***Other Types of Questions for both HT & LT Customers***

**New Connection:**

1. **How can I apply for a new electricity connection?**

You can apply for a new electricity connection online through our official portal [ Apply Now]. Just select your category (HT or LT), fill in the application form, and upload the required documents. You can also visit your nearest customer service center for assistance**.**

1. **What are the documents required for a new HT/LT connection?**

*Here are the typical documents you'll need:*

* Proof of Identity (Aadhaar, PAN, etc.)
* Proof of Ownership or Occupancy (property tax receipt, lease deed, etc.)
* Load requirement declaration
* Site layout or wiring diagram (for HT)
* NOC from builder or society (if applicable)  
  *For HT connections, additional technical drawings and approvals may be required.*

1. **Can I track the status of my new connection application online?**

Yes! You can track your application status anytime using your reference number on our [ Application Status Tracker].

1. **What is the cost estimate or service connection charge for a new connection?**

The connection cost depends on your load requirement, connection type (HT/LT), and distance from the nearest supply point. An estimate will be provided after the site inspection.

**5. How long does it take to get a new HT or LT connection?**

*The timeline depends on the type of connection and site readiness:*

* **LT Connection**: Usually within **7 to 15 working days** after document verification and payment.
* **HT Connection**: Typically takes **30 to 60 days**, depending on load, infrastructure readiness, and regulatory approvals.  
  *We'll keep you informed at every step via SMS or email after your application is submitted.*

**6. Can I book a site inspection or survey for a new connection?**

*Yes, absolutely! Once you submit your application online or at our service center, a site inspection is automatically scheduled. If you’d like to* ***pre-book or reschedule*** *your inspection, you can do so through our portal or by calling our helpline.*  
Would you like me to help you schedule it now?

**7. What is the minimum load requirement for HT and LT connections?**

*The minimum load requirement varies by category:*

* **LT Connection**: Up to **100 kVA** (depending on local regulation).
* **HT Connection**: Starts from **100 kVA and above**.  
  *If you're unsure, our team can assist you in selecting the right category based on your estimated consumption.*

**8. Can I request a temporary electricity connection for a construction site or event?**

*Yes, temporary connections are available for construction sites, exhibitions, events, and other short-term needs. You’ll need to:*

* Submit a temporary connection request
* Provide the duration, load requirement, and purpose
* Upload relevant documents (like event permit or site ownership)  
  *Temporary connections are generally processed within* ***3 to 7 working days****, subject to approval and feasibility.*

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**Additional Load / Load Enhancement –**

1. **How do I apply for an additional load for my existing connection?**

You can apply for load enhancement online by logging into your customer account or visiting your nearest office. Once we receive your request, a site inspection will be scheduled to assess feasibility.

1. **What are the charges involved for enhancing my sanctioned load?**

*Load enhancement charges include:*

* Service line charges (if infrastructure upgrade is needed)
* Security deposit for additional load
* Processing fee  
  *A detailed quotation will be shared after the technical assessment.*

1. **Is a new agreement required if I increase my connected load?**

Yes, in most cases, an updated agreement is required if you're increasing your sanctioned load—especially for HT customers or if the tariff category changes. We will guide you through the updated documentation and signing process once your load enhancement request is approved.

1. **Can I request a load enhancement online?**

Yes, you can easily request a load enhancement through our [ Customer Portal]. Just log in with your account number, go to “Modify Connection”, and select “Enhance Load”. You’ll be prompted to upload necessary documents and schedule a site inspection.

1. **What are the documents required for a load enhancement?**

*Typically, the following documents are required:*

* Application form (online or physical)
* Copy of latest electricity bill
* Load requirement declaration
* Installation test report (if applicable)
* Updated wiring diagram (for LT) or SLD (for HT)
* Government-issued ID and ownership proof

*Additional technical documents may be needed for HT customers.*

1. **How long will it take to get additional load sanctioned and connected?**

*The average processing time is:*

* LT Connections: 7–15 working days (subject to site readiness)
* HT Connections: 20–45 working days, depending on the load, infra availability, and required approvals  
  *We will update you at every stage via SMS/email after application submission****.***

1. **Will my tariff change if I enhance my load?**

Possibly. If your revised load crosses certain limits, your tariff category may change (e.g., from LT to HT). We'll inform you of any changes before implementation.

**Load Shifting / Load Reduction –**

1. **How do I apply for a reduction in my sanctioned load?**

You can request load reduction by submitting a load revision application through our customer portal or at your local office. The request is subject to technical feasibility and review.

1. **Are there any penalties or charges for reducing the load?**

There's typically a nominal processing fee. If you've availed infrastructure upgrades recently, load reduction may not be allowed for a fixed lock-in period.

1. **Is load reduction permanent or can I restore it later?**

*Load reduction is generally considered permanent, but you can apply for load enhancement again in the future if your demand increases.*

*Please note:*

* You may need to submit a fresh load enhancement request with supporting documents.
* In some cases, there may be a lock-in period after reduction (typically 6–12 months) during which re-enhancement may not be allowed.
* HT consumers may also require updated agreements and technical approvals.

you like me to guide you through the load enhancement process now?

1. **Can I shift part of my load to another location or premises under the same name?**

*No, shifting part of your sanctioned load to another location or premises is not permitted under the same connection.*

*Each premises must have its own separate electricity connection and sanctioned load. If you’re setting up operations at a new location, you’ll need to:*

* Apply for a new connection at that site
* Optionally, request load reduction at your existing location if the requirement has decreased.

Would you like help applying for a new connection or submitting a load reduction request?

1. **What’s the minimum limit to which I can reduce my load for HT/LT connections?**

*The minimum load requirement varies by category:*

* LT Connection: Up to 100 kVA (depending on local regulation).
* HT Connection: Starts from 100 kVA and above.  
  *If you're unsure, our team can assist you in selecting the right category based on your estimated consumption.*

1. **Will reducing the load affect my billing demand or fixed charges?**

*Yes, reducing your sanctioned load will directly impact your billing demand and fixed (demand) charges, which are calculated based on the approved load.*

* For LT customers, fixed charges per kW will be applied on the revised load.
* For HT customers, demand charges will be based on the sanctioned demand or actual recorded demand, whichever is higher (subject to utility norms).

*Reducing your load can help lower your monthly fixed charges if your actual usage is consistently below your current sanctioned load.*

Would you like me to show you a cost comparison or help with a load revision request?

1. **Can I request a temporary electricity connection for a construction site or event?**

Yes, temporary connections are available for construction sites, exhibitions, events, and other short-term needs. You’ll need to:

* Submit a temporary connection request
* Provide the duration, load requirement, and purpose
* Upload relevant documents (like event permit or site ownership)  
  Temporary connections are generally processed within 3 to 7 working days, subject to approval and feasibility.

**POWER OUTRAGE:**

**1. There's no power at my location. How do I report it?**

*I'm here to help! You can report a power outage by sharing your* ***Customer ID or Meter Number*** *and* ***current location****. I’ll immediately log your complaint and notify the nearest service team.*  
 Would you like me to raise a complaint now?

**2. When will the power supply be restored in my area?**

*Let me check the latest update for your location...*   
 *The estimated restoration time for your area is* ***[e.g., 4:30 PM today]****. Please stay tuned for updates. We appreciate your patience!*

**3. Is there a planned shutdown today in my locality?**

*Let me check the schedule for planned maintenance in your area...*  
 *Yes, there is a planned power shutdown in* ***[Locality Name]*** *on* ***[Date]*** *from* ***[Start Time] to [End Time]*** *for maintenance work. We apologize for the inconvenience.*

**4. Can I get a report of past power outages at my location?**

*Yes, I can help with that. Please share your* ***Customer ID*** *or* ***Connection Number****. I’ll fetch the* ***power outage history*** *for your location over the last 30 days.*  
 Would you like the report as a downloadable PDF or email?

**5. I’ve already reported a power outage. How can I check the status?**

*Sure! Please provide your* ***complaint number*** *or* ***reference ID****. I’ll check the current status of your power restoration request.*  
 *Status: Assigned to field crew – restoration expected by [Time].*

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**LAST PAYMENT STATUS:**

**1. What is the status of my last electricity bill payment?**

*Let me check that for you...*

*Your last payment of ₹2,460 was* ***successfully received*** *on* ***May 10, 2025****, via* ***UPI (PhonePe)****. Thank you!*

**2. I made a payment but it's not showing in my account. What should I do?**

*Sorry about the inconvenience! Payments may take up to* ***2 hours to reflect****. If it’s been longer, please share your* ***payment reference number*** *or* ***transaction ID*** *so I can verify and escalate it if needed.*

**3. When did I last pay my electricity bill?**

*You made your most recent payment on* ***May 10, 2025****. The amount paid was* ***₹2,460*** *through* ***UPI****. Would you like me to send you the receipt?*

**4. Can I download the receipt for my last payment?**

*Of course! Here’s your most recent payment receipt for ₹2,460 paid on May 10, 2025: [ Download Receipt]*  
 *You can also access it anytime through your account dashboard.*

**5. Was my last payment adjusted against my bill correctly?**

*Yes, your payment of ₹2,460 has been correctly adjusted against your bill for the billing cycle ending* ***April 30, 2025****. Your current outstanding balance is ₹0.*

**POWER THEFT:**

**1. I suspect power theft in my neighborhood. How can I report it?**

*Thank you for bringing this to our attention. You can report suspected power theft* ***anonymously*** *through our portal or right here. Please share the location and any details you’ve observed. Our vigilance team will investigate discreetly.*  
 Would you like to file a report now?

**2. Will my identity be kept confidential if I report electricity theft?**

*Absolutely. We treat all theft reports with* ***strict confidentiality****. Your name or details will* ***never be disclosed*** *to the person or premises being investigated.*

**3. What are the consequences of power theft?**

*Power theft is a punishable offense under the Electricity Act and may lead to:*

* Heavy fines and penalties
* Disconnection of supply
* Legal prosecution.

*It also causes losses to the system and affects honest consumers.*

**4. Can I get a complaint number or reference if I report theft?**

*Yes, once you submit a power theft report, you’ll receive a* ***complaint reference number*** *for tracking. If you report anonymously, you can still check the status using the reference code.*

**5. How do I know if my meter or supply is being tampered with?**

*If you notice unusual changes in your electricity bill, unauthorized access to your meter, or loose wiring near your connection, it may indicate tampering. Please report it immediately so our team can inspect safely and take corrective action.*

Great! Here's a set of **extended chatbot Q&A flows** related to **power theft**, covering:

1. **Vigilance team visits**
2. **Billing anomalies due to suspected theft**
3. **Tampering alerts or inspections**
4. **How to respond if accused of theft**
5. **Clarification requests after vigilance notices**

These are **realistic scenarios** and chatbot responses that balance legal sensitivity with helpful customer service.

**ACCUSED THEFT/ VIGILANCE TEAM VISIT:**

**1. Why did the vigilance team visit my premises?**

*Our vigilance team may visit your premises for a* ***routine inspection****,* ***meter verification****, or due to a* ***report of irregular usage or tampering****. If you've received a notice, we recommend reviewing it carefully and cooperating during the inspection. Would you like me to check the reason for your visit? Please share your* ***Customer ID*** *or* ***Notice Number****.*

**2. I’ve received a high bill due to alleged power theft. What can I do?**

*If you’ve received a provisional assessment bill due to suspected power theft, you have the right to:*

* **File an objection** within the specified timeframe (usually 7–15 days)
* **Request a hearing** or **vigilance clarification**

Would you like me to connect you with the grievance cell or help file a response?

**3. I received a tampering alert message — what does it mean?**

*A tampering alert is generated when your meter records abnormal activity like bypassing, reverse flow, or magnetic influence. It’s a system-triggered safety measure, not a direct accusation. A field team may visit to verify and ensure the meter is functioning safely. Would you like to schedule an inspection?*

**4. I’ve been accused of power theft, but I haven’t done anything wrong. What should I do?**

*We understand your concern. If you believe the allegation is incorrect, you can submit a* ***written explanation*** *or* ***dispute the charges****. I can help you file a representation to the* ***Assessing Officer*** *or connect you to the* ***Consumer Grievance Redressal Forum****.*

*Would you like to proceed with that now?*

**5. I need clarification about the vigilance notice I received. Who can I contact?**

*For clarification regarding a vigilance notice, you may:*

* Visit your nearest **Revenue or Vigilance Office**
* Call our **Dedicated Vigilance Helpline** at 📞 1800-XXX-XXXX
* Or, upload your notice copy here and I can assist further

Would you like to upload your notice or speak to a human agent?

**COMPLAINTS & REQUESTS:**

**COMPLAINTS:**

**1. Complaint: Power Outage**

**Customer:**  
*“There is no power supply in my area since morning. When will it be restored?”*

**Chatbot:**  
*I'm sorry to hear about the outage. Let me check the status for your area.*  
 *Can you please share your service number or registered phone number?*

*(After user provides it)*  
*Thank you. According to our system, there is a scheduled maintenance/outage in your area. Power is expected to be restored by* ***4:00 PM today****. We regret the inconvenience caused.*

**2. Complaint: High Electricity Bill**

**Customer:**  
*“Why is my electricity bill so high this month?”*

**Chatbot:**  
I understand your concern. High bills may occur due to:

* Increased usage (AC, heating, etc.)
* Meter reading errors
* Billing based on estimated consumption

I can raise a **bill review request** or help you check detailed consumption trends. Would you like to proceed?

**3. Complaint: Voltage Fluctuation**

**Customer:**  
*“There are frequent voltage fluctuations at my home. It’s damaging my appliances.”*

**Chatbot:**  
That's concerning. I’ll register a complaint with our technical team.  
 Please confirm your location and consumer number.

*(After details received)*  
Thank you. A technician will inspect the issue within **24 hours**. Your complaint reference number is **#VTX34721**.

4. **Complaint: Meter Not Working**

**Customer:**  
*“My meter seems to be stuck. It hasn’t moved in 3 days.”*

**Chatbot:**  
Thank you for notifying us. This may indicate a faulty meter.  
 I’ll raise a **meter inspection request**. A technician will visit within **48 hours**. Your request ID is **#MTR4568**.

5. **Complaint: Power Theft in Neighborhood**

**Customer:**  
*“I suspect someone in our area is stealing electricity. What can be done?”*

**Chatbot:**  
Thank you for reporting. You can report power theft anonymously.  
 Please provide the location and any supporting details.

Your report ID is **#THEFT2025-91**. Our vigilance team will investigate.

**RESQUESTS:**

**1) Request: Check Application Status**

**Customer:**  
*“Can you tell me the status of my new connection request?”*

**Chatbot:**  
Sure! Please enter your application/reference number.

*(After user enters number)*  
Thank you. Your application is **under processing**. Estimated activation: **3 working days**. We'll notify you once it's approved.

**2. Request: Bill Payment Extension**

**Customer:**  
*“Can I get an extension for my bill payment? I won’t be able to pay on time.”*

**Chatbot:**  
We understand situations may arise. Based on your payment history, you're eligible for a **7-day extension**.  
 New due date: **[insert date]**

Would you like me to apply this extension for you?

**3. Request: Relocate Electricity Meter**

**Customer:**  
*“I want to shift my meter to a different location within my premises.”*

**Chatbot:**  
Meter shifting is possible with a site inspection. Please note that charges may apply based on the work involved.  
 I can schedule a technician visit for a site check. Kindly confirm:

* Your consumer number
* Preferred date and time for inspection

Would you like to proceed?

**4. Request: Download Past Bills**

**Customer:**  
*“Can I download my last 6 months’ electricity bills?”*

**Chatbot:**  
Yes! You can view and download your past bills easily.  
 Click here to access your bill history after logging in with your registered mobile number or consumer ID.

Would you like me to send them to your registered email as well?

5. **Request: Convert Single Phase to Three Phase Connection**

**Customer:**  
*“I want to upgrade my connection from single phase to three phase. What is the procedure?”*

**Chatbot:**  
Upgrading to a three-phase connection involves a formal request and technical feasibility check.

You’ll need to submit:

* A load enhancement application
* Proof of ownership/occupancy
* Existing consumer number  
   A site inspection will be scheduled after submission.

Would you like to begin the application process now?

**VIEW/PAY BURNT METER BILL:**

**Scenario: Burnt Meter – Bill Viewing & Payment**

**1. Customer Question:**

*“My meter got burnt. How can I view my bill now?”*

**Chatbot:**  
If your meter is burnt, your bill may be generated based on average consumption until a replacement is done.  
 You can still view the estimated bill amount by logging into your account.  
👉 [Click here](https://chatgpt.com/c/682a3ce9-1868-800b-bd97-035319236736) and enter your **consumer number or registered mobile number**.

Would you like me to fetch your current bill summary?

**2. Customer Question:**

*“Can I pay my bill even though my meter is burnt?”*

**Chatbot:**  
Yes, you can. When a meter is burnt, a **provisional bill** is generated based on past average usage.  
 You can pay it online through our portal or at the nearest customer service center.

Would you like to receive the payment link now?

**3. Customer Question:**

*“Is the bill accurate if the meter is burnt?”*

**Chatbot:**  
When a meter is damaged, we estimate your consumption based on the average of the previous 3 billing cycles.  
 This is a provisional bill and will be **adjusted** once the new meter is installed and actual usage is recorded.

Would you like to request a copy of the estimation calculation?

4. **Customer Question:**

*“How can I download the provisional bill for my burnt meter?”*

**Chatbot:**  
You can download the provisional bill by logging into your consumer portal.  
📥 [Click here](https://chatgpt.com/c/682a3ce9-1868-800b-bd97-035319236736) and navigate to **Billing History** > **Provisional Bills**.  
You’ll need your **consumer ID** to proceed.

Would you like me to send a copy to your registered email?

**5. Customer Question:**

*“I’ve already paid the burnt meter bill. When will my meter be replaced?”*

**Chatbot:**  
Thank you for the payment. Once the bill is cleared, meter replacement is typically scheduled within **3–5 working days**.  
🔧 I’ll check your service request status now.  
Please share your **complaint or reference number**, if available.

**6. Customer Question:**

*“Who is responsible for replacing the burnt meter? Will I be charged?”*

**Chatbot:**  
Meter replacement is usually carried out by the utility company.  
 If the meter was damaged due to internal wiring issues or tampering, charges may apply.  
 Our team will inspect and determine the cause before replacement.

Would you like to raise a **meter inspection request**?

7. **Customer Question:**

*“Can I request an installment plan to pay my burnt meter bill?”*

**Chatbot:**  
Yes, you may request a **payment installment plan** depending on the bill amount and your payment history.  
I can check your eligibility and initiate the request for approval.

Shall I go ahead?

**8. Customer Question:**

*“Why is my burnt meter bill so high even though I didn’t use electricity?”*

**Chatbot:**  
I understand your concern. Burnt meter bills are based on **average consumption** over the last few months, not actual usage during the damage.  
 If you believe the amount is incorrect, I can help you raise a **bill dispute** for review.

Would you like to proceed?

**9. Customer Question:**

*“How long will it take to replace the burnt meter?”*

**Chatbot:**  
Once the complaint is registered and any pending payment is cleared, meter replacement is typically completed within **3 to 7 working days**.  
 I can track your service request if you provide your complaint/reference number.

**10. Customer Question:**

*“Can I get a notification when the new meter is installed?”*

**Chatbot:**  
Yes! We can send you an SMS or email update as soon as your new meter is installed.  
 Please confirm your preferred notification method and registered contact details.

**RECONNECTION OF SUPPLY:**

**1. How do I request a reconnection after disconnection due to non-payment?**

Chatbot Response:

"To request reconnection after a disconnection due to non-payment, please follow these steps:

* Clear your outstanding balance (including any reconnection fees).
* Make the payment through [online portal/app/bank transfer/customer service center].
* Once payment is confirmed, reconnection is usually done within [X hours/business day].

Would you like help checking your balance or making a payment now?"

**2. How long does it take to restore power after payment?**

Chatbot Response:

"Power is typically restored within [4-6 hours/24 hours] after payment confirmation. If your supply isn’t reconnected within this time, please contact us at [customer service number] or reply with your account details for further assistance."

**3. Is there a reconnection fee, and how much is it?**

Chatbot Response:

"Yes, a reconnection fee of [amount, e.g., $30] applies for disconnections due to non-payment. This fee is added to your outstanding balance. You can check the exact amount due by providing your account number or checking your latest bill."

**4. Can I get reconnected on weekends or holidays?**

Chatbot Response:

"Reconnections are processed [24/7/on business days only]. If your payment is made outside business hours, reconnection may take place the next working day. For urgent cases, call our emergency line at [phone number]."

**5. Why hasn’t my power been reconnected even after payment?**

Chatbot Response:

"If your power isn’t restored after payment, possible reasons include:

- Payment processing delays (wait [X] hours).

- Technical issues (e.g., meter faults).

- Incomplete payment (e.g., unpaid reconnection fee).

Please share your payment receipt or account number so I can check the status for you."

**6. My power was cut off by mistake—how do I get reconnected immediately?**

Chatbot Response:

"If your supply was disconnected in error, please contact our support team immediately at [phone number] or reply with your account details. We’ll prioritize your case and arrange reconnection as soon as possible."

**7. Can I arrange a payment plan to avoid disconnection?**

Chatbot Response:

"Yes! We offer flexible payment plans for customers facing financial difficulties. To set up a plan, please visit [link], call [phone number], or reply ‘Payment Plan’ for assistance."

**8. What if my meter is faulty and causing disconnection?**

Chatbot Response:

"If a faulty meter is disrupting your supply, report it by:

1. Calling our technical team at [phone number].

2. Sending a message with ‘Meter Fault’ and your account details.

A technician will be dispatched to inspect and resolve the issue."

**9. Do I need to be present for reconnection?**

Chatbot Response:

"Usually, no. Most reconnections are done remotely. However, if a technician visit is required (e.g., for meter issues), we’ll notify you in advance to schedule a time."

**10. How can I avoid future disconnections?**

Chatbot Response:

"To prevent disconnection:

- Set up automatic payments or payment reminders.

- Enroll in budget billing for consistent monthly amounts.

- Contact us early if you’re unable to pay on time.

Would you like help setting up any of these options?"

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**QUICK BILL PAYMENT:**

**1. How can I pay my electricity bill quickly?**

Chatbot Response:

"You can pay your bill instantly through:

- Online: [Website link] or our mobile app ([App Store/Google Play link]).

- AutoPay: Set up automatic payments to avoid late fees.

- Phone: Call our 24/7 payment line at [phone number].

- Retail Partners: Pay at authorized stores like [list nearby partners].

Need help with any of these options?"

**2. Is there a faster way to pay without creating an account?**

Chatbot Response:

"Yes! You can make a guest payment on our website ([link]) or via our IVR system at [phone number]. Just provide your account number or meter number to proceed. No login required!"

**3. What payment methods do you accept for quick payments?**

Chatbot Response:

"We accept:

- Credit/Debit Cards (Visa, Mastercard, etc.).

- Bank Transfers (ACH/Online Banking).

- Digital Wallets (Apple Pay, Google Pay, PayPal).

- Cash at [retail partners].

Note: Processing times vary (e.g., cards are instant; bank transfers may take 1-2 days)."

**4. Will I get a receipt after paying online?**

Chatbot Response:

"Absolutely! A digital receipt is sent to your email/SMS immediately after payment. You can also view it in your account under ‘Payment History.’ Want me to resend your last receipt? Share your account number."

**5. Can I schedule a payment for a future date?**

Chatbot Response:

"Yes! When paying online or via the app, select ‘Schedule Payment’ to choose your preferred date. Ensure funds are available by then to avoid late fees."

**6. What’s the cutoff time for same-day payment processing?**

Chatbot Response:

"Payments made before [time, e.g., 8 PM local time] on business days are processed the same day. Weekend/holiday payments may post the next business day.”

**7. I paid, but my balance still shows as unpaid. What should I do?**

Chatbot Response:

"Payments may take up to [X hours] to reflect. If your balance hasn’t updated:

1. Check your bank/payment confirmation.

2. Reply with your payment receipt or account number—I’ll verify it for you! "

**8. Is there a fee for paying with a credit card?**

Chatbot Response:

"A small convenience fee of [X% or $X] applies for credit/debit card payments. To avoid fees, use ACH/bank transfers or pay in cash at [locations]."

**9. How do I enable AutoPay for hassle-free payments?**

Chatbot Response:

"To set up AutoPay:

1. Log in to your account online or via the app.

2. Go to ‘Billing’ > ‘AutoPay Setup.’

3. Choose your payment method and preferred date.

AutoPay ensures you never miss a payment! Need a walkthrough?"

**10. Can I split my payment into two methods (e.g., card + cash)?**

Chatbot Response:

"Currently, split payments aren’t supported online. However, you can:

- Pay partial amounts separately (e.g., $50 via card, the rest via bank transfer).

- Visit our office for assisted split payments."

**11. What if I don’t have my account number handy?**

Chatbot Response:

"No problem! You can look it up using:

- Registered phone number or email.

- Meter number (found on your physical meter).

- Old bill PDF.

Reply with one of these, and I’ll help you retrieve it."

**12. Are there discounts for early or quick payments?**

Chatbot Response:

"Yes! Customers on the [XYZ Plan] get a [X%] discount for paying before the due date. Check your eligibility under ‘Billing Plans’ in your account."

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**CONSUMPTION HISTORY:**

**1. Customer Question: “How can I view my electricity consumption history?”**

**Chatbot:**  
You can view your monthly electricity consumption by logging into your account.  
 [Click here](https://chatgpt.com/c/682a3ce9-1868-800b-bd97-035319236736) and go to **"Usage History"** to see:

* Monthly units consumed
* Billing amount
* Meter reading dates

Would you like me to send you a summary of the last 6 months?

**2. Customer Question: “Why did my electricity usage increase this month?”**

**Chatbot:**  
I understand your concern. Let me help you compare your recent usage with previous months.  
 Your usage this month: **375 units**  
 Previous month: **290 units**

Increases may be due to seasonal appliances, more occupancy, or a longer billing cycle.  
Would you like to view detailed day-wise consumption (if supported by smart meter)?

**3. Customer Question: “Can I download my past consumption reports?”**

**Chatbot:**  
Yes! You can download detailed consumption and billing reports in PDF or Excel formats.  
 [Click here](https://chatgpt.com/c/682a3ce9-1868-800b-bd97-035319236736) to access your **Consumption History** page.  
You can select a custom date range and download as needed.

Would you like me to email it to your registered address?

**4. Customer Question: “Can I see a graph of my monthly usage?”**

**Chatbot:**  
Absolutely! Your usage trend graph shows monthly electricity consumption over the past 12 months.  
 [Click here](https://chatgpt.com/c/682a3ce9-1868-800b-bd97-035319236736) to view the interactive graph in your account.

Would you like me to show you a summary here?

**5. Customer Question: “Can I compare this year’s usage with last year?”**

**Chatbot:**  
Yes! We offer year-over-year comparison charts.  
📅 For example:

* **April 2025**: 410 units
* **April 2024**: 365 units

This reflects a **12.3% increase**.  
Would you like a full comparison report?

**6. Customer Question: “How many units did I use in the last billing cycle?”**

**Chatbot:**  
Your last billing cycle was from **March 5 to April 4**.  
 You consumed **312 units** during that period.  
Bill amount: ₹1,742  
Would you like to see the meter readings and slab-wise breakdown?

**7. Customer Question: “Can I get alerts if my usage crosses a limit?”**

**Chatbot:**  
Yes, you can set a **monthly usage threshold**, and we’ll notify you by SMS or email if you exceed it.  
Please enter the unit limit you’d like to set (e.g., 300 units/month).

**8. Customer Question: “Can I see how my usage compares to similar households?”**

**Chatbot:**  
Yes! Based on your location and connection type, similar households used an average of **275 units/month** over the past 6 months.  
 Your average usage: **298 units/month**

You're slightly above average. We can suggest energy-saving tips if you'd like?

**Security Deposit Refund:**

**1. Customer Question:**

***“How can I apply for a Security Deposit refund?”***

**Chatbot:**  
To apply for a Security Deposit (SD) refund, you need to initiate a **service termination** or **account closure request**.  
 Required details:

* Consumer number
* ID proof
* Bank account details for refund

[Click here](https://chatgpt.com/c/682a3ce9-1868-800b-bd97-035319236736) to begin your application.  
Would you like me to guide you through the steps?

**2. Customer Question:**

***“When will I get my SD refund after disconnection?”***

**Chatbot:**  
Once your disconnection is approved and the final bill is cleared, the SD refund is typically processed within **30 working days**.  
 The amount will be credited to your registered bank account.

Would you like to check the current status of your refund?

**3. Customer Question:**

***“Where will the SD refund be credited?”***

**Chatbot:**  
The Security Deposit refund will be credited to the **bank account you provided during the disconnection process**.  
 If no bank details were submitted, we’ll reach out to you for verification.

Do you want to update or confirm your bank account details?

**4. Customer Question:**

***“How much SD amount will I get back?”***

**Chatbot:**  
Your refundable SD amount depends on:

* The total deposit paid at connection time
* Any pending dues or adjustments (e.g., unpaid bills, penalties)

I can fetch your estimated refund amount. Please share your consumer number.

**5. Customer Question:**

***“Can I get my SD refund without disconnecting the service?”***

**Chatbot:**  
Security Deposit is refundable **only upon permanent disconnection** of service.  
However, in case of a **tariff change, ownership change, or migration to HT/LT**, partial adjustments may apply.

Would you like more info on SD adjustments?

**6. Customer Question:**

***“I closed my connection but haven’t received my SD refund yet.”***

**Chatbot:**  
I’m sorry for the delay. Let me check the status of your refund.  
 Please provide your:

* Consumer number
* Disconnection request number (if available)

I’ll track the refund and share an update.

**7. Customer Question:**

***“Can I transfer my SD to a new connection instead of a refund?”***

**Chatbot:**  
Yes, in most cases, your existing Security Deposit can be **transferred to a new connection** under the same name.  
You’ll need to submit:

* A written request
* Proof of disconnection
* New connection details

Would you like to initiate a transfer request?

**8. Customer Question:**

***“Will interest be paid on my Security Deposit?”***

**Chatbot:**  
Yes, interest is applicable on Security Deposits as per regulatory norms.  
 The interest is usually adjusted in your bill annually or included during the final refund.

Would you like to see the interest credited last year?