

Dear Valued Consumer,

The beauty ushered in by the spring continues to delight us and summer cannot be far behind. We recommend you to use BEE-Star rated appliances and enjoy the comfort of your AC without feeling the pinch. Keep it simple and innovative to reduce your energy consumption. Also, make use of energy efficient lightings like LEDs, etc. 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 energy and preserving our planet.

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

BUILDING A SAFE NEIGHBOURHOOD

Many of us have always been longing for a good quality Electrician to service our day to day needs. To cater to the above, we launched a "Wiremen Training Programme" for residential consumers. One can nominate a PWD certified electrician for this training programme with us on cp.tatapower.com. The objective of this training program is to enhance the Electrician's competencies and knowledge in the following areas:

- Safety procedures while carrying out electrical job.
- Skill levels in wiring, cable terminations, installation of LT equipment like switch boards, light fittings, etc.
- Protection systems used in LT circuits, fault finding and control

circuits.

- Materials used for electrical installations like power cables, earthing system, switches and switchgears like fuses, MCB's, ELCBs etc.
- Applicable electrical codes.
- Electrical gadgets & equipments in market.

While there are many tasks associated with the wireman, we want to encourage our consumers to choose the right man to do these tasks in a professional manner while helping the individual sharpen his skills and abilities to be the best neighborhood wireman.



TORCHBEARERS IN SAFETY FOR OUR CONSUMERS AND THEIR HABITAT

Tata Power stands out as an organisation not only for its superior product and service quality in all its undertakings but a name to be reckoned with in preservation of the environment and more importantly its concern for human life. In all that we do, safety is the keyword and we do all in our power to adhere to the rules that spell a safe environment for the society we dwell in and for our consumers. We go even beyond this to instill in our workforce and all associated with us a culture of being safe rather than being sorry.

In high footfall areas (places of public congregation) such as malls, theatres, hospitals, clubs, educational institutes risk of loss of life and property increases manifold in case of any unsafe occurrence. Hence, in an effort to control such risks Tata Power has initiated electrical safety audits for such consumers for determining

necessary action to minimize hazards. Tata power identifies areas of risks or vulnerability, hazards and potential accidents, present practices and safety standards. The Scope of Audit recommendations covers safety of electrical installations, potential hazard if any and emergency preparedness.

In order to percolate safety culture even to the small commercial, industrial and residential consumers, we carry out safety inspections of these premises. Divisional Engineers visit consumer's premises to identify electrical hazards common areas and meter rooms. These observations on protective devices such as ELCBs, unsafe installations, potential electrical fire hazards, etc are then intimated to individual consumers for compliance with our suggestions and advice.

EMPOWERING CONSUMERS



Today consumers seek and accept advice from peers, family, friends and even strangers and bring attitudes and expectations, shaped by broad spectrum of experiences. And through this lens of our 'CONSUMER CHARTER' – we enable them to know almost everything about our services. These “smarter,” empowered consumers ultimately decide if we have earned their trust as we constantly strive to develop trusted relationships

to win over empowered consumers. For us, it is no longer about just catering to the growing use of electricity and capitalizing on the smarter consumer. Instead, it is about winning them over by anticipating their behavior and preferences, engaging with them on their terms.

That's why, we have launched our Customer Charter. We have worked hard to live up to our commitments, always striving to provide services that our consumers want. We've made progress

and laid strong foundations, but there's more to do.

This charter sets out the standards of service that our consumers are entitled to receive from Tata Power. The objective of the Charter is:

- i) To empower consumers by creating an awareness regarding their rights.
- ii) To build an awareness regarding the services available to consumers and the quality of service that may reasonably be expected from their electricity distribution licensee.
- iii) Right to know the procedure for obtaining a connection and other related services.
- iv) Right to know the tariff schedule and Schedule of Other Charges approved by the Maharashtra Electricity Regulatory Commission.
- v) Right to know about the procedure for payment of Electricity bills.
- vi) Right to know about the complaint handling procedure and Grievance Redressal Mechanism.

Empowering Consumers for experiencing better services, always!

SAY NO TO PAPER BILLS AND JOIN THE GREEN ECONOMY

We are grateful to all our consumers who have been making a conscious choice of saying no to paper bills and opting for e-bill. On the eve of WORLD ENVIRONMENT DAY, we launched an initiative to gift saplings to all the consumers registering for e-bill on this day and sensitize the benefits of e-bill. Consumers availing of this are rightly the citizens who are willing to make a difference. We thank all our consumers who have voiced their happiness in this initiative taken by Tata Power to save the environment and were thrilled with the unique gift. A good cause should be free for all, so all the walk-in consumers willing to adopt a plant and contribute to the Green Economy were also gifted saplings on this day.

Taking a step ahead, we urge our consumers who can still make a difference and to contribute towards the nature by saying no to paper bills. Paperless e-bills don't just help the environment – they help consumers, too. Conveniences of opting for e-bill are: Instantaneous email notification when the bill is generated and availing of the discount for early payment. It's secure and confidential. There's additional time to review and pay a bill prior to the due date since there are no delays from standard mail delivery. Online payment options make paying a bill easy and convenient. Saving paper is Saving Trees as every 3,000 sheets of paper cost us a tree.

Consumers can now register for e-bill by simply sending an SMS to 9223170707. To SMS, one needs to type: EBILL<space>Consumer No.<space>Email Address.

Consumers can also register through the website: cp.tatapower.com



As more and more of our consumers are consciously participating in the Green Economy, we make a conscious effort to appreciate their efforts in sharing their best practices with the larger audience and inspire others to follow these practices. We are proud to have an exhaustive list of Energy Conservation Award winners.



EDUCATING & ADVOCATING ENERGY CONSERVATION

In our continued drive towards energy conservation, we conducted special 'Walk through Energy Audit' has been introduced to facilitate energy conservation for Low Tension consumers. (<100 kW category)

These audits are conducted by professional and specialist energy auditors accredited by Bureau of Energy Efficiency (BEE) which

enables consumers to undertake a studied approach towards energy saving by mapping their unique power consumption pattern and identify several opportunities to save energy. Tata Power has also been conducting various 'Demand Response' events during which curtailment of 15 MW load was achieved.

OUR UNIQUE ENERGY CONSERVATION PROGRAMMES

We launched a ceiling fan replacement program for residential consumers. This initiative helped residential consumers by giving them an opportunity to exchange their inefficient electrical fans for energy efficient fans.

The old ceiling fans consume more than 75 watts of energy. The new 5 star ceiling fans are much more efficient and consume only 50 watts, thus leading to 30% saving simply by replacing the old fans. One could replace his old fan by Havells 5 Star fan at 50% cost. The replacement was carried out by Havells at consumer's residence. Tata Power provided a special rebate of more than 600 rupees per fan to make this offer more attractive for the consumers. Moreover, the old fan surrendered by the consumer was scrapped in eco-friendly manner.

(AC) exchange programme. Under this innovative programme, we had tied-up with reputed AC manufacturers to provide advanced ACs with super-efficient technology to replace the old inefficient ACs of our commercial and industrial consumers at an attractive 40% discount on the MRP. Moreover, the old inefficient ACs that was replaced was scrapped in an environment friendly manner. Air Conditioners account for the major part of electricity consumption in commercial and industrial establishments. With new technologies introduced, the latest 5 star AC's being offered under this programme were highly efficient as compared to the old inefficient ones. 1 Ton, 1.5 Ton and 2 Ton Split ACs were offered under this programme. A similar programme for Refrigerators will be launched for residential customers in the near future.

We also had another special initiative whereby our industrial and commercial consumers could avail of an attractive Air Conditioner

APPLAUSE! APPLAUSE!



Tata Power has been bestowed as the winner of the CII ITC Sustainability Awards 2012 for its strong commitment to environment which addresses various aspects of resource conservation, energy efficiency, carbon footprint, renewable power generation, biodiversity and green buildings.

The Award was announced on 14 January 2013 at New Delhi in presence of the Honourable President of India, Shri Pranab Mukherjee and other respected Government dignitaries and Industry stalwarts. The CII-ITC Sustainability Awards are conferred to Indian businesses that demonstrate excellent performance in the area of Sustainable Development. Developing awards and conferring recognition are creative ways to nurture innovation.

The Sustainability Awards – instituted by the CII-ITC Centre of Excellence for Sustainable Development in 2006 – are a unique initiative to identify and recognise Indian business for their exemplary performance in Economic, Environmental and Social dimensions of all their imperatives.

Today, Tata Power is one of the leading renewable energy players in India with 20- 25% of its generation from clean energy sources. It aims at building a healthy pipeline of upcoming projects with 25% from clean energy sources.

SIMPLE TIPS AND YOU TOO CAN SAVE ENERGY!

Shift consumption away from the 10 am - 8 pm peak times:

Let's avoid adding to the power demand during this peak time. By simply using some of our common electrical appliances before and after this time band. Washing machines, geysers, irons, water pumps in buildings - all can be shifted without much inconvenience.

Acs at 26° C

Acs are possibly the biggest cause of any summer power crisis. Every time one more AC is switched on and every time the temperature is lowered by one more degree, a huge load is added to the system. We can however work towards uninterrupted power - if we give up 'freezing' for 'cool enough'. Let's all go 26 this summer - it's actually quite comfortable.



Switch off from the plug point

Whenever we leave a plug point 'ON' after switching an electrical appliance 'OFF' with the remote, power is still being consumed in 'stand-by mode'. And no small amount either - these little wastages account for an unbelievable 5% of the city's power consumption. You will agree that's a sheer waste. So, after usage, let's switch off our ACs, TVs, washing machines, microwaves, geysers and mobile chargers from the plug point. Every single time.



TATA POWER CUSTOMER RELATION CENTRES:

S.No.	Location	Centre Type and Address	S.No.	Location	Centre Type and Address
1	Borivali (East)	Tata Power Housing Colony, Dattapada Road, Near Magathane Bus Dept, Borivali (E), Mumbai 400 066.	13	Dahisar (East)	Shop No. 4, Bheem Co-operative Housing Society, NL Complex, Behind Anand Nagar, Dahisar (E), Mumbai 400 068.
2	Andheri (East) - Saki	Unit No. 8 / 55 Corporate Avenue, Saki Vihar Road, Opposite Saki Vihar Telephone Exchange, Andheri (E), Mumbai 400 072.	14	Mira Road (East)	Shop No. 12 & 13, Shree Vakratund Co-op Housing Society, Sarvodaya Complex, Opp. Balaji Hospital, Mira Bhayander Road, Mira Road(East)- 401107
3	Andheri (W) - Lokhandwala	Shop No 07, 7A Shri Hari Co-op Society ,RTO Road, Lokhandwala Complex, Landmark - Next to Ambedkar Hall Andheri West, Mumbai - 400058.	15	Bhayander (East)	Shop Nos 1 & 5, Sujata Shopping Centre, Navghar Road, Bhayander East, Near Bhayander Railway Station, Thane 401105.
4	Bandra (W)	Next to Shroff Eye Hospital , Seth Fakir Mohammad Jan Mohammad Chowk, Cross roads of SV Road and Linking road, Bandra West, Mumbai - 400050	16	Bhayander (West)	Shop Nos. 14 & 15, Bhawani Park, Geeta Nagar, Phatak Road, Next to MTNL & Maharaja Sweet Shop, Bhayander West, Thane 401105.
5	Bandra Kurla Complex	BKC Distribution Substation, Near Asian Heart Hospital, Opposite Bharat Diamond Bourse, Bandra Kurla Complex, Bandra (E), Mumbai 400 051.	17	Ghatkopar (West)	Shop No.5, Anupam A -Wing, Opposite MTNL Building, LBS Marg, Mumbai - 400 086.
6	Vile Parle (East)	Shop No.1, Govardhan Housing Society, Mahant Road Extension, Near Utkarsh Mandal, Vile Parle (E), Mumbai 400 057.	18	Chembur	Shop No.13, Vani Building, Shop No 13, Opposite Borla Society, Next to Basant Theatre, Dr. C. Gidwani Road, Chembur, Mumbai 400 074
7	Santacruz (East)	Shop no. 2, Ratna Co-operative Housing Society, Next to Canara Bank, Kalina Kurla Road Kalina, Santa Cruz (E), Mumbai 400 029.	19	Chembur	Entrance of Tata Power Trombay Residential Colony, Aziz Baug, Opposite to Post Office, Mahul Road, Chembur, Mumbai - 400 074.
8	Powai	Unit No. 48, Ground Floor, Powai Plaza, Opposite Pizza Hut, Hiranandani Gardens, Powai, Mumbai 400076.	20	Vikhroli (East)	Vikhroli Receiving Station, Godrej Soap Premises, On Eastern Express Highway, Vikhroli (E), Mumbai 400 079.
9	Jogeshwari (West)	Shop No. 3, Ground Floor, Bldg. No. B/38, The Green Apartments Co-operative Housing Society, Near Ruby Hospital, Vaishali Nagar, Jogeshwari (W), Mumbai 400102.	21	Dharavi	Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019.
10	Goregaon (West)	Goregaon Samruddhi Co-operative Housing Society, Shop No. 2, S V Road, Near Cinemax Theatre, Goregaon (W), Mumbai 400062.	22	Malad (West) - For Cash & Cheque Payments Only	Malad Sub-station, Marve Road, Near Crematorium & Burial Ground, Atharva College, Bus / MIT Chowki Stop, Malad (W), Mumbai 400 063.
11	Kandivali (West)	Unit No.8 A & B, Kalpavruksh Garden, Bldg No.1, Near Vasant Complex, Mahavir Nagar, New Link Road, Kandivali (W), Mumbai 400 067.	23	Chembur - For Cash & Cheque Payments Only	Shop No. 3, Khanna Apartment, Diamond Garden, Next to Ribbons & Ballon Shop Chembur, Mumbai
12	Borivali (West)	Ground Floor, Ekta Milan Building, Link Road, Near Eskay Resort, Borivali West, Mumbai - 400 092.	24	Goregaon (East)	Shop No.19, Rajnigandha Shopping Center, Building No 4, Near Gokuldharm Temple, Goregaon (E), Mumbai 400 063.

To know the options in your neighbourhood, make use of the 'Offline Payment Options Locator' on cp.tatapower.com.

Switch to ECS or Pay ONLINE with Credit / Debit / Itz Cash Card
The easier, swifter and safer way of bill payment!!
Visit cp.tatapower.com or Call: 1-800-209-5161

SAVE TREES! Register for e-bill today, SMS: EBILL <space> Consumer No. <space> Email Address to 9223170707.
You can also register through the website: cp.tatapower.com