



**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 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.** [Click here to view](#) Reconnection charges.

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)?**



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**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](http://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