

## FAQs

Date: 23.05.2023

### Meter reading:

**Q1. Is it better to install the meter, inside or outside Kitchen?**

Install meter outside the kitchen, if the provision of installation is not feasible outside then meter can be installed inside the kitchen depending upon the spatial arrangement.

**Q2. How do I know my meter number?**

The meter installed at your premises has meter number written on it, the same should match with the meter number mentioned on your bill.

**Q3. There was a note at my door saying, “We Missed You” what does it mean?**

AG&P meter reader visited your premise to take the meter reading but couldn't make it as the premise was locked or no one was available so meter reader sticks the note “we missed you” with mobile no. so that customer can contact and provide the suitable time to take meter reading.

**Q4. How can I submit my reading if it missed?**

Customer can submit the meter reading directly to AG&P through mobile app (under development).

**Q5. What is the frequency of meter reading collection?**

It happens quarterly for Domestic (Two months provisional billing & one month retail bill), fortnightly for Commercial & monthly for NDEC customers.

**Q6. The meter reading on my bill is wrong. What should I do?**

Please check if the invoice is Provisional or Retail as mentioned on the top right corner of the bill. In case of Provisional bill, the amount is adjusted in the subsequent bill when the actual meter reading happens. However, in case of Retail Invoice, please call Customer Care to raise a complaint and share the meter reading details.

### Billing:

**Q1. What is the billing cycle for my bill?**

The billing cycle for PNG is monthly for Domestic, fortnightly for Commercial & Industrial.

**Q2. What unit of measurement is used?**

Gas Consumption is measured in SCM (Standard Cubic Meter) and then converted to MMBTU (Metric Million British Thermal Unit). Customer can find both with the conversion factor in the bill.

**Q3. What are the different components of the bill?**

Total bill payable mainly comprises of Consumption Charges (units consumed X

applicable rates) +Taxes+ Arrears (if any) + DPC (if any) + Interest (if any) + Adjustment (if any), EMI or Rental (if any) + Minimum Consumption charges (if any) + AMC (Annual Maintenance Charges) + other charges (if any).

**Q4. How do I get my bills?**

Being an environmentally friendly company, we provide an E-Bill to your registered mail ID/Mobile no. Please ensure your contact number and Email ID is updated for seamless bill delivery.

**Q5. What is E-bill?**

It is an Electronic bill which is delivered to the customer on their registered E-mail ID /Mobile No. /WhatsApp. By doing this paper usage is reduced and help us to save the environment.

**Q6. The invoices are sometimes “Retail “and at times “Provisional”. What does it mean?**

Invoice billed on actual meter reading is Retail Bill. A Provisional bill is generated either due to company policy or when actual reading is not available and it is based upon past average consumption. On the receipt of the actual meter reading at a later stage, necessary adjustments in the retail invoice are made.

**Q7. What is the Provisional bill? How is it calculated?**

Provisional bill is raised either due to company policy of meter reading or in ease the actual reading is not available. The provisional bill is based on the average consumption of the past months. However, the current amount of provisional bill if found excess is adjusted in the next Retail Bill (actual reading-based bill).

**Q8. Are Provisional bills payable?**

Yes, and adjustments shall be provided in the next Retail Bill (actual reading-based bill).

**Q9. DPC stands for?**

DPC stands for Delayed Payment charges. It is applicable due to non-payment of bill within the due date. It is as per tariff card & an additional 18% interest on the outstanding amount is also charged.

**Q10. If the premises are vacant, can I avail a "Not in Use" facility? Is it beneficial to the customer?**

Yes but temporary disconnection- charges are applicable. Please contact customer care for temporary disconnection request.

Yes, it is beneficial to avoid monthly Minimum Consumption charges and from the safety point of view of customers.

**Q11. I have not received my bill; how can I get a duplicate copy?**

At present, you can call our customer care and request for a duplicate bill. In the future, you can obtain the duplicate copy of bill by using our AG&P Consumer app.

**Q12. What is Minimum Consumption charge on my bill?**

In case consumption charges in your bill are less than Rs.50 for 30 days period then the Minimum fixed consumption charges of Rs.50 per 30 days will be charged on pro-rata basis.

**Q13. When connection is liable for no gas supply?**

The connection is liable for no gas supply if the dues are not cleared within the due date mentioned in the invoice. Supply can be restored after the payment of outstanding amount along with the disconnection and restoration charges with applicable taxes.

**Payments:**

**Q1. How can I pay my bill?**

Customer has multiple easy payment options:

- Online Modes
  - Customer can pay through QR code printed on the bill.
  - Through SBI BBPS (Internet banking, Credit & Debit card).
  - Through UPI apps (Paytm, Phone-pe, G-pay).
- Offline Modes
  - Through BBPS agents.

**Q.2 Whom can I approach to register my payment related complaint?**

A customer can register his/her complaint through the following options:

- Complaint through e-mail at [customercare@agppratham.com](mailto:customercare@agppratham.com)
- Call our Toll-free customer care number 18002021999.
- Complaint at walk-in center.

**Q.3 When my online payment will be updated in my account?**

Online payment shall be reflected in your account within 2-3 working days.

**Q.4 What are the consequences if I have not paid my bill?**

Delayed payment charges along with an additional 18% interest on the outstanding amount are levied after due date.

In case the bill is not paid, a Disconnection Notice will be served with the stipulated time period to clear the bill, upon failing it may lead to disconnection.

**Q.5 What is the rate of Delayed Payment charges (DPC) and when it is charged?**

A flat amount of Rs. 50 will be charged as DPC in case the bill is not paid on or before the due date.

**Q.6 Why my payment is not reflected though I have paid?**

It takes 2-3 business days for payment to be reflected in our system. You can check after 2-3 days, if your payment is still pending then you can register a complaint at our customer care.

**Q.7 Which details are required for complaining about payment related problems?**

While contacting customer care, the customer should provide CA No. (Contract Account), Mode of payment, UTR No., Amount paid and Date.

**Customer care:**

**Q.1 How and from where can I update my contact details?**

Customer can update contact details by calling our Toll-free number 18002021999 or can come to the walk-in center and give the request.

**Q.2 Where to approach for complaints?**

- Call our Toll-Free customer care no.18002021999.
- For Leakage/Fire/Emergency related concern call our 24\*7 toll-free no. 18002022999.
- You can also mail at customer care- [customercare@agppratham.com](mailto:customercare@agppratham.com)
- Visit our walk-in centers.

**Q.3 Is the website accessible through mobile also?**

Yes, you can access it through mobile.

**Grievance Redressal Steps:**

Customer can approach Complaint In-charge/Nodal officer in case complaint not resolved within 15 days of registering the complaint.

Working Hours: Monday to Friday; 9:00 am to 6.30 pm.

**New connection & Why PNG:**

**Q1. What is the difference between LPG and PNG?**

LPG is Liquefied Petroleum Gas and PNG is Piped Natural Gas. LPG consists of mainly propane & butane while PNG mainly consists of methane. PNG is a green fuel and safer than LPG.

**Q2. How is PNG better than LPG?**

PNG has several advantages over LPG and offers unmatched convenience.

- **Continuous and uninterrupted supply** - PNG will be supplied to your house 24 hours 7 days a week all through the year. No monthly booking challenges as in the case of cylinders.
- **Safety** - PNG is safe as it is lighter than air i.e instantly disperses into the atmosphere in case of any leakage. However, LPG is heavier than air so in case of any leakage, it will settle down in the surroundings which increases the chances of fire.

- **Clutter free and space free** - The LPG cylinder occupies space in the kitchen. However, PNG is supplied through a half-inch pipeline which occupies almost negligible space during set up and is more aesthetic.
- **Consumption based billing** - Pay for what you use in case of PNG i.e you have to pay as per the consumption.
- **A greener fuel**- As the ratio of carbon to hydrogen is least in methane, this makes PNG as one of the cleanest fuel. Let's do our bit for the environment.

### **Q3. How to convert an LPG appliance to PNG?**

Conversion of an existing LPG appliance to PNG is done by trained technicians/ AGP technicians.

### **Q4. How do I register for a new connection?**

To register for a new connection request, customers may use following options:

- Call our Toll-Free customer care No.18002021999
- Visit any nearest Walk-in Centre.
- Doorstep facility through AG&P authorized Direct Marketing Agents.

**Note:** Providing PNG Connection is subject to AG&P's rollout plan in the authorized GAs and network availability at the respective location.

### **Q5. What are steps involved in providing a new connection?**

A new connection shall be provided in below steps majorly.

- Application or Registration for new connection along with scheme
- Contract Account (CA) number generation.
- Site Inspection and feasibility check.
- Security Deposit payment realization after feasibility clearance.
- External connections and meter installation.
- Once the meter is installed, thereafter the gas stove is connected to the main pipeline through a valve and gas regulator.
- A new gas stove or existing one running on LGP may require nozzle conversion for usage of PNG.

### **Q6. What are the possible reasons for my application to be rejected?**

An application for new connection may be rejected due to reasons including but not limited to following:

- Incomplete documents or incorrect ownership proof
- Wrong / incorrect information regarding address and contact details.
- The locality does not have pipeline as of now.
- Dues on premises not paid /cleared off by previous user.
- Technical reasons for connections not feasible.
- Initial payments for application not cleared.

**Q7. Can I have 2 connections in the same house?**

Yes, you can have 2 connections in the same house i.e each connection will have a meter against which you will get a CA No.

**Q8. What are the documents required for new connection?**

Enclosed documents are required along with AGP registration form.

- Copy of Ownership Proof (Electricity Bills/House Tax Receipt/Sales Deed/Allotment letter etc.), address proof & photo-ID proof
- In case of tenant, NOC and Rent agreement is required along with address proof (above mentioned)

**Q9. Its more than 3 months, I have not heard on my connection status?**

Please register your complaint at customer care No.18002021999 or write mail to [customercare@agppratham.com](mailto:customercare@agppratham.com).

**Q10. What are the charges for new connection?**

Please refer the table below and customer can opt any from 3 schemes applicable (Effective from 01 April 2023).

Sr No.	Particulars	Regular Plan	EMI Plan	Rental Plan
1	Registration Fees incl. GST(Non-Refundable) – (to be charged before move-in)	₹ 354	₹ 354	₹ 354
2	Connection Security Deposit (Interest free / Refundable) – Upfront	₹ 6000	NA	NA
3	Gas Consumption Security Deposit (Interest free / Refundable) (to be charged before move-in)	₹ 750	₹ 750	₹ 750
4	Connection Security Deposit (Interest free / Refundable) EMI – 24 (Twenty-Four) Monthly Instalment (to be charged from 1st bill)	NA	₹ 250	NA
5	Monthly Rental Charges incl. GST for scheme till connection remains active (Non-Refundable) (to be charged from 1st bill)	NA	NA	₹ 118

**Disconnection and Reconnection:**

**Q.1 When can AG&P disconnect customer’s connection?**

The connection is liable for disconnection if the dues are not cleared. Connection is restored after payment of outstanding amount along with the restoration charges applicable as per tariff-card.

Customer can apply for temporary disconnection in case of non-usability of gas for long duration (Charges will be applicable as per tariff-card).

**Q.2 How to apply for disconnection/surrendering of connection and Security Refund?**

Please register a request at our customer care toll-free no.18002021999 or visit any walk-in center to place the request for Permanent Disconnection.

**Q.3 Can a customer apply for re-connection with the same meter after Permanent Disconnection?**

No, the customer has to apply for new connection for which they will get a new meter and CA Number.

**Q.4 Where can I inform in case, I am not using the gas for a long duration?**

Please register a request for temporary disconnection & reconnection at our call center 18002021999 or at walk-in center.

Charges are applicable for disconnection & reconnection; however, no consumption/minimum bill will be generated during the temporary disconnection period. EMIs will continue to be levied until they are completed for EMI scheme customers.

**Q.5 What are the charges for restoration of connection?**

Refer Schedule of Charges/tariff-card.

**Q.6 I just bought a house, and it has a running gas connection. What do I need to check?**

Check for CA number with the previous owner and submit a request for ownership transfer. Documents Required:

- Registered property paper i.e. sale deed, GPA (General Power of Attorney), Conveyance deed
- Copy of Electricity Bill from Electricity Board.
- ID proof.
- Filled in AGP registration form.
- NOC from the last owner (In case not able to produce then affidavit to be provided)

**Q.7 Can I shift my PNG domestic connection as I have decided to renovate my place?**

Subject to technical feasibility, PNG connection shifting can be done by technical team of AG&P. One can raise a request through e-mail or customer care before and after renovation work is completed to ensure proper disconnection, reinstallation of PNG connection. (Charges will be applicable as per tariff-card)

**FAQs related to Gas Geyser:**

**Q.1 What is the procedure for installation of Gas Geyser as I want to install a Gas Geyser in my flat?**

- Existing PNG users need to login the request for the gas geyser at Customer

Care.

- New customers need to specify their Gas Geyser requirement at the time of registration.
- Always ensure not to install gas geysers through unauthorized persons.
- Customer shall call only customer care for geyser installation requirement.
- Also note that Geyser will not be installed in bathrooms for safety reasons.

### **Q.2 How does a Natural Gas Geyser work?**

Gas based geysers work by utilizing the energy from the combustion of natural gas, transferred directly from the flame to water. These systems are incredibly efficient at heating water. AG&P aims to provide hot water in the kitchen and bathroom as an economical and reliable solution for domestic customers.

### **Q.3 Where can I get Gas geysers installed?**

Gas Geysers shall only be installed in areas where ventilation can be achieved.

### **Q.4 Can I install a Gas geyser in my bathroom?**

Geysers shall be installed in a proper ventilated area only and shall not be installed inside the bathroom.

### **Q.5 Dangers of installing Geyser in Bathroom?**

Greater chances of accumulation of fumes inside the bathroom, which can lead to Suffocation / asphyxiation.





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