

Self-Billing FAQ

Qus.1 - What is self-billing?

Normally the gas billing happens once the meter reading collects reading once in every 2 months from the customer premise. Self-Billing is the process where the customer himself can initiate his billing by punching meter reading.

Qus.2 - How to self -bill? What are the steps involved?

It is a three step process.

Login to IGL connect app using your BP number and registered mobile number.

Ensure you are E bill subscribed for faster processing and delivery of bill on your registered email id. "***E-bill Subscription is mandatory***". ***No hard copy of the bill shall be delivered***".

1. Click on Self Billing.

2. Insert Meter reading.

Submit meter reading from Left to Right (Ex. Meter reading is **00350.105**)

STEP 1: PRESS ZERO (0)

STEP 2: PRESS ZERO (0)

STEP 3: PRESS THREE (3)

STEP 4: PRESS FIVE (5)

STEP 5: PRESS ZERO (0)

STEP 6: PRESS ONE (1)

STEP 7: PRESS ZERO (0)

STEP 8: PRESS FIVE (5)

3. Upload the real time clear picture of meter and submit.

Qus.3 - When would I receive the bill in this case?

The bill will be generated within 24 hours and delivered on registered Email-id. E-Bill subscription is preferred for ease of bill delivery on email.

Qus.4 - When can I do self-billing? Clarify the time period. ?

Self-billing can be done as and when required irrespective of regular bi-monthly billing cycle however it is essential to maintain a gap of 21 days from last invoice/bill date failing to that self-billing cannot be done.

Qus.5 - How does self-billing benefits me?

It offers hassle free, billing choice at one's own convenience.

- No worries on missed meter reading or requirement of a meter reader visit.
- Get instant resolution to your meter reading related complaints
- Break your bi monthly bill into monthly using this choice.
- No concerns of estimated bills/adjustments etc.