

Let us Together commit to Go Digital & Go Green

Dear Valued Consumer,

Greetings from Tata Power!

We are thankful and honoured with your continued patronage. Your loyalty inspires us to constantly strive towards service excellence. The turn of events in the last year and a half has made it imperative that a major thrust be given to **Digitalisation, which will ensure a safe access to easy and hassle-free transactions. from the comfort of your home.**

A small step in the right direction will surely have multifold benefits in ensuring a sustainable eco-system. **Let us together commit to collaborate and GO DIGITAL and GO GREEN for payments, concerns/queries or requests.** A 24x7 digital connect matters!



Digital Access Options



Tata Power Microsoft Kaizala App – (<https://aka.ms/tatapower>) –

Partnering with Microsoft, Tata Power introduced the Tata Power Microsoft Kaizala App, a secure app exclusively for its Mumbai consumers. We urge you to click on the link mentioned above and in just 2 clicks host of services become available on the GO!! The app enables monthly alerts on meter reading, bill generation, payment dates, assistance on registering power failure complaints, access to own consumer account, bill payments, loyalty points redemption, registration for DSM programme and latest offers, contests and new services from the comfort of a mobile.



Tata Power Customer Portal (<https://cp.tatapower.com>) –

Log in and enjoy hassle free navigation to access details on your consumer account, monthly bills, payment history, register queries, requests or concerns, new offers, contests, news flash, energy and bill calculators, current tariff details and GO Green programmes.



WhatsApp (7045116237) –

Available 24x7. Drop a message for soft copy of bill, register requests, complaints, queries.



Toll free (dial 19123 or 1800-209-5161) –

Available 24x7, 365 days of the year. – use the IVR and be self-reliant in automatic registration of power failure complaints, information on bill and security deposit amounts, options on digital payment avenues, link for Kaizala App. For commercial concerns you may connect with Team Tata Power from 7 am to 12 am.



TINA chatbot – (<https://cp.tatapower.com>) –

Our Virtual assistant TINA is back in a new Avatar on Tata Power Customer Portal & will help you with queries related to your Bill details, Register power failure complaints, Information about the Energy Conservation (DSM) programmes & many more. Also, chat live with our executives for any help using the live chat option - available all days of the week, 9am to 6pm!



Email connect (customercare@tatapower.com) –

Write to us for all queries requests and concerns.



Tata Power Mumbai Mobile App – (Android Users – <https://bit.ly/2vHojg8> / iOS Users – <https://apple.co/2xaMAvx>) –

Digital services anywhere/anytime on mobile – access consumer account, make bill payments, redeem loyalty points, register complaints, write to Tata Power, etc.



Push-Pull SMS facility – (Send SMS to 9223170707)

With the code & get the information you need.

Feature	SMS code
Register Power Failure Complaints	NS<space><Consumer number>
Know the Outstanding Amount of the Bill	OA<space><Consumer number>
Know the Prompt Payment Discount Date of the latest bill	DISCDATE<space><Consumer number>
Know the Due Date of your latest bill	DUEDATE<space><Consumer number>
Know the last paid amount	AMTPAID<space><Consumer number>
Know the Security Deposit Available	SDAV<space><Consumer number>
Know the Security Deposit Due	SDDUE<space><Consumer number>
Know the Status of Service Request Complaint registered with us	STAT<space><Service Request number>
Physical Bill Request by E-bill consumer	PHYBILL<space><mmm><-><yyyy><space><consumer number>
Deregistration of EBill	DEREGEBILL<space><consumer number>
Opt for Bill in Marathi (Coming Soon)	MB<space><Consumer number>



Tata Power Bills now in Marathi. Customer can opt for this option using the following:

- Push pull SMS (MB<space>Consumer Number) to **9223170707**.
- Login** to Customer Portal/Mobile Application
- Reach us on our toll free. **(18002095161)**
- WhatsApp us on **7045116237**.





GREEN POWER TO THE ECO CONSCIOUS MUMBAI CITIZENS

GREEN POWER AT AN ADDITIONAL COST OF RS 0.66/UNIT

CO2 EMISSION REDUCTION IS EXPECTED TO BE ~0.7*KG / UNIT

MONTHLY GREEN CERTIFICATE TO CONSUMERS

Digital Payment Options

Embrace any of the Digital Payment Options and **be recognized as Tata Power's 'DIGITAL HERO'**. Go DIGI by using Tata Power Customer Portal & other digital payment platforms and stay happy, safe and enjoy incentives on your power supply bill every month!!



Discounts on Digital payment of 0.25% up to Rs. 500/-, of the monthly bill!



Switch to E-bills instead of monthly paper bills and earn a Discount of Rs. 10/- per bill every month. You save trees and become Tata Power's **'PARYAVARAN MITR'**



Cash discount of 1% on monthly bill (excluding TOSE & other taxes), if payment is received before discount date as indicated in bill

BILL ON WHATSAPP



GIVE GREEN A CHANCE!

SAY NO TO PAPER BILL AND YES TO BILL ON WHATSAPP WHILE ENJOYING AN INCENTIVE OF RS. 10/MONTH

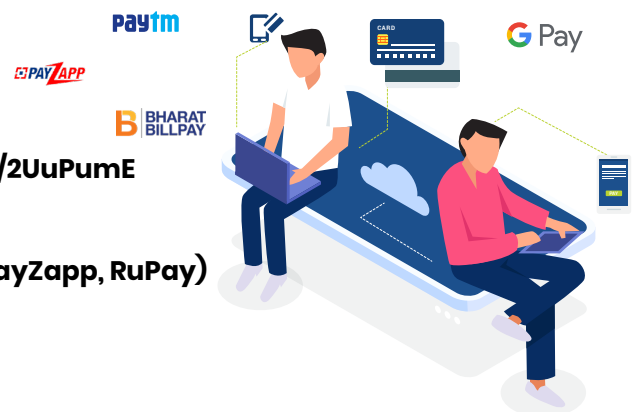
TO CONFIRM THESE SERVICES, LOG IN TO MY ACCOUNT ON OUR CUSTOMER PORTAL AND REGISTER FOR WHATSAPP SERVICES

- **E-NACH payment – Register here (<https://bit.ly/2WgmUap>)** - Automate monthly bill payments using E-NACH & experience hassle-free & secure payment. Just register your mandate once through net banking or debit card!
- **Bharat Bill Pay (BBPS) payment -**

Scan QR code and Register successfully for (BBPS). Pay your Bill through BBPS		Bharat Bill Payment System	
	Pay your electricity bill hassle free from the comfort of your home through our Web portal. Simply scan the QR code and choose your preferred online payment mode and pay your bill swiftly.		



- **Internet banking/ Net banking**
- **Debit Cards & Credit Cards**
- **Quick bill payment <https://bit.ly/2JbBVmR>**
- **View bill amount & pay online <https://bit.ly/2UuPumE>**
- **Unified Payments Interface (UPI)**
- **Digital wallets & e-wallets (Paytm, GPay, PayZapp, RuPay)**
- **RTGS/ NEFT payment in 3 simple steps**



GO DIGITAL Pay your bills through RTGS/NEFT **24x7** Sitting at Home

In 3 simple steps:

Log on to your respective internet banking account.

Add Tata Power as a "Payee". The details for adding the payee are as under:

RTGS/NEFT Details

Bank Name - Standard Chartered Bank
 Account No- 3082xxxxxxxxxxxx
 (Here xxxxxxxxxxxx denotes your 12-digit Tata Power consumer number)
 IFSC Code - SCBL0036001
 Account Type - Current Account
 Beneficiary Name - The Tata Power Company Limited

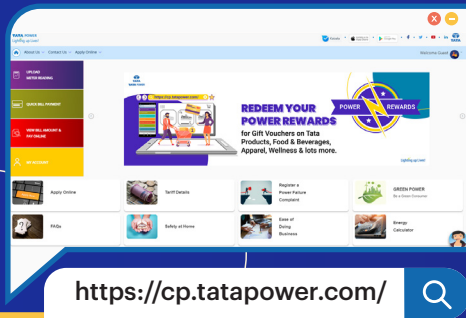
Make a funds transfer towards your bill amount, just like any other funds transfer initiated from your end.



Make all your payments digital today!



A reward points programme exclusively for YOU – choose to pay your bills on-time and use the power rewards to purchase discounted E-Gift Vouchers. These can be redeemed on online and offline platforms for purchases of leading brands in food & beverages, apparel, health & wellness, accessories, and other segments. These vouchers can be used for your own purchases or gift them to your loved ones!



REDEEM YOUR POWER REWARDS

for Gift Vouchers on Tata Products, Food & Beverages, Apparel, Wellness & lots more.



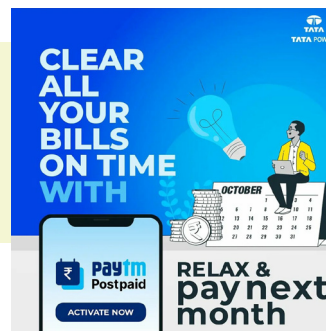
<https://cp.tatapower.com/>

An exclusive offer for our Tata Power Mumbai consumers. **Log in to <https://cp.tatapower.com>** and redeem your Reward Points against exclusive discounted E-Vouchers of leading brands in food & beverages, apparel, health & wellness, accessories, & other segments.



Pay your electricity bill via Amazon pay at ZERO convenience fee & get rewards up to ₹ 50! Click to know more – <https://amzn.to/31ysh80> T&C apply. Valid only on first bill payment.

Struggling to keep track of your billing due dates? Let Paytm Postpaid pay all your bills on time. You can relax and pay next month. Activate now. T&C Apply.





BE GREEN – Energy Efficient Appliances Program

Tata Power is highly committed to sustainability and has always made consistent efforts in extending this commitment to all our consumers. We have undertaken various initiatives in line with our belief towards ensuring a greener and sustainable planet. The nature of 'BE GREEN' is collaborative and participative and shall include all our consumer initiatives that infuse the aim of sustainability.

Under our unique initiative, we bring you a whole range of exchange offers!

Now you can avail energy efficient appliances at large discounts and save on your electricity bills by participating in this energy saving initiative:

- You can reduce your energy costs by 30% to 50% without compromising on your comfort and convenience
- Get new energy efficient appliances at large discounts
- Exchange your old inefficient appliances with energy efficient appliances



photo credits: google



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We have partnered with leading Customer appliance manufacturers to offer you energy efficient appliances. To know more, kindly visit **Be Green** section at <https://cp.tatapower.com>

Let us together collaborate and welcome 2021 with a commitment to Go Digital & Green!!

With regards,
Tata Power Co. Ltd.

