

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

**Ans.** Generally bills are prepared and dispatched each month on a specific date or it might get delayed a day or two. However, in case of non-receipt of monthly electricity bill, a complaint can be registered at call centre 24\*7(1800-3456-798). If the house is in door lock condition then the bill will be provided in provisional basis basing on last month's bill and if anyone want to get the bill in actual basis then either the meter reader have to take the actual reading or he/she have to visit the concern SDO office with latest meter reading to get a manual bill.

**2. How to register a complaint in case of getting high amount bills?**

**Ans.** High amount of bills normally received in case of high consumption of electricity, wrong meter reading taken by meter reader or due to defect in meter. Anyway in case the consumer is not satisfied with billed units, he/she can either visit the CRC 12\*7 with your last 6 months bill with up to date money receipts and can register a complaint by depositing the concern meter testing fee as per the regulation or the complaint can be registered at concern SDO office.

**3. I have already paid my electricity dues last month but the amount is still reflected in my current month's bill?**

**Ans.** This problem normally occurs due to wrong posting/ mis-posting of amount in different account no, so a complaint can be registered at Call Centre CRC or at Sub division office by showing the money receipt paid by the consumer.

**4. I have already paid my last month's electricity dues this month but the amount is still reflected in my current month's bill?**

**Ans.** Normally the amount deposited till the last date of the month got credited in consumers account, but the amount deposited in the next month will again credited in the upcoming months bill, so the consumer can still deposit the current months due only by showing the receipt paid against the arrear amount reflected in current months bill.

**5. How do I reduce/ enhance connected load/ demand?**

**Ans.** An application to be given at CRC or at the concern SDO office in respect of LT services. Department people will visit the premise to verify the connected load and also the purpose of load enhance/reduction. Additional security deposits, service line charges and other necessary fees may be paid by applicant (in case of load enhance) as per the guidelines. After that your connected load will be either enhanced or reduced depending upon the request placed by the consumer.

**6. What is the procedure for registering for defective/ suspect defective meters?**

**Ans.** An application to be given at CRC or at SDO office. Meter testing fee to be paid by the customer in advance for suspected defective meters. If the meter found defective during testing, a new meter have to either provided by complainant or have to replace by department. Again meter testing fee have to be paid by the applicant in case he/she is opting to provide the meter self, if the meter will be provided by utility then no meter testing fee to be paid(as utility is having pre tested meter).

**7. I want to pay my bill through online, is there any facility for this?**

**Ans.** Bills can be paid through online instead of visiting the counters simply by following different modes:

- By visiting our website: [www.tpwesternodisha.com](http://www.tpwesternodisha.com)
- Google Pay
- PhonePe
- Odisha Discom

**8. I want to put a request for my name transfer/change, what's the process?**

**Ans.** Any request in related to change in name/transfer can be placed either at CRC or at concern SDO office:

- Application as per Form No.I .
- Legal ownership proof of the applicant.
- Id proof.
- Proof of latest electricity bill with up to date money receipt.
- One declaration to be given by the applicant in form of affidavit.
- Fresh security deposit to be made by the applicant

**9. How and where to put a request for correction of my name/address or any other details in my electricity bill and should I have to pay any charge for this?**

**Ans.** Any request in related to correction in electricity bill either that is related to Name, address or any other details can be placed either at CRC or at concern SDO office by producing following documents:

- Application duly signed by the consumer.
- Legal ownership proof of the applicant.
- Id proof.
- Proper address proof (in case of address correction).
- Proof of latest electricity bill with up to date money receipt.
- Meter installation details (in case of dispute related to meter owner).

**10. What is the process for reconnection or disconnection, where to put a request?**

**Ans.** Any request related to disconnection/reconnection can be placed at the SDO office where a written application with up to date bill and money receipt have to be submitted along with the consumer have to pay some charges (disconnection fee/reconnection fee) fixed by the regulation. SDO will forward the application to concern section for spot verification of the premise and will act as per request placed by the consumer. If it is a case of permanent disconnection final meter reading will be taken and the final amount to be cleared.

**11. What is the procedure for Change in Category of Power supply Connection?**

**Ans.** For change in category a request can be placed either at CRC or at concern SDO office with following documents:

- Written application duly signed by the consumer.
- Additional consumption deposit to be paid (if it attracts higher tariff).
- Revised agreement and test report to be duly signed by licensed electrical contractor.

SDO will forward the concern documents to section office for the spot verification and as per the report of Section office the category will change.

## **12. I want to apply for phase conversion?**

**Ans.** For Phase conversion consumer have to visit the concern SDO office with following documents:

- Written application.
- Revised agreement and revised test report to be signed by licensed electrical contractor, mentioning the revised loads.
- Latest electricity bill with up to date money receipt.
- Necessary estimate fee, security deposit charges and other development charges as decided by the regulatory committee.