

Tata Power becomes the first power utility in India to launch customer services on Microsoft Kaizala

~Attains another milestone by enhancing digital services for customers in Mumbai to a new level ~

Mumbai, 11th September 2019: Living up to its 'Customer First' philosophy, Tata Power India's largest integrated power utility, has co-created and launched a unique mobile based service with Microsoft for its customers in Mumbai. In a first by any power utility in India, the Company recently deployed Microsoft Kaizala, a chat-based communication and data management tool offering transparent and quality-oriented services to its customers of Mumbai.

Microsoft Kaizala is a "Made for India" mobile solution aimed at bridging the gap between employees, extended workforce and customers. The tool will enable Tata Power to seamlessly connect and coordinate work with the entire value chain, including field employees, vendors, partners, and customers wherever they are. Consumers will be able to have an easy access to Microsoft Kaizala and will be able to pay electricity bills from their smartphone. They will also receive notifications and alerts related to meter reading, discounts, due/ overdue dates and disconnection updates.

Commenting on this development, **Mr. Praveer Sinha, CEO & Managing Director, Tata Power**, said, *"We are extremely proud to be the first utility in India to launch customer services on 'Microsoft Kaizala' and are confident that our collaboration with Microsoft India will prove to be beneficial for enhancing the overall customer experience of the Company's customer centric services."*

Meetul Patel, COO, Microsoft India said, *"Microsoft Kaizala was designed to help organizations engage with large ecosystems of customers, partners, and mobile workforces. It makes communications across these networks more natural through chat,*

video, and voice interfaces. It makes tasks simpler through easy-to-use apps. And, it does this securely. We believe that Tata Power's innovation combined with the platform that Kaizala provides will create great new experiences for Tata Power's customers”

Tata Power will continue to roll out other communication modules enabling users to view and download electricity bills of any month or year on demand using this new Kaizala app. They will also be able to view and download their payment & account statements. Single window for seeking information or raising concerns or sharing feedback to Tata Power along with many other features will be made available to users soon. Tata Power users can download Microsoft Kaizala for free from the Apple App Store or Google Play Store and login using their registered mobile number.



About Tata Power:

Tata Power is India's largest integrated power company and, together with its subsidiaries & jointly controlled entities, has an installed capacity of 11,107 MW. A pioneer in the field, it has a presence across the entire power value chain: Generation of renewable as well as conventional power including hydro and thermal energy; transmission & distribution, trading and coal & freight logistics. With renewable energy assets in solar and wind accounting for 30% of the company's portfolio, Tata Power is a leader in clean energy generation. In line with the company's view on sustainable and clean energy development, Tata Power is steering the transformation of utilities to integrated solutions by looking at new business growth in EV charging & storage, distributed generation & rooftops, microgrids and home automation & smart meters.

It has successful public-private partnerships in generation, transmission & distribution in India namely: 'Tata Power Delhi Distribution Ltd.' with Delhi Vidyut Board for distribution in North Delhi; 'Tata Power Ajmer Distribution Ltd.' with

Ajmer Vidyut Vitran Nigam Ltd. for distribution in Ajmer; 'Powerlinks Transmission Ltd.' with Power Grid Corporation of India Ltd. for evacuation of Power from Tala hydro plant in Bhutan to Delhi; 'Maithon Power Ltd.' with Damodar Valley Corporation for a 1050 MW Mega Power Project at Jharkhand. Tata Power is serving more than 2.6 million distribution consumers in India and has developed the country's first 4000 MW Ultra Mega Power Project at Mundra (Gujarat) based on super-critical technology.

With growing international focus, Tata Power's global presence includes strategic investments in Indonesia through a 30% stake in the coal company PT Kaltim Prima Coal (KPC); 26% stake in mines at PT Baramulti Suksessarana Tbk (BSSR); in Singapore through Trust Energy Resources; in South Africa through a joint venture called 'Cennergj' to develop projects in sub-Sahara Africa; in Zambia through a 50:50 joint venture with ZESCO for 120 MW Hydro project; in Georgia through AGL which is a joint venture with Clean Energy, Norway & IFC for development of 187 MW hydro project; in Bhutan through a hydro project in partnership with The Royal Government of Bhutan. With its 103 years track record of technology leadership, project execution excellence, world-class safety processes, customer care and driving green initiatives, Tata Power is poised for multi-fold growth and committed to 'lighting up lives' for generations to come. Visit us at: www.tatapower.com.

About Microsoft:

Founded in 1975, Microsoft (Nasdaq "MSFT" @microsoft) is the leading platform and productivity company for the mobile-first, cloud-first world, and its mission is to empower every person and every organization on the planet to achieve more. Microsoft set up its India operations in 1990. Today, Microsoft entities in India have over 9,000 employees, engaged in sales and marketing, research, development and customer services and support, across 11 Indian cities – Ahmedabad, Bangalore, Chennai, New Delhi, Gurugram, Noida, Hyderabad, Kochi, Kolkata, Mumbai and Pune. Microsoft offers its global cloud services from local data centers to accelerate digital transformation across Indian start-ups, businesses, and government organizations. In 2016, Microsoft opened one of its eight Cybersecurity Engagement Centers in the country, to address security needs of both public and private sectors.

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