

# Synergy

Half Yearly Newsletter



TATA POWER

Issue 2, October 2011

Dear Customer,

The Festive Season is upon us again and at Tata Power it matters even more, as we endeavour to Light Up Lives. Homes and public places will vie with each other to put forth a show of cheer and electricity consumption will undoubtedly go up to keep those lanterns and twinkling lights aglow. May we remind you however, that the true light radiates from a mind and heart that is enlightened enough to care with the concern to conserve.

In this time of gift giving and exchange of pleasantries, may we gift each other Peace and Understanding not only through material things and repetitive greetings, but in a genuine effort of tolerance and preservation of our planet Earth for generations to come.

We have been showered with blessings by the surge in our customer base and we in turn are committed to be a blessing to you, our customer, with a host of customer conveniences and quality services. Our customer satisfaction index shows there are more smiles than frowns as the numbers of complaints have been reduced significantly and the bouquets come in aplenty!

We are keen to make this newsletter an interactive means of communication and would appreciate you taking the time to write back to us at our customer portal, [cp.tatapower.com](http://cp.tatapower.com)

## BETTER UNDERSTOOD AND BENEFICIAL

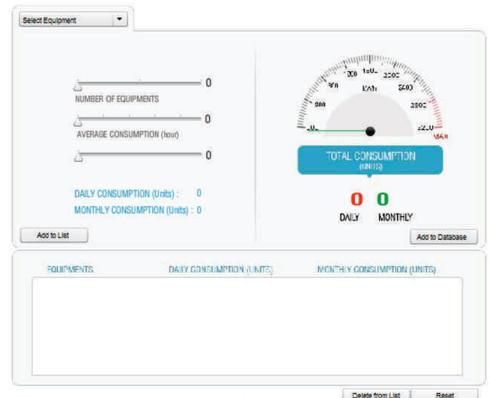
Speak a common language and you are more easily understood and accepted. So, in another first, keeping our customers in mind, we are the only utility company to have its Customer Portal on the website in three languages, viz. English, Hindi and Marathi.

Added to this is the improvement on our Energy Calculator which is now more graphic and interactive, enabling one to know or plan their daily and monthly electricity consumption. Not only that, it also saves this data so comparisons can be made between the planned and actual consumption, while estimating energy cost and understanding the electricity bill better are incidental features.

The link to the Energy Calculator is  
[https://cp.tatapower.com/customer\\_care/save-energy/conserve/energy-calculator.aspx](https://cp.tatapower.com/customer_care/save-energy/conserve/energy-calculator.aspx)

## Energy Calculator

Calculate your energy consumption and save to compare the actuals  
Compare with your actual consumption if you had already saved your plan.



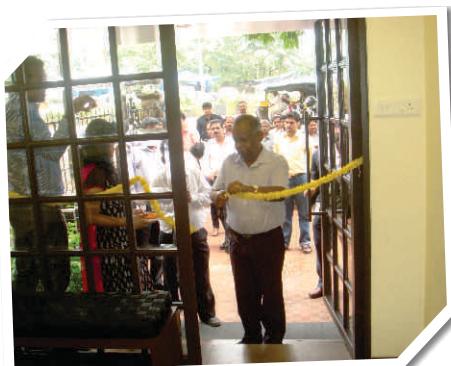
## REACHING OUT

Our long arm of care and concern reached out to consumers in Bhayander and Borivali as we inaugurated two new Customer Relation Centres in these areas on 5th August, 2011 & 7th September, 2011 respectively. Located near Bhayander East Railway Station at Shop No.1 of Sujata Shopping Complex, Navghar Road, Bhayander East and on the Ground Floor, Ekta Milan, Link Road, Near Eskay Resort, Borivali (West) respectively, these centres not only facilitate the prompt and easy payment of the electricity bill but also serve to meet the requirements of those wanting to make a changeover to Tata Power as their power supplier of choice. These centres offer all facilities under one roof.



And so we continue in our efforts to be the smile on the face of our consumers as their numbers swell and their expectations rise in us lighting up their lives.

For a complete list of Customer Relation Centres, please log on to, [cp.tata.power.com](http://cp.tata.power.com)



## BUILDING BRIDGES

Building bridges and understanding one's consumers is the strength of any successful business organization and in our continuous efforts to feel the pulse of our esteemed clientele and cater to their requirements, an exclusive Consumer Meet was organized for our Commercial and Industrial consumers who have joined our family in last six months.

The meet held on 30th August, 2011 at the Emerald Hall, Kohinoor Continental, Andheri was well attended by most of the invitees and furthered the spirit of mutual trust and transparency. The lighting of the ceremonial lamp was performed by Mr. Kiran Achrekar, Deputy Commissioner –MCGM, while Mr. M. Shenbagam, Head – Distribution Customer Services, welcomed and apprised the guests about our value added services and various initiatives to benefit them. This was followed by a short film on the journey of Tata Power. Mr. Ashok Sethi, VP-MO, briefed all present about the strides made by the Company and answered queries raised. A dinner with consumers brought the evening to a close.

We are grateful to all our customers who have reposed their faith in us as their power supplier of choice.





## A PAT ON THE BACK!

-----Original Message-----

From: Sanjay Trivedi  
 Sent: Wednesday, July 20, 2011 2:26 PM  
 To: Tata Power Customer Care; Grievance Cell - Chairman; IGR  
**Subject: APPRECIATION MAIL TOWARDS QUICK ACTION TOWARDS COMPLAINT NO. 12582701- SANJAY TRIVEDI, GODREJ HILLSIDE COLONY,VIKHLROLI, MUMBAI**

Dear Sir,

I had power shut down at my residence at 7.00 a.m. due to sudden electrical failure during ironing my child's school uniform. Despite lifting the drip button up at the junction, the electrical power in my flat was not getting on.

Concern towards how to get ironed clothes and including my likely delay to office, I called up your toll free no. and customer call attendant was so co-operative and helpful that he assured me that person shall be there in 30 minutes. The complaint no being 12582701.

But to my surprise, your Mr. Wakkar and Mr. Pawar were there at my building and reinstated the power within 15 minutes. I was completely filled with joy and pride that I am proud user of Tata Power at Godrej Hill side colony Building H14. I expressed my thanks to them and filled the customer feedback form too and wished them all.

I pen down my sincere thanks to these 2 guys and place my appreciation towards the immediate response and my child and me could leave home for our daily activities.

Kudos to Team TATA POWER!!!!!!

Keep it UP!!!!!!

**Best Wishes,**  
**Sanjay Trivedi**

**From:** Rajan Kharangate [Rajan.Kharangate@larsenloubro.com]  
**Sent:** Tuesday, July 19, 2011 9:17 AM  
**To:** Kudalkar Dinesh S; Gupta Manoj K; Varghese Simon; Prabhumirashi Anil V; Gupta Rakesh; Kumar B; Shekhe Tushar E; Shan K R; Shenbagam M; Ingola D S; Joshi Suhas N; Vaidya Sanjay A; Nandanwanikar Uday R; Chaudhan Sunil G; Pochala A H; Dsawdigra Prakash S  
**Cc:** Sunil Godbole; Sandeep Kaushik; Shyam Patil; Vinayak Bhave; Atul Parkar; Rajdeep Gupta; A J Satoskar; Dilip Mandlik; Ajit Singh  
**Subject:** Thanks - L&T Supply

Dear Sir,

Tata Power has charged the new power supply connection for our TCII building on 18<sup>th</sup> July 2011. On behalf of L&T, I would like to convey my sincere thanks to the entire TATA Power team for making it possible against all odds. My special thanks to Mr Dinesh Kudalkar, Mr Manoj Gupta, Mr Prabhumirashi, Mr Simon Varghese and Mr Rakesh Gupta for their efforts in ensuring that we get the supply within required time frame. It would not have been possible without the teamwork shown by Tata Power.

We look forward to an enriching relationship with TATA Power.

With Warm Regards

Rajan Kharangate  
 DGM – Powai Electrical Services

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## APPLAUSE! APPLAUSE!

Tata Power has been conferred the Silver Trophy in 25th CCQC Mumbai Chapter for Standardisation of Lighting System & the prestigious BML Munjal Award for Excellence in Learning & Development for the year 2011.

Our Trombay Thermal Power Station bagged the prestigious Greentech Safety Award 2011 in the gold category (in thermal power sector) for outstanding achievement in Safety Management. The award presentation ceremony was held on 29th April 2011 in New Delhi.

Tata Power Energy Club, Tata Power's nationwide energy conservation movement led by school children, has been bestowed the 'Most Innovative Campaign' award at USA's The Energy Daily's 2010 Leadership Awards.

Tata Power was bestowed the prestigious “**Vasundhara Award**” in the industry category by Maharashtra Pollution Control Board (MPCB). The Honorable Chief Minister of Maharashtra, Prithviraj Chavan presented the award at a function organized on 5th June, 2011, World Environment Day.



## CELEBRATING WITH CARE AND CONCERN (5 novel ways to celebrate the festive season)



*How do you celebrate festivals? By lighting lamps, bursting crackers and eating sweets! But as we do this every year, how about bringing in a positive change this time, which will help people around as well?*

### Traditional way to save electricity

October to December period is also known as the Season of Lights. So this time let's decorate our houses with traditional lamps and diyas rather than bulbs. This was how in earlier times, people touched up their homes with cotton wicks dipped in ghee or oil. This will help you save electricity as well. This will add a traditional stroke with social responsibility in the festival.

### Food wise

There are many people who cannot afford even one square meal so, how can they afford celebrations? In this season cut short your list of crackers and use that money in buying them food. Your joy will be doubled and your kitty will brim over with blessings and wishes.

### Make a new family

Festival is family time. But what about those elders and kids who have no families. Wouldn't it be nice if we all could make sometime this season to meet them? There are several old age homes and orphanages dotting the city so finding them shouldn't be a

problem. This is the time to exchange your happiness with their gloominess. So go ahead and put a smile on at least one such pretty face.

### Have a healthy festival

Post festivals pollution is always on an all-time high despite there being a ban on crackers. Say no to crackers if you haven't done so already and gift saplings to friends and relatives along with sweets. This effort will sweeten the celebrations of your loved ones. Plants are great for a pure and positive environment.

### Decorate the neighborhood

Every year we paint and touch up our homes. But no one pays attention to that garbage dump in the corner. It stinks to the high heaven and is a veritable house of all ills. Have it cleaned up and painted afresh. At least for some time, flies and mosquitoes will be less. Let's join hands to clean the society as well as it will encourage positive atmosphere in neighborhood and double the joy of festivity.