Electricity Department - 30 Unique FAQs (Sample Contacts)

Note: Toll-free numbers and emails shown are SAMPLE placeholders. Replace with official local helplines and department emails before use.

Q1. How do I report a power outage and track restoration?

To report a power outage, call the electricity department's outage helpline or use their official mobile app/portal. Provide your service number, connection address, nearby landmark and a brief description of the problem. The department will raise a fault ticket and share a ticket number; use this ticket number to track restoration status via SMS, the portal, or by calling back. If the outage is due to an emergency (sparks, fallen wires), do not approach the site - contact the emergency number immediately.

Toll-free: 1800-111-001 (sample)
outage.support@electricity.gov.in (sample)

Q2. How can I apply for a new domestic electricity connection?

Visit the electricity supplier's website and complete the new connection application form or visit the local office with photo ID, proof of ownership/occupancy, a recent address proof, and a site plan. Pay the required application fee and security deposit online or at the office; you will receive an application reference number. A field inspection will be scheduled; after successful inspection and meter installation, the connection is activated and the final bill issued. Keep copies of receipts and the meter reading for your records.

Toll-free: 1800-111-002 (sample)
newconnect@electricity.gov.in (sample)

Q3. How to pay electricity bills online?

For how to pay electricity bills online., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-003 (sample)
support3@electricity.gov.in (sample)

Q4. What is the process to apply for a commercial connection?

For what is the process to apply for a commercial connection., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-004 (sample)
support4@electricity.gov.in (sample)

Q5. How to lodge a complaint about a faulty meter?

For how to lodge a complaint about a faulty meter., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-005 (sample)
support5@electricity.gov.in (sample)

Q6. What should I do if my electricity bill is incorrect?

For what should i do if my electricity bill is incorrect., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-006 (sample)
support6@electricity.gov.in (sample)

Q7. How do I apply for load enhancement (increase sanctioned load)?

For how do i apply for load enhancement (increase sanctioned load)., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-007 (sample)
support7@electricity.gov.in (sample)

Q8. How do I apply for temporary electricity connection for events?

For how do i apply for temporary electricity connection for events., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-008 (sample)
support8@electricity.gov.in (sample)

Q9. What is the process to transfer an electricity connection to a new owner?

For what is the process to transfer an electricity connection to a new owner., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement

receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-009 (sample)
support9@electricity.gov.in (sample)

Q10. How do I change the registered name on my electricity connection?

For how do i change the registered name on my electricity connection., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-010 (sample)
support10@electricity.gov.in (sample)

Q11. What should I do in case of frequent voltage fluctuations?

For what should i do in case of frequent voltage fluctuations., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-011 (sample)
support11@electricity.gov.in (sample)

Q12. How do I apply for net metering with solar panels?

For how do i apply for net metering with solar panels., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-012 (sample)
support12@electricity.gov.in (sample)

Q13. How can I check my electricity bill and payment history online?

For how can i check my electricity bill and payment history online., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-013 (sample)
support13@electricity.gov.in (sample)

Q14. What is the process to reconnect electricity after disconnection for non-payment?

For what is the process to reconnect electricity after disconnection for non-payment., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-014 (sample)
support14@electricity.gov.in (sample)

Q15. How do I register for SMS or email alerts for bills and outages?

For how do i register for sms or email alerts for bills and outages., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-015 (sample)
support15@electricity.gov.in (sample)

Q16. How to apply for subsidy benefits on electricity bills?

For how to apply for subsidy benefits on electricity bills., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-016 (sample)
support16@electricity.gov.in (sample)

Q17. How to update my mobile number or email linked to my electricity account?

For how to update my mobile number or email linked to my electricity account., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-017 (sample)
support17@electricity.gov.in (sample)

Q18. What is the process to request shifting of an electricity meter within premises?

For what is the process to request shifting of an electricity meter within premises., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement

receipt. Track the status through the online portal or helpline, and contact the local office
if there are delays or discrepancies.

Toll-free: 1800-111-018 (sample)
support18@electricity.gov.in (sample)

Q19. How to apply for a new agricultural electricity connection?

For how to apply for a new agricultural electricity connection., visit the official electricity
board website or nearest customer service center. Fill in the relevant application form with
your consumer number, ID proof, address proof and supporting documents as applicable. Pay any
necessary charges online or at the counter and keep the acknowledgement receipt. Track the
status through the online portal or helpline, and contact the local office if there are delays
or discrepancies.

Toll-free: 1800-111-019 (sample)
support19@electricity.gov.in (sample)

Q20. What is the process to surrender an electricity connection?

For what is the process to surrender an electricity connection., visit the official electricity
board website or nearest customer service center. Fill in the relevant application form with
your consumer number, ID proof, address proof and supporting documents as applicable. Pay any
necessary charges online or at the counter and keep the acknowledgement receipt. Track the
status through the online portal or helpline, and contact the local office if there are delays
or discrepancies.

Toll-free: 1800-111-020 (sample)
support20@electricity.gov.in (sample)

Q21. How to apply for duplicate electricity bills?

For how to apply for duplicate electricity bills., visit the official electricity board website
or nearest customer service center. Fill in the relevant application form with your consumer
number, ID proof, address proof and supporting documents as applicable. Pay any necessary
charges online or at the counter and keep the acknowledgement receipt. Track the status through
the online portal or helpline, and contact the local office if there are delays or
discrepancies.

Toll-free: 1800-111-021 (sample)
support21@electricity.gov.in (sample)

Q22. How can I check the status of a new connection application?

For how can i check the status of a new connection application., visit the official electricity
board website or nearest customer service center. Fill in the relevant application form with
your consumer number, ID proof, address proof and supporting documents as applicable. Pay any
necessary charges online or at the counter and keep the acknowledgement receipt. Track the
status through the online portal or helpline, and contact the local office if there are delays
or discrepancies.

Toll-free: 1800-111-022 (sample)
support22@electricity.gov.in (sample)

Q23. What is the process to apply for streetlight complaint resolution?

For what is the process to apply for streetlight complaint resolution., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-023 (sample)
support23@electricity.gov.in (sample)

Q24. How do I file a complaint about electricity theft?

For how do i file a complaint about electricity theft., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-024 (sample)
support24@electricity.gov.in (sample)

Q25. What is the procedure for industries to apply for high-tension (HT) connections?

For what is the procedure for industries to apply for high-tension (ht) connections., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-025 (sample)
support25@electricity.gov.in (sample)

Q26. How do I pay electricity bills offline at counters or kiosks?

For how do i pay electricity bills offline at counters or kiosks., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-026 (sample)
support26@electricity.gov.in (sample)

Q27. How do I get an energy efficiency audit from the department?

For how do i get an energy efficiency audit from the department., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track

the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-027 (sample)
support27@electricity.gov.in (sample)

Q28. How do I apply for a connection under priority/fast-track service?

For how do i apply for a connection under priority/fast-track service., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-028 (sample)
support28@electricity.gov.in (sample)

Q29. How can I register for online grievance redressal?

For how can i register for online grievance redressal., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-029 (sample)
support29@electricity.gov.in (sample)

Q30. How to apply for change in tariff category (domestic to commercial)?

For how to apply for change in tariff category (domestic to commercial)., visit the official electricity board website or nearest customer service center. Fill in the relevant application form with your consumer number, ID proof, address proof and supporting documents as applicable. Pay any necessary charges online or at the counter and keep the acknowledgement receipt. Track the status through the online portal or helpline, and contact the local office if there are delays or discrepancies.

Toll-free: 1800-111-030 (sample)
support30@electricity.gov.in (sample)