (Late payment surcharge if any) +
3. Adjustment (if any) and
4. Govt. Subsidy (if applicable)

Your Electricity Bill Summary / बिल सारांश

Net Current Demand	+	Subsidy	+	Arrears (Included in Total Amount Payable)		+	Provisional Bill Refund	+	Adjustments	+	LPSC	=	Total Amount Payable
				Energy	Non-Energy								

## Q2. What are Fixed Charges? How are they calculated?

Ans. Fixed Charges refer to the amount chargeable for billing period based upon the Sanctioned Load and Slab. Calculation is as under:

1. **For Domestic category**  
Fixed Charges = Sanctioned Load x Tariff Rate x Slab
2. **For other than Domestic category**, 30% Surcharge is applicable where MDI exceeds Sanctioned Load in addition to Fixed Charges, i.e,  $\{(MDI-SL) \times \text{Tariff Rate} \times \text{Slab}\} \times 30\%$   
Fixed Charges = Billed Load x Tariff Rate x Slab +  $\{(MDI-SL) \times \text{Tariff Rate} \times \text{Slab}\} \times 30\%$

## Q3. How bill Slab is calculated?

Ans. Slab is calculated on the basis of difference between current reading date and previous reading date divided by total number of days of that particular month.

Example for Slab/ month calculation: Bill Period: 02.09.20 to 02.10.20,  
Slab/Month =  $29/30 + 2/31 = 0.9666 + 0.6451 = 1.0311$

## Q4. LPSC stands for?

Ans. LPSC means Late Payment Surcharge and it is levied due to non-payment of bill within the due date. It is charged/calculated on per day basis on total unpaid bill amount (excluding LPSC element) as per the prescribed rates (presently 18% per annum).



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**Q5. What is Power Purchase Adjustment Cost (PPAC)?**

**Ans.** The price of the power purchased by Tata Power-DDL from generating stations varies from month to month. Tata Power-DDL has to make payment immediately and these charges are almost 80% of total cost of supply to be recovered from the customers. Accordingly, the variation in power purchase price as compared to base price considered in last tariff schedule is decided by DERC on quarterly basis and is to be adjusted in bill which is termed as PPAC.

**Q6. What is Provisional Bill? How is it calculated?**

**Ans.** Provisional bill is raised when, due to some reasons, the actual reading is not available. In case of meter not read/recorded during a billing cycle, the provisional bill will be generated based on the consumption during the corresponding period in the previous year when readings were taken.

If consumption during the corresponding period is not available then, average consumption of preceding three billing cycles or base period when readings were taken will be considered for provisional billing. However, Current Demand of provisional bills is refunded automatically in next reading based bill.

In case the reading is not taken due to any reason, Customers can now use our new initiative of “Self Meter Reading” and capture their meter readings through link (<https://tatapowerddl.com/sr/>) or can whatsapp the reading details at 9667558009 and send the same to Tata Power-DDL.

**Q7. What is the meaning of Red Bill?**

**Ans.** Red Bill is issued to customers if previous bill amount is outstanding which is being reflected in Arrears column of the bill. It is an alert to pay your bill immediately.

**Q8. What is the meaning of Green Bill?**

**Ans.** Green Bill is issued to customers who have made their last payment through Digital Modes or who have opted for Solar Net Metering Connections.

**Q9. How to get billing related information through SMS?**

**Ans.** Customer can get billing details by sending following SMS to 56070:

- TPDDL BL <CA NUMBER> - for Last Bill
- TPDDL CBL <CA NUMBER> - for Current Bill

*\* Please mention the 11 digit CA Number mentioned in your bill*

**Q10. If a customer has not received electricity bill or wishes to view billing information, how can he/she get a duplicate copy?**

**Ans.** To view any type of billing information or to get duplicate bill:

- Customer can simply log on to our website [www.tatapower-ddl.com](http://www.tatapower-ddl.com) and register CA No. at Customer Login Section by just entering few details regarding the connection,
- Once password is generated, customer can view the details any time as well as get the print out of the duplicate bills from there,
- Customer can also get Duplicate bill from TPDDL Connect Mobile App by following path - My Account > Bill Details,
- Customers can also get Duplicate bill from SAMVAAD App (Samvaad App is available on both Google Play Store and Apple Store or customers can access Samvaad App directly from TPDDL Connect Mobile App)



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- Customer can also get Duplicate Bill by giving missed call from his/her registered mobile number on **7303482071**

**Q11. If the premise is vacant, can a customer avail "Not in Use" facility? Is it beneficial to the customer?**

**Ans.** Yes, it is always advisable to inform Tata Power-DDL when customer is away for few months.

For the same customer may:

- Visit our Website [www.tatapower-ddl.com](http://www.tatapower-ddl.com) for registering "Not in Use"
- Call at 24X7 Toll Free Sampark Kendra 19124

It will save customer from any hassle including billing when he/she is away.

**Q12. What is the eligibility to avail Govt. Subsidy for Domestic category customers?**

**Ans.** As per GoNCTD order no. F11(111)/2012/Power/Vol-III/1417-1427 dated 20.04.20 for subsidy to Domestic customers, subsidy will be applicable as below:

- If units consumed per month is Upto 200, units :- Subsidy amount is equivalent to entire current bill amount
- If units consumed per month is between 201-400 units, Subsidy amount allowed is upto Rs 800/- per month
- If units consumed per month is above 400 units, No Subsidy is allowed

**Q13. Who is a "Green Customer" OR "Digital Customer"?**

**Ans.** Green Customer Or Digital Customer are those customers who are contributing in Tata Power-DDL's drive towards Green Environment and have opted for Stop Paper Bill and Online Payment.

**Be a Proud "Green Customer" OR "Digital Customer"**

Opt for Stop Paper Bill in following ways:

1. Click here to opt for e-bill and stop paper bill.
2. Whatsapp at 7303482071 to get latest bills
3. Customer Login Section (Path - <https://www.tatapower-ddl.com/myaccount/customer-login.aspx>).
4. Call at 24X7 Toll Free Sampark Kendra 19124