

Proper wiring helps you stay safe!

Faulty Internal wiring, besides being a serious safety hazard can also play havoc with your electricity consumption. Follow these simple dos and don'ts and enjoy years of trouble free living:

- Check your Electronic Meter's EL LED indicator. Glowing EL LED indicates one or more of the following: (i) Earth is being used as neutral; (ii) Neutral wire is touching the earth wire; (iii) Phase/ Neutral wire is mixed with a neighbour's phase/ neutral wire.
- Incorrect house wiring may affect electrical safety and can cause fire and mishaps.
- As per Indian Electricity Act, 1956, ensure all electrical work, including addition, alteration and adjustment should be undertaken only by qualified and certified electrical contractors.
- Install an Earth Leakage Circuit Breaker (ELCB). This simple yet very useful device detects Earth Leakage in your house and thereby preventing major mishaps. It is mandatory for consumer, having an electricity load of 5 KW or more to install an ELCB,
- Each independently metered consumer load must be directly connected to the distributing mains, only through its respective meter. If you have more than one meter installed in your building, get a qualified electrician to check that the wiring in the building is segregated.

Partner us to ensure 100% functioning of streetlights!

Like its consumers, BRPL too knows the importance of well-lit roads. For ensuring well-lit roads, it has set-up a 'Streetlight helpdesk' to promptly address streetlight related complaints. The helpdesk has two dedicated numbers (one each for South and West Delhi), manned 24 x 7, for the timely redressal of streetlight complaints in its area.



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|-------|----------------|
| South | 011-324-17-551 |
| West | 011-324-18-978 |

These dedicated numbers are over and above the existing option of registering streetlights complaints on BRPL' 24 x 7 helpline number 399-99-707.

BRPL will work closely with the RWAs and the community at large to ensure proper functioning of streetlights in its jurisdiction. If you come across non-functioning streetlights, do let us know. They will be set right quickly.



We are listening
Dial BRPL- 39999707

Helping you better manage your monthly budget!

Continuing with its 'consumer first' approach, BSES Rajdhani Power Limited (BRPL) has once again taken the lead by transforming the way its consumers are billed in South and West Delhi.

Starting March 2013, BRPL has adopted monthly billing for all its single phase consumers (domestic / non domestic and industrial) who were earlier being billed bi-monthly. All other category of consumers are already being billed monthly.

The decision to have monthly billing for all categories of consumers is not only based on extensive feedback from customers, but also incorporates the current international practices. It gives due importance to consumer priority as every household plans its budget on a monthly basis.

Consumers will continue to get all the benefits they are presently enjoying with bi-monthly billing. For instance, they will continue to get 15

days before the due date to pay their electricity bills and those eligible, will also continue to get subsidy and slab benefits as before.

Other Advantages of Monthly Billing:

- Allows consumers to better manage their monthly expenses
- Helps consumers to better align their electricity bills with other bill schedules like that of cable/ DTH, credit card bills, landline/ mobile bills, loan repayments/ EMIs etc
- Provides consumers with frequent and timely information, enabling them to moderate usage to bring about energy conservation

BRPL has also established a dedicated 'option' on its existing 24 x 7 helpline number 011-399-99-707. This will answer all consumers' queries, if any, on monthly billing.

Monthly Expenses

- Telephone/ Mobile bills
- Groceries
- Credit Card Bills
- DTH/Cable bills

And now
Electricity bills