

PREPAID METERING

Q.1 Who can apply for prepaid metering?

Ans. Value Power Meters i.e. prepaid meters are available for single-phase connections with sanctioned load up to 45 KW. Currently available only for electricity connections pertaining to Delhi Government.

Q.2 How to apply for prepaid meter?

Ans. To register a new connection request, customer may use following options:

- 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 19124
- Visit your respective District Customer Care Centre

Q.3 What are the documents required?

Ans. Documents required for New Connection are mentioned in Table 1.1.

Q.4 Is the tariff of prepaid meters higher than the normal existing postpaid connection?

Ans. No, the tariff for prepaid meters is same as that of the postpaid connection.

Q.5 How to get the postpaid connection converted to prepaid and vice versa?

Ans. To get the postpaid connection to prepaid connection or vice versa, customer can register a request using any of the following options:

- Call at our 24X7 Toll Free Sampark Kendra Helpline Number 19124
- Visit your respective District Customer Care Centre
- E-mail at customercare@tatapower-ddl.com

Q.6 Do I need to pay security deposit or meter cost for conversion from postpaid to pre-paid or for new connection installation??

Ans. No, customer is not required to pay security deposit or meter cost for pre-paid metering system.

Q.7 What happens if my credit runs out?

Ans. You will get an alarm at the predetermined credit limit. Your supply will not run out between 5 pm and 10 am the next day. Your supply will not run out on Sunday also. Even if your credit reaches ZERO, Prepaid Meter provides you EMERGENCY CREDIT @ Rs.60/- per KW as per your sanctioned load.

Q.8 How much can I buy?

Ans. You can buy in multiple of Rs.100/- any amount between Rs.100/- and Rs.4,000/- per transaction.

Q.9 From Where I can buy?

Ans. You will be able to buy electricity through cash or/DD from your respective Tata Power - DDL Cash Collection Centers (Note: Pre-paid coupons are not available at ATPMs)

Q.10 Is there any limit on the amount of recharge coupons that can be entered??

Ans. Yes the meter can store amount based on the sanctioned load of the customer.

Q.11 Can I manage my alarm?

Ans. Yes, if 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. You can also set this limit as per your convenience to suit your needs. (Like the reserve in your vehicle).

Q.12 What if I lose the Recharge Coupon?

Ans. Simply visit the Tata Power - DDL Cash Collection Centre where you had made the payment and you will be re issued the Recharge Coupon, free of charge. The coupon is specific to your meter and hence cannot be used by any other customer. Alternatively, please contact any of the following:

- Call our 24X7 Toll Free Sampark Kendra Helpline Number 19124
- Visit your respective District Customer Care Centre
- E-mail at customercare@tatapower-ddl.com