

**1. At what date should I pay to get rebate?**

**Ans.** In the Energy Bill of TPWODL you will find Rebate Date on the top of left block, if you pay within this date you will get the rebate.

**2. What is the Due Date?**

**Ans.** You find the due date next to the rebate date in the bill. If you pay the energy bill within the due date no DPS will be charged. In some category of consumers like LT - Domestic, LT - General Purpose consumers due date & Rebate Date will be the same.

**3. What is my Account number, I am confused with the numbers in the bill viz Consumer A/c, Customer ID, Old consumer No. etc.**

**Ans.** The Consumer Number (12 Digit) is the number which is unique identification number for all correspondence with the consumer.

**4. How do I know my Bill is issued as per meter reading?**

**Ans.** Bill Basis shown in the bill represents Actual, Provisional & Average. If the bill basis is on reading basis than the Bill Basis shows: - ACTUAL, if the meter was not read then PROVISIONAL bill and in case of defective meter bill basis shows AVERAGE.

**5. Why does a consumer receive provisional / average bill when his/her meter was read by the meter reader?**

**Ans.** If the meter reading noted is at variance with the past recorded pattern of consumption, the same will be kept under observation. Hence a provisional Bill served.

**6. How can I pay online?**

**Ans.** You need to visit our corporate website [www.tpwesternodisha.com](http://www.tpwesternodisha.com) and proceed by selecting the pay now icon.

**7. What are the modes of Online Payment?**

**Ans.** You can pay by Net Banking, Credit Card or Debit Card & CSC Wallet

**8. How do I get the payment receipt for the payment?**

**Ans.** Auto-generated transaction/ payment receipt would be displayed for printing & also sent to your registered mobile / email-id.

**9. What if I do not get the payment receipt?**

**Ans.** If payable amount is debited/ charged from your bank account / card but somehow you do not receive the transaction/ payment receipt then you can do any of the following:

Before re-try, please wait for atleast 2 (two) working days as stated above.

You can download the receipt from our website within 2 (two) working days subject to receiving the payment confirmation from your bank/ card issuing authority through the concerned payment gateway to TPWODL.

If you want to re-try to make payment against the same bill to avoid consequences due to uncertainty of payment confirmation from your bank/ card issuing authority to TPWODL or you are not able to download last payment receipt after 2 (two) working days then you have to take up the matter with the respective bank/ card issuing authority for refund of the previous unsuccessful transaction.

**10. What if payable amount is debited/ charged from my bank account / card twice?**

**Ans.** In case of double payment, confirmed by your bank/ card issuing authority in due time, excess payment amount (if any) or such extra payment will be adjusted in the immediate subsequent bills.

**11. What is the basis of calculation of Security Deposit?**

**Ans.** Basically the Security Deposit for a consumer is equivalent to two times the average bill value for the financial year. For a new applicant, the SD will be determined on the basis of the load applied.

**12. When am I required to pay additional Security Deposit (SD)?**

**Ans.** Each year the Security Deposit is reviewed in the month of April on the basis of last one year consumption. The ASD Notice is served to the consumer whose maintainable SD is more than the SD held amount. If not paid within 30 days of notice period DPS will be applicable on the demand.

**13. What happens if the SD held amount is more than SD maintainable amount?**

**Ans.** In case of excess SD more than 10% however the excess SD "held" will be refunded on the receipt of an application in this regard to the concerned Regional Office or adjusted with your future monthly bills as the case may be. The application can also be submitted online by clicking here.

**14. What is the rate of interest on SD?**

**Ans.** The SD held will attract an interest and rate is determined by the Commission in their yearly Tariff Notification. The interest is payable every year in the month of May and the same is adjusted against the energy dues after deducting TDS / DPS as per rule.

**15. Energy bill parameters:**

**Ans.** Energy Charges: Kwh/ Kvah units \* Energy charge Rate as per tariff applicability.

Incentive on TOD: Off peak hours consumption \* applicable rate (category where applicable)

Demand charges/MMFC: Billable Demand (KW/KVA) \* Demand charge Rate

Overdraw Penalty: If Maximum demand exceeds contract demand then charges on excess demand levied. Formula: (Maximum demand - Contract demand) \* demand charge rate. If Maximum demand exceeds upto 120% of CD in other than peak hours no penalty will impose.

PF Penal charges/ Incentive: abolished from 04.04.2021.

Steel Industry having more than 1 MW contract demand at 33 KV & load factor over 60% eligible to get rebate of 30 paise per unit (kVAh) for the units consumed in excess of 60% of load factor and up to 70% of load factor and 40 paise per units (kVAh) for the units consumed above 70% load factor upto 80% load factor and 50 paise per units (kVAh) for energy drawn in excess of 80% load factor per month. The Load Factor has been defined as Consumption during the month in MU/ Maximum Consumption Possible during the month in MU.

Electricity Duty (ED): (Billed amount)\* ED Rate

Delay payment charges: Chargeable if paid after due date

**16. I have not yet received this month's bill what should I do?**

**Ans.** HT/EHT/3 Ph consumers can check their bills at [www.tpwesternodisha.com](http://www.tpwesternodisha.com) (Consumer portal log in) and 1 Ph consumers can check at [www.odishadiscoms.com](http://www.odishadiscoms.com) (bills online) to view/download a copy.