

DISCONNECTION & RECONNECTION

Q.1 When is Tata Power-DDL constrained to disconnect customer electricity?

Ans. When a customer has not paid arrear/outstanding dues of electricity, after serving 15 days of disconnection notice. Moreover, where statutory body has intimated to Tata Power-DDL for disconnection and in cases where unsafe situations have been found at site by Tata Power-DDL's zonal staff, the company may also disconnect electricity after serving un-safe situation notice.

Q.2 How to apply for disconnection/surrendering of connection and Security Refund?

Ans. Visit your respective District Customer Care Centre and submit the following documents:

- Photo ID proof of RC (Registered Customer)
- Application/Request form duly signed by RC
- Latest Paid Bill
- Copy of cancelled Cheque

Q.3 Can a customer apply for the same meter after surrendering of current meter?

Ans. No, the customer has to apply for new connection which will be with new meter number and CA Number.

Q.4 How to apply for reconnection after making the part payment of outstanding amount?

Ans. No Reconnection on part payment is allowed. In order to get a reconnection, customers are requested to clear 100% outstanding amount against their connection and then visit the respective District Customer Care Centre along with the following documents:

- Photo ID proof of RC (Registered Customer)
- Application/Request form duly signed by RC
- Latest Paid Bill

Q.5 What are the charges for Reconnection within 6 Months?

Ans. Reconnection charges are given below in the table:

S No.	Sanctioned Load	Reconnection Fees(Rs)
1	Single phase	200
2	Three phase	500

In case of a permanent disconnection, reconnection shall be made on payment of past dues and all applicable charges, if any and on completion of formalities as required for a new connection.

Q.6 How to apply for reconnection (after six months of disconnection)?

Ans. In this case, the customer should apply for new connection, through any of the following options:

- TATA Power-DDL Connect Mobile App
- Online through Customer Services section on our website www.tatapower-ddl.com
- Type TPDDL NEW and send to 56070
- Call our 24X7 Toll Free Sampark Kendra Helpline number at 19124
- Visit your respective District Customer Care Centre