

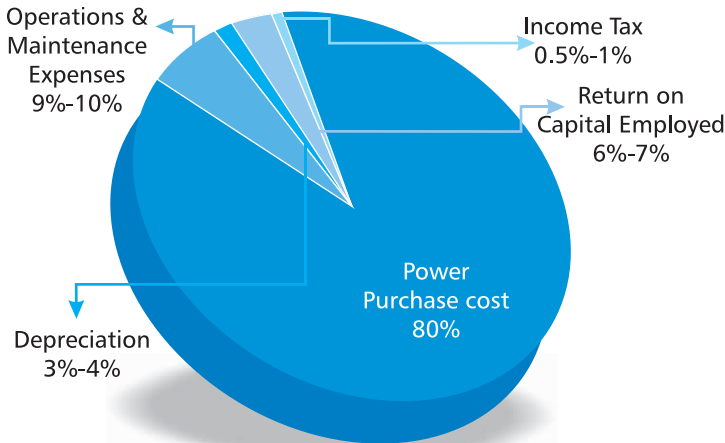
Supenergy

BSES
BSES Rajdhani Power Limited

...a joint venture with GONCTD

May - June 2011

Components of power cost



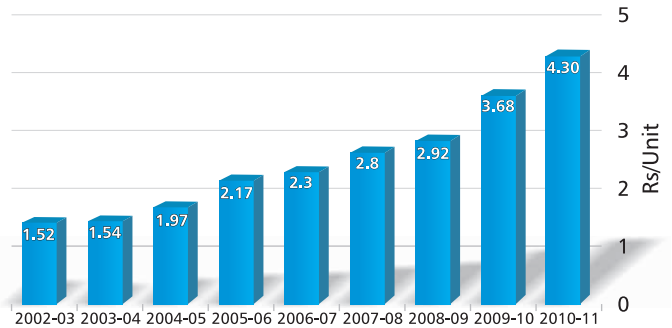
Source: DERC ad in Hindustan Times, April 10, 2011

The rising cost of electricity

Electricity is a scarce resource. It comes at a premium, more so when it has to be procured from the open market. BRPL is a distribution company (we do not generate power). With assistance of Delhi Power Purchase Group, it buys power from states including Orissa, Gujarat, HP, MP, West Bengal, Uttarchanal and UP among others.

In the last nine years, the average cost of buying power - an uncontrollable cost - has increased by 183% - from Rs 1.52 in 2002 to Rs 4.30 in 2010-11 (see chart). We seek your cooperation to successfully meet the summer challenge. Do remember to judiciously use power, especially during peak hours (2 pm to 4 pm and 8 pm to 11 pm).

Power Purchase Costs



PUBLIC NOTICE Attention! Draw electricity within Sanctioned Load

Overloading causes system breakdown, endangers life, besides being an illegal activity

As per the Delhi Electricity Regulatory Commission (DERC) directives*, the sanctioned load of a consumer will be revised annually, based on the average of 3 highest Maximum Demand Indicator (MDI) readings recorded (rounded off to the next higher whole number) by



the meter - during the 12 months of the previous financial year - installed at a consumer's premises.

The sanctioned load of the consumer will be revised by the electricity distribution licensee accordingly.

The security deposit will be charged as per the prevailing DERC approved rates for the additional load being used. This will be over and above the consumer's authorised sanctioned load. Consumers will be entitled to interest - presently at 6% per annum - on the security deposit from the date of deposit.

Further charges as applicable for replacement of the service line, if required, shall be payable by the consumers.

An overloaded distribution system puts strain on the network, resulting in system breakdown. Consumers are requested to cooperate so that we can provide safe, reliable and uninterrupted power supply.

* Full details of the DERC direction dated 01.02.2011 are available on the DERC website www.derc.gov.in



Issued in the Public Interest by



We are listening...dial BRPL - 399-99-707



BSES plugs into next gen Customer Care

In order to offer you better services, BRPL and BYPL have seamlessly migrated to the next-generation billing and customer care system - SAP ISU. This system, which has already proved its utility for Singapore Power, China Light and Power, Australia Gas and Light and the City of Johannesburg among others, will also enable BSES customers get access to even more advanced services in the near future.

In another consumer friendly initiative, now you can also pay your BRPL electricity bills through your credit and debit cards (VISA/MASTER) at a company's customer care center and state-of-the-art ATM type Bill Payment kiosk near your residence. Earlier, you could pay your bills through cheque, demand draft and cash at these facilities.

The bill payment kiosks or electronic drop boxes - installed at 19 division offices/customer care centers - are open from 8 am to 8 pm - seven days a week. Customer care centers are open from 9 am to 3 pm - six days a week.