



Scan to learn more



This card is property of The Tata Power Company limited and is to be used by authorized user only. If found, please report on the helpline number. ☎ 1800 833 2233

A12345

PERSONAL

Guidelines for using Tata Power EZ Charge Personal Cards



<https://app.tatapower.com/ezcharge/>

Tata Power EZ Charge Personal Cards

Tata Power EZ Charge Personal Cards are issued to customers through retail partners who have associated with Tata Power.



Using EZ Charge Personal Card:



1. Registration on Tata Power EZ Charge App:

Users must register on Tata Power EZ Charge App for using the EZ Charge card.



3. Activation of EZ Charge Card:

EZ Charge card should be activated by the user before first use.

Step 1 – In Public profile, go to EZ Charge Card section by clicking profile icon -> EZ Charge Card.

Step 2 – Please match the EZ Charge card number shown in the app with the number printed on back of your EZ Charge card. Please activate card only when both numbers match.

Step 3 – Click on Activate button and enter the OTP received on your registered mobile number to activate.

Step 4 – On EZ Charge Card Screen, please set energy consumption limit (in kWh or Units). EZ Charge card will start session for this set value provided linked payment method has sufficient balance.

Step 5 – EZ Card Screen has “Linked Payment Method” section just below the Card Number. You may select a Payment Method for EZ Charge card initiated charging sessions.



5. Billing for charging done using Tata Power EZ Charge Personal card

Tata Power EZ Charge Personal card can be linked either to your **Tata Power EZ Charge Payment Account** or to your **PayTM** wallet. Billing amount for a charging session will be calculated based on actual consumption and will be automatically deducted from balance available in the linked Payment Account.

2. Linking EZ Charge Personal Card after Purchase

User to submit request for linking his/her EZ Charge card (purchased from Tata Power authorized retail partners) on Tata Power EZ Charge App.

Step 1 – In Public profile, go to settings menu by clicking profile icon and click on Help & Support.

Step 2 – Click on Send us an Email

Step 3 – Type “LINK <Card Front No.> <SPACE> <Card Back No.>” in the text box and click on Send button.

Note – Card Front no. is printed on the front (left bottom side) and Card Back no. is printed on the back (left bottom side) of EZ Charge card. Please wait for 2-3 working days after submitting the request.

Example Text: LINK 123456789 123A4BC5

Step 4 – You will receive an SMS, once your card is linked to your account by Tata Power EZ Charge team.



4. EV Charging on Tata Power EZ Charge Network of charger using EZ Charge Card

Step 1 – Connect charger with your EV.

Step 2 – To start charging, tap EZ Charge card on Card Reader on the charger within 1 minute of connecting charger with EV.

Step 3 – To stop charging, again tap EZ Charge card on the Card Reader.

Note –

- You should have sufficient balance to initiate charging session on EZ Charge.
- Updates or notifications regarding charging session can be seen on Tata Power EZ charge Mobile App (Click on View Charging Session or Notifications tab)
- It is advised to check Notifications on Tata Power EZ Charge App incase of any issues in starting the charging session.
- In case, charging doesn't get started by tapping EZ Charge card - please wait for 2-3 mins and remove charger connector from EV, now reconnect EV and charger for making another attempt to start. Note- EZ Charge card should not be tapped continuously on card reader of charger. Please allow charger sufficient time to process the start/stop request once the card is tapped on card reader.

**To avail discounts during offer periods, if any, please initiate charging using the Tata Power EZ Charge Application ONLY and select the discount before charging.*

FAQs



► **My newly issued Tata Power EZ Charge Personal Card is getting deauthorized on charger. What should I do?**

- a) Please check if you are authorized to use that charger – Card will be deauthorized if you are not permitted to use that charger.
- b) Please check that your card is not blocked/deactivated. You can see this in EZ Charger Card section in public profile on the app.
- c) Please check if you have sufficient balance in the linked payment method to start charging session.
- d) Please check the EZ Charge card section in app for details of session length (in kWh). You might have entered a high value for which you do not have sufficient balance. You may set a new value here.
- e) Please check if the charger connector is available or not. This can be checked on Tata Power EZ charge app. Available connectors will be shown in Green colour.
- f) It is advised to check Notifications on Tata Power EZ Charge App incase of any issues in starting the charging session.

► **I have started charging using EZ Charge Card, where can I see the status of charging?**

Charging status including Units consumed & Time elapsed etc. can be seen on the App. Once you open the app, please click on *View Charging Session* button at the bottom of map view page.

► **Can I see the records of charging sessions done using EZ Charge Card?**

Yes, you can see records in the *Charging History* section in Public profile.

► **I have lost or damaged my card?**

Please block the card by clicking on *Deactivate* button available in EZ charge card section in the App. Subsequently, please contact Tata Power to get a new card, if required.

► **Do I get to know, if my EZ charge card is used?**

You will get an SMS on registered mobile no. when a charging session is done using your EZ charge card. However, please ensure that your EZ charge card is not used by any unauthorized person.