

Tata Power's Digital Service speeds up Ease of Getting New Electricity Connections in Mumbai

- Submit just 3 documents on company portal to energise your connection in 7 days

Mumbai, 22nd May, 2024: Tata Power, one of India's largest integrated power companies, has revolutionized the way customers obtain new connections with a fully digitalized approach that completes the whole process within seven days. This innovative, user-friendly approach, accessible through the online customer portal by submitting just three documents - application form, identity proof and ownership proof eliminates the hassle of paperwork, making it easier and faster for customers to get a new connection.

To maintain complete transparency, post submission of application form, site visit is carried out and estimate is issued to consumer which includes application charges, service connection charges and security deposit. Secure online payment options are available to pay the charges. Once verification and payment processing are complete, a Tata Power engineer will visit the premises within seven days to establish the new connection.

Enabling customer convenience is not new to Tata Power. The company is amongst the first in the Distribution business to have a dedicated counter at all its 10 Customer Relation Centres and a doorstep bill payment/cheque pick-up service for all its senior citizen customers. It also provides electricity bill in braille for its blind and partially sighted customers free of cost under the 'Ujala' scheme in Mumbai.

Seamless adoption of the company's offerings is enabled through user-friendly options like the 'My Tata Power Mobile App, the Customer Portal , WhatsApp. Additionally, a diverse range of digital payment avenues, including Credit/Debit Cards, Net Banking, Digital Wallets & E-Wallets, NEFT/RTGS, BBPS, NACH, E-NACH accessible via the Customer Portal and My Tata Power Mobile App have been made available to ensure that customers have a delightful experience.

Initiatives such as '**Naam Badlav Pakhwada**' and '**Go Digi get Lucky**' are held across the city to help customers looking to change their name in their electricity bills and facilitate adoption of 'digital services' by providing awareness on digital access options, payment methods, e-wallet offers, conversion to e-bill, switching to green power, updating contact details etc.

Today, over 53% of Tata Power's consumer base in Mumbai Distribution has embraced paperless billing and more than 88% of bill payments are received digitally. Further, the company has illuminated over 36,543 homes in Mumbai with sustainable energy, resulting in the consumption of 340 million units of green power, offsetting 200 kilotons of carbon emissions annually.

Important Portals & Numbers - Tata Power Mumbai Distribution	
Customer Portal	https://customerportal.tatapower.com
WhatsApp Number	7045116237
My Tata Power App:	https://play.google.com/store/apps/details?id=com.sew.tatapower

5 Easy steps to get a new Tata Power connection:

1. New Electricity Connection application by consumer on portal/CRC
 - a. Application Form
 - b. Submission of identity proof and ownership proof
2. Initial visit by Tata Power Team to site
3. Estimate shared by Tata Power Team to consumer
4. Payment of fees by consumer
5. Connection Enabled