

FREQUENTLY ASKED QUESTIONS ON AC REPLACEMENT SCHEME

OBJECTIVE:

In order to promote Demand Side Management (DSM) measures in its area of operations, TATA Power-DDL has launched an Energy Efficient Air Conditioner Program for its consumers.

Objectives of the proposed programme are listed as below:-

- ❑ Reduction in the Summer peak load of TATA Power-DDL
- ❑ Flattening of Load Curve
- ❑ Initiate phasing out of existing old non star rated ACs
- ❑ Accelerate the adoption of BEE 5 star rated ACs
- ❑ Enhance awareness about costs and energy savings of BEE 5 star rated ACs among TATA Power-DDL's consumer base

Under the programme, upfront rebate per Air Conditioner (BEE 5 star rated/ inverter) has been offered by TATA Power-DDL to the consumer in exchange of their old and inefficient air conditioner.

SCOPE OF THE PROGRAM:

- It is proposed to replace non star rated ACs, and the scheme shall be applicable for ACs either 1 TR or 1.5 TR .The non-star rating AC will be defined on the criteria like year of manufacture/ purchase, no star label, grey market product and power consumption. Further, a process has been developed in partnership with OEM to finalize the same.
- Target No. of replacements: 10,800 ACs (Capacity: 1 TR & 1.5 TR)

1. What is the AC Replacement scheme?

The scheme is to replace non star ACs with BEE 5 star labelled /inverter ACs .This scheme shall be applicable for ACs either 1 TR or 1.5 TR. The non-star rating AC will be defined on the criteria like no star label, grey market product and wattage

2. What is the capacity of the AC offered under this scheme?

AC's available under the scheme are of 1 TR and 1.5 TR capacity.

3. How many ACs can be availed under the scheme?

The consumers can replace any number of non-star rated ACs as per their own requirement.

4. What is the criterion for the old AC?

The AC for replacement should be non-star rated, installed at consumer premises in working condition. The actual power consumption of old ACs would be measured by OEM personal during physical verification.

5. When and where can the ACs be procured?

Consumer has to register at the TATA Power-DDL customer care center to avail the scheme where a registration number with w.r.t consumer selected OEM brand will be generated. Under the scheme, the Consumer may avail rebate on the following three brands of ACs for various tonnage and variety:

1. Voltas
2. Hitachi
3. Godrej

At the time of registration, the consumer must select the OEM carefully and the selection shall not be changed at any time after completion of the registration and issuance of Unique Registration Number. The same registration No. would be shared with Implementation Agency e.g. selected OEM. Consumer has to call that OEM for booking, then I/A would carry out the physical verification of the old installed AC at consumer premises. If found everything in place, new energy efficient AC would be offered to the consumer.

6. What is the complete registration process?

Registration number will be generated through the system only with successful pre-registration of the consumer after verification of documents.

Three forms : - registration slip, post installation form and indemnity bond will be printed at Customer Care Center mentioning the same registration no. on it:

Stage 1: During registration TATA Power-DDL Customer Care executive will keep the signed pre-registration form and handover the printed registration slip, blank Post implementation form and blank indemnity bond to Consumer

Stage 2: Consumer will hand over the registration slip and signed indemnity bond to OEM while booking selected model of AC and hand over the signed Post implementation form to OEM after installation of new AC at site.

7. What documents/evidence are required to be given to get enroll under the scheme?

The following documents are required:

- The consumer must provide a self-attested copy of valid ID proof such as passport, voter ID, driving license, Aadhar card, PAN card, or any other valid photo ID proof.
- The consumer must provide a valid address proof of occupation as owner or legal occupant at the premises in TATA Power-DDL area such as Sale deed, DDA allotment letter, society allotment letter (in case of apartments/ cooperative societies) for occupants of apartments, multi storeyed apartments lease deed, passport, ration card, election commission voter id card, Aadhar card, cooking gas connection allotment letter, bank passbook /statement of active bank account etc.
 - Original copy of the latest electricity bill.
 - In case of a new consumer, inform the consumer to produce documentary evidence of the new connection.

The decision of TATA Power-DDL shall be final in relation to any such proof as acceptable in terms of the scheme.

8. What are the various rebates given under this scheme?

Type of AC	BEE 5 Star 1.5 TR	BEE 5 Star 1 TR	Inverter 1.5 TR	Inverter 1 TR
Rebate proposed (Rs/AC)	6400	4800	7400	5500

9. Who is eligible for the scheme?

Eligibility Criteria for the scheme:

All domestic consumers are eligible to participate irrespective of their monthly consumption

- Consumer should have a metered connection from TATA Power-DDL
- Consumer should have non-star AC in a working condition

10. Is the scheme valid for industrial and commercial consumers?

The scheme is only valid for domestic consumers of TATA Power-DDL

11. Who are the various vendors under the scheme?

Various vendors participating under the scheme are Voltas, Hitachi and Godrej.

12. In how many days will the AC be installed at the premises?

The implementing agency will install the AC in 15 days from the date of order booking.

13. Why BEE 5 star labelled /inverter AC? What are the advantages?

Input electrical load of Inverter AC varies in a range min to max of rated capacity as per its cooling load, however fixed speed AC operates only at full rated capacity only. In this way Inverter AC provided better energy saving than the conventional fixed speed AC.

Savings against exchange of old non star rated AC with 1.5 Ton 5 Star/Inverter AC

Star Rating	Brand	Electricity Cost savings per year compared to Non-Star AC (Rs)
BEE 5 Star 1.0 TR	Godrej, Hitachi, Voltas	Approx. Rs 4,100
BEE 5 Star 1.5 TR		Approx. Rs 5,500
Inverter 1.5 TR		Approx. Rs 6,300
Inverter BEE 3 Star 1.0 TR		Approx. Rs 4,700

14. What is the validity of the registration slip?

The Unique Registration Number issued to the consumer is valid for a period of 1(one) month from the date of issue to the Consumer and if the same is not availed within a month, the Consumer will not get the opportunity to avail the scheme after expiry of validity (one month) of the registration number.

15. What is the validity of the scheme?

It is a limited period and limited quantity offer. The scheme shall be valid till August 2017. It is based on first come first serve basis.

16. What if there is an after sales problem?

In case of any defect, deficiencies in after sale services or in the product quality or performance availed under the scheme, any such issues, complaints; disputes arising thereon shall be solely dealt by consumers with the Manufacturer only.

TATA Power-DDL shall in no way be responsible, liable for the quality, performance of the product and after sale services to be provided by the manufacturer, dealer etc.

TATA Power-DDL in no manner endorses the quality, performance of the product (air conditioner) or manufacturer's claims on the product and is relying upon the market research and other product surveys so produced by the manufacturer/dealers only.

17. What if I have not paid my electricity bill in more than 3 months and want to take part in the scheme?

If the consumer is a defaulter and clears his electricity bill arrears and produces receipt of last payment before registration, he will be eligible for the scheme on producing evidence (original receipt of last payment) of the same.

18. What if I am a new consumer and my details have not been updated in the Electricity Distribution Company database. Will I be able to avail the AC under the scheme?

If you are a new consumer, you will be able to avail the offer as per the T&C of the scheme.

19. What is difference between fixed speed AC and Inverter technology AC?

Inverter technology AC is different from conventional fixed speed BEE 5 star AC as its compressor operation principal is also different. Input electrical load of Inverter AC varies in a range min to max of rated capacity as per its cooling load, however fixed speed AC operates only at full rated capacity only. In this way Inverter AC provided better energy saving than the conventional fixed speed AC.

20. Has BEE Started Rating New Inverter AC Models?

Till the year 2015, OEMs generally manufactured Inverter AC without star rating labeling in the year 2016, OEMs have started to put star label on Inverter AC as per their ISEER (it is a parameter to measure cooling efficiency per unit of input electrical load) which is they are putting on voluntarily basis. The new Star labelling is voluntary for Inverter Air conditioners, which means, manufacturers can sell AC models with or without star rating.

21. What is about star rating of Inverter Technology ACs under TATA Power-DDL "AC replacement scheme"?

The TATA Power-DDL AC scheme is about "replacement of non-star rated ACs with BEE 5 star rated or Inverter ACs. Under TATA Power-DDL scheme, Inverter AC would be either without any star or 3 star label as per ISEER, but non Inverter models (window & split) would be BEE 5 star.

22. What all documentation required in case where tenant is applicant and connection in owner's name or other than owner's name?

Normally tenant is not allowed, if any tenant want to avail the scheme, he has to take declaration from holder of CA no who has to take care of all legal responsibilities as mentioned in registration form and indemnity bond.