

Dear Valued Consumer,

Summer time is far from being a pleasant time if you are in the city. Blame the diminishing difference between the minimum and maximum temperatures for the rising discomfort index in the city. And, the high humidity level only adds to the citizen's uneasiness. Soaring temperatures may cause higher electricity bills as a result of increased electricity use in response to the extreme weather.

Households using electricity for general lighting & fan consumes well within 300 units monthly but the same household using even a single AC and refrigerator consumes an additional 360 units on an average. A typical home consumes 40% more electricity overall on the hottest days, relative to an average summer day. The steady increase in home electricity usage as temperature goes up suggests that cooling appliances are the driving force of the upward trend.

## ENERGY SAVING DURING SUMMERS IS EASY

Since weather can't be controlled, you can control how you use energy even during periods of extreme temperatures. Simple ways to reduce energy consumption are:

- Use ACs at 26° C: It is actually quite comfortable. For each degree that is set above 22°, 3 to 5 percent less energy is used. Cleaning AC filters at regular intervals and using tinted glass or solar films on windows help in saving as much as 40% energy.
- In case of Refrigerators, avoid opening the door frequently and do not overload the refrigerator. Cover liquids and wrap foods stored in the refrigerator as uncovered foods release moisture and make the compressor work harder.
- Switch off from the Plug Point: Electrical appliances also consume energy in the 'stand-by mode'. One should make it a practice to switch off ACs, TVs, Washing machines, Microwaves, Geysers and Mobile chargers from the plug point.
- We recommend the use of BEE 5-Star rated appliances for enjoying the same comfort levels with less energy usage.

Type of Appliance	Non Rated Appliance Consumption	BEE Rated New 5-Star Appliance Consumption	Approximate Savings associated with 5-star Appliances
Ceiling Fan	75 W	50 W	33%
Double-Door Refrigerator 300 Litres	800 kWh / Year	335 kWh / Year	>50%
1 Ton Split AC	1300 W	1004 W	25%

Many of us have no idea what it's like to be thirsty. We have plenty of water to drink - even the water in our toilets is clean! But many people around the world don't have that luxury. The true light radiates from within that is enlightened enough to care with the concern to conserve. We hope you will join our league in conserving and preserving our planet.

As being part of each other's lives, we have a series of initiatives and conveniences which are detailed herein.

## BE GREEN

We have launched our 'Be Green' initiative under the aegis of Greenolution to unify all our consumers in the green movement. Through this initiative, we intend to motivate you to associate with and contribute to ensuring a greener and sustainable planet in a more integrated fashion. We have always set a standard in adopting sustainable practices in our business by using innovative technology, providing customers access to energy-efficient processes, increasing green generation capacity and partnering with institutions of scientific learning.

'Be Green', follows the mantra that green is the only way to evolve and has set new benchmarks by caring for the planet and its future. The key programmes mentioned below will be run under 'Be Green' for all consumer campaigns and initiatives which follow a holistic approach towards energy and resource conservation:

- Energy Efficiency Programs (DSM Programmes): One of its kind programme which promotes the judicious, optimum and environmentally sound utilisation of energy
- Carbon Footprint Mapping: Calculation of the amount of carbon dioxide (greenhouse gas) that is emitted into the atmosphere as a result of someone's daily activities
- E-billing & other E-initiatives
- Promoting Electronic Payments like Electronic Clearance Service (ECS) etc.
- Sapling Distribution to consumers on World Environment Day
- Energy conservation and efficiency initiatives for consumers
- Energy Conservation Awards to consumers during Consumer Meets

## **TATA POWER HONoured FOR ACTIVE PARTICIPATION IN ELECTRICAL SAFETY WEEK (11th JAN TO 17th JAN 2017)**

Tata Power has been honored for active participation in the 'Electrical Safety Week' organized by the Government of Maharashtra. Tata Power was honoured with a certificate for their praiseworthy safety measures that resulted in zero accidents during 2016.

Electrical Safety Week was celebrated by the employees of Tata Power by participating in a variety of activities thus spreading the Awareness amongst the various Strata of society. Electrical safety awareness campaign was conducted in Residential societies, Industrial societies & schools.

## **PROVISION OF ONLINE APPLICATION FOR SOLAR NET METERING ( ROOF TOP SOLAR) ON TATA POWER CUSTOMER PORTAL.**

In line with Tata Power's commitment towards digital services to customers, the Company has recently enabled Online Application system for Solar Net Metering (Roof top solar). Tata Power's consumer can now easily apply for net metering by logging on to <https://cp.tatapower.com/irj/>. The facility of online applications for the New Power Supply Connection and Open Access is already available. The work on providing online application facility for other application types such as change of name, change of load, shifting of meter etc. is in progress and is expected to be completed soon. This will provide additional digital self-service options to customers in line with the Govt. Of India's Digital Plan.

## **NATIONAL SAFETY WEEK WAS CELEBRATED FROM 4th MARCH TO 10th MARCH 2017 AT TATA POWER.**

Every year National Safety Week is celebrated across the country from 4th to 10th March. The National Safety Week Campaign has been spearheaded for nearly three decades and has significantly contributed to reduction of incidents and created wide spread safety awareness across the Nation.

## **NATIONAL SAFETY WEEK THEME FOR 2017 IS "LEADERSHIP IN SAFETY AND HEALTH ENHANCES BUSINESS SUSTAINABILITY".**

The campaign included:-

- Active participation of employees in Safety activities at different levels
- Remind all employees of their responsibility in making the workplace safer
- Displaying of Safety Posters at prominent locations of the work area
- Awareness through Safety competitions - Essay, Slogans, Posters, Housekeeping, Safety Performance, safety play/drama, etc
- Training Program /Workshops/Seminars, etc



Safety drill being conducted at Andheri CRC & Kandivali CRC during peak Office hours.

As a part of the National Safety Week, the Customer Relations Centre at Kandivali West & Andheri East successfully conducted Safety Drill during peak Office hours. All the employees were wearing Safety badges during the Safety week (from 4th March to 10th March) in order to create awareness amongst the Consumers.

Safety posters on Industrial Safety for consumer awareness were displayed at 6 Customer Relations Centres -Mira Road, Borivali East, Bhayander East, Kandivali West, Andheri East and Goregaon West.



## TATA POWER BRINGS CONVENIENCE TO CUSTOMERS BY LAUNCHING INSTANT SMS FACILITY FOR ACCOUNT RELATED ENQUIRIES



Tata Power, India's largest integrated power company continuously strives to provide a dynamic user experience to its customers by exploring new technologies. In line with this, the company has expanded its latest SMS service through which consumers can get complete details about their Tata Power account by sending a simple SMS to 9223170707 in addition to the current facility of obtaining their outstanding amount through SMS.

The objective behind this move was to enhance the scope of digital self-service options available to consumers in line with India's Go Digital plan. This SMS service will enable Tata Power consumers to access their accounts by sending an SMS request through pre-defined short codes and receiving an SMS alert in response for various details such as their bills, Prompt Payment Discount Date, Due Date, Last Paid Bill Amount, the Security Deposit Available as well as Due and the Status of their Service Request/Complaint.

**Tata Power customers can now obtain all their account related details in the convenience of their homes, office, and even on the go, by using the following SMS codes on any mobile phone:**

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

With the introduction of the instant SMS service Tata Power aims to remain relevant in India's growth strategy through its constant innovations and customer oriented services.

## PROVISION OF ONLINE APPLICATION FOR ADVANCE BILL PAYMENT SCHEME (ABPS) ON TATA POWER CUSTOMER PORTAL.

In line with Tata Power's commitment towards digital services to customers, the Company has recently enabled Online Application system for Advance Bill Payment Scheme (ABPS). Tata Power's consumer can now easily avail of Advance Bill Payment Scheme by logging on to <https://cp.tatapower.com/irj/portal>. The facility of online applications for the New Power Supply Connection, Open Access and Solar Net metering is already available. The work on providing online application facility for other application types such as change of name, change of load, shifting of meter etc. is in progress and is expected to be completed soon. This will provide additional digital self-service options to customers in line with the Govt Of India's Digital Plan.



## OEM(ORIGINAL EQUIPMENT MANUFACTURER) TRAINING

An OEM (Original Equipment Manufacturer) training was arranged on 1st Mar 2017 for Key Commercial and Industrial consumers at Dharavi Training Hall as part of our current offering on Value-Added Services. This training was a half-day session conducted by Schneider Electric.

33 enthusiastic consumer's representatives from different segments of consumers like Earnest Towers, International Knowledge Park, American Consulate, Marico, Wipro, Hotel Suba, MIAL etc. attended the training.

