



**TATA POWER-DDL**

## FAQs - 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 operation team, 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.** Customers can apply for Meter Disconnection/Removal by logging into Customer Login section on our website: [www.tatapower-ddl.com](http://www.tatapower-ddl.com) OR My Account tab on Mobile App (Tata Power-DDL Connect) OR visit your respective District Customer Care Centre (Timings – 9:30 AM to 5:30 PM from Monday to Friday and 9:30 AM to 1:00 PM on Saturdays) and submit the following documents or can upload also while applying online the following documents:

- Govt. issued 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 after that reconnection can be applied:

- Online by logging into Customer Login section on our website: [www.tatapower-ddl.com](http://www.tatapower-ddl.com)
- My Account tab on Mobile App (Tata Power-DDL Connect)
- Visit your respective District Customer Care Centre (Timings – 9:30 AM to 5:30 PM from Monday to Friday and 9:30 AM to 1:00 PM on Saturdays) and submit the following documents:
  - Govt. issued photo ID proof of RC (Registered Customer) / User
  - Application/Request form duly signed by RC
  - Latest Paid Bill

**TATA POWER DELHI DISTRIBUTION LIMITED**

A Tata Power and Delhi Government Joint Venture



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

**Ans.** [Click here to view](#) Reconnection charges along with charges of other requests.

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:

- Online through Customers Tab > Connection Related Services > Apply New Connection on our website [www.tatapower-ddl.com](http://www.tatapower-ddl.com)
- TATA Power-DDL Connect Mobile App
- 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 as per the timings mentioned in Q2