

SYNERGY

BSES
BSES Yamuna Power Limited

a joint venture with GONCTD

April - 2016

Reach us if you face power outages

Telephone: 399-99-808

From your registered phone number call on 399-99-808, for power outage press 1, for IVRS based services choose option 2. Your request will be registered automatically. If you are not calling from a registered number, then punch your CA number, your request will get registered.

SMS: 5616108

Type BSESY, space, write NC (No Current), space, Type 9 digit CA number (BSESY—NC—CA No) and send it to 561 61 08.

Mobile App

Download the App from www.bsesdelhi.com/Google Play. Click on the App, enter 9 digit CA number, select the service and register the request/ complaint.

BYPL celebrated World Consumer Rights Day

Recognising the rights of its over 15 lakh consumers, BYPL celebrated the World Consumer Rights Day on March 15. The day was celebrated at all its offices. On the day, BYPL officials re-dedicated themselves for keeping "Consumer First" in all their dealings.

Helpline for Streetlight complaints-- 41999808

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and streetlight complaints for the over 15 lakh consumers of its area, BYPL has a dedicated 24 x 7 number 41999808.

This dedicated number is over and above the existing option of registering emergency and streetlight complaint on BYPL' 24 x 7 helpline number – 399 99 808.

Avail Door Step Services with BSES Mobile App

For your convenience, BSES has upgraded its Mobile App. Now, besides registering 'No Supply' complaint, you can also:

- Register for various **Door Step Services** like New connection, Name change, Load enhancement / reduction, Address correction and view Status of new connection
- Use **My Account** to View past and current billing details, Pay electricity bills, Download Last 5 bills (with payment details) and current bill (in PDF).
- Get messages on important subjects like Energy Conservation, Electrical Safety etc

Consumers can download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Presently this App is only for Android phones.



Why do you face power outages!

BYPL strives to provide its 15 lakh consumers uninterrupted power supply. Our efforts at times get constrained due to factors, many of which are beyond our control. They include:

(i) Low frequency in the Grid; (ii) Breakdown of equipment at the generating units; (iii) Breakdown / capacity constraints of transmission lines and equipment; (iv) Over loading of the distribution system due to power-theft; (v) Breakdowns at the distribution level due to illegal encroachments (vi) Local faults and (vii) Planned shut downs for preventive maintenance for system improvement.

BSES appeals to the owners of such unauthorized constructions to remove their illegal and unauthorised constructions from near the electricity mains and installations.

For your safety security, get your meter shifted to an accessible place

For their own safety, consumer are requested to get their electricity meters shifted outside their premises at a common and an easily accessible place to get your meter shifted, please call us at 399-99-808 and press 3.

Benefits of shifting the meter to an accessible place:

- Prevents imposters from gaining entry into a consumers premise by masquerading as a meter reader.
- Reduces the incidence of provisional billing due to inaccessibility of the meter.
- In case of sparking or any other emergencies, it is easier for electricity officials to identify and access the meter.
- It will help in reducing power theft. Consumers will get better power supply and outages on account of network faults will reduce.

Feedback

Send in your feedback to Corporate Communications, BSES Yamuna Power Limited. Registered Office: Shakti Kiran Building, Karkardooma, Delhi-110032, CIN:U74899DL2001PLC111525, Tel: 011- 399-97-111/399-99-273, E-mail: Bypl.Feedback@relianceada.com, Website: www.bsesdelhi.com

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