



Dear Consumer,

We are happy to announce that in addition to the facility of knowing your outstanding amount through an SMS, we have launched 6 more facilities wherein you can get details about your Tata Power account by sending a simple SMS to 9223170707.

Currently, to know the Outstanding Amount of your bill, you can SMS **OA**<space>Your Consumer number. e.g. **OA** 900000012345.

You will now be able to obtain your bill's Prompt Payment Discount Date, Due Date, Last Paid Amount, the Security Deposit Available, the Security Amount Due and the Status of Your Service Request/Complaint. Information regarding all the afore-mentioned details can be obtained through an SMS sent with certain codes, details of which are mentioned below.

1. To know the Prompt Payment Discount Date of your latest bill, please SMS **DISCDATE**<space> Your Consumer number. e.g. **DISCDATE** 900000012345
2. To know the Due Date of your latest bill, please SMS **DUEDATE**<space>Your Consumer number. e.g. **DUEDATE** 900000012345
3. To know the last paid amount, please SMS **AMTPAID** <space>Your Consumer number. e.g. **AMTPAID** 900000012345
4. To know the Security Deposit Available, please SMS **SDAV**<space>Your Consumer number. e.g. **SDAV** 900000012345
5. To know the Security Deposit Due, please SMS **SDDUE** <space>Your Consumer number. e.g. **SDDUE** 900000012345.
6. To know the Status of your Service Request/Complaint registered with us, please SMS **STAT**<space>Your Service Request Number. e.g. **STAT** 500012345.

FAQs

1. How much will I be charged for this SMS?

The charges are as per your tariff plan with your mobile service provider. There is no special charge for this SMS.

2. In case I send an SMS and I do not get a response, what should I do?

We request you to check the following:

- a) Have you sent the SMS in the correct format- e.g. "DISCDATE<space> Your Consumer Number"?
- b) Has the SMS been sent to 9223170707 (without pre-fixing "91" or "0")?
- c) Have you received the delivery acknowledgment from your mobile service provider?

If no, we request you to contact your mobile service provider.

If all the above-mentioned points are ok, please call our round-the-clock toll free number **1800 209 5161** and our team will be happy to assist you with information.