

Check your electricity bill online: checklist

From Bidyut Bill Calculator (olopia.top). Print it, tick items off and fill in the blanks from your own bill. Write down portal addresses, SMS and USSD codes from your distributor's official site or bill, because these can change.

1. Identify your distributor

- ☐ Find the distributor name on your latest bill (DESCO, DPDC, NESCO, BPDB, WZPDCL or a Palli Bidyut Samity under BREB).
- ☐ Confirm whether your meter is **postpaid** (monthly bill, shows kWh) or **prepaid** (shows remaining balance).

Distributor: _____

2. Account details

- ☐ Consumer number: printed on the bill, sometimes labelled Consumer No., Account No. or SL No. For prepaid, check the recharge slip or app.
- ☐ Meter number, if your distributor asks for it (printed on the meter and on the bill).

Consumer number: _____

Meter number: _____

3. Documents to have ready

- ☐ A previous bill, or your connection agreement, to copy the numbers from.
- ☐ Your phone (for SMS or mobile wallet confirmation) and a stable internet connection.

4. Where to check (fill in from official sources)

Official portal address: _____

Mobile app name: _____

bKash / Nagad biller name: _____

SMS format and number: _____

USSD code: _____

5. If the bill will not load

- ☐ Re-enter the consumer number carefully, with no spaces, and try again with or without a leading zero.
- ☐ Choose the correct billing month and, for Palli Bidyut, the correct PBS.
- ☐ Clear your browser cache, allow pop-ups for PDF downloads, and try again at a quieter time of day.
- ☐ Paid but still showing unpaid? Payments can take 24 to 48 hours to appear. Keep your receipt or transaction ID.
- ☐ Still stuck: call your distributor's customer care or visit the nearest office. Bring this sheet.

6. Questioning the amount

- ☐ Compare the units billed with your meter reading and check the tariff category on the bill.
- ☐ Ask your distributor to verify the meter if the numbers do not match.

Independent reference, not affiliated with BERC, BPDB or any distribution utility. Full guide: olopia.top/blog/check-bill-online/