

# BSES - a silent crusader of Climate Conducive Interventions

At BSES we do more than just distribute efficient and quality power to our 25 lakh consumers in East, Central, South and West Delhi

## Customer Care initiatives to reduce carbon footprint by introducing:

- Automatic Meter Reading (AMR) for connections of 45 kW and above
- Door-Step Services on 24 hour helpline numbers 39999707 (BRPL) / 39999808 (BYPL)
- Providing on-line bills and payment facility to customers on [www.bsesdelhi.com](http://www.bsesdelhi.com)
- Providing drop boxes at over 200 convenient locations
- Providing SMS services on 5-545-464 for power, bills and meter queries
- Organised three paperless Lok Adalats together with Delhi High Court Legal Services Committee - 6661 cases resolved on-the-spot and - over 90,000 A4 size papers saved
- Facilitated free charge-ports for electric vehicles in East and Central Delhi

## Operations initiatives to reduce carbon footprint:

- Since July 2002, BSES has invested over Rs 4000 crores for system upgradation and reduction of AT & C losses
- Unparalleled record AT&C loss reduction by BSES
  - BRPL from 51.54% to 20.9 %
  - BYPL from 63.16% to 24.4%

- More than 1/3<sup>rd</sup> of the energy sourced for BSES distribution area is clean green energy:
  - 18% from Hydro power plant
  - 17% from gas based power plants
  - 2% from Nuclear energy plants
- 25 year Power Purchase Agreements signed to procure electricity from Delhi's 'waste to energy' projects coming up at Okhla and Ghazipur
- 25 years Power Purchase Agreements signed with ACME Jaisalmer Solar Pvt Ltd., for buying 50 MW of solar power as part of JL Nehru National Solar Mission 2020
- BSES distribution network reliability of 99.7% (as per CEA norms) leading to reduction in number of hours diesel generators are on in the capital
- Largest IT enabled network in North India, spanning an area of 950 sq. kms - promoting paper-less office
- Installation of maintenance free devices - Packaged Ring Main Units (RMUs) in substations by eliminating oil based switch gear
- Facilitated shift to mass electric transport - Powers maximum network of Delhi Metro and helps reduce pollution by vehicles
- Tied up with CFL manufacturers to provide CFL's at heavily discounted prices to BSES' 25 lakh customers. Over 6 lakh CFL's sold, reducing peak power demand by over 38 MW's
- Energy conservation awareness programme "Bijli Gyan Abhiyan" undertaken with over 2000 government and private schools