

You can register a 'No Supply' complaint through Helpline no, IVRS & SMS



Call 24x7 **399-99-707**

IVRS

- Call 399-99-707 from your registered contact no*
- Select language
- Press 1 for 'no supply' and choose option 2 for IVRS based services
- Your request will be automatically registered
- If you are not calling from a registered no, please punch the CA/CRN no for registering the request

SMS

Type BSESRP <SPACE> NC <SPACE>
Your 9 digit CA no. and SMS to 5-61-61-07

* You can register your contact no by calling 399-99-707 or by login on-to BSES' website www.bsesdelhi.com

Reasons for Outages

BRPL strives to provide you un-interrupted 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) Low generation on account of fuel shortages at generating stations (iv) Breakdown / capacity constraints of transmission lines and equipment; (v) Over loading of the distribution system due to power-theft; (vi) Breakdowns at the distribution level due to illegal encroachments (vii) Local faults and (viii) Planned shut downs for preventive maintenance for system improvement.

Due to the nature of the power business in India, it takes a discom a minimum of 24 hours to arrange additional power under certain contingencies.

Check your energy consumption

As you would be aware, power-subsidy, which was being given to domestic consumers consuming upto 400 units / month ended on March 31, 2014. As a result, electricity consumption from April 1, 2014, is without any subsidy component. Also, generally, the electricity consumption is higher during the summer months on account of the use of air-conditioners and coolers.

These two-reasons may have an impact on the electricity bills. If you think, your bill is high, first and foremost please check your electricity consumption in the corresponding period last-year. You will find your energy consumption pattern may be on similar lines.

To calculate your electricity consumption, you can also log on to www.bsesdelhi.com and check the on-line Energy calculator.

Use power efficiently and reduce your bills

- Avoid keeping electronic appliances in the stand by mode. Switch them off from the main switch. Appliances on 'stand by' mode continue to consume electricity.
- Painting the roofs white or installing white tiles on commercial and residential roofing can cut air conditioning costs by upto 20%.
- Air-conditioners cost over Rs 10 per hour to run. Reduce energy use by upto 40% by shading the windows and lining the walls with plants.
- Set AC thermostat at 25 degree Celsius to provide the most comfort at the least cost.
- Switch to LED lights. It is eight times more energy efficient than an incandescent bulb and twice as energy efficient than a CFL.

Dial 1800-103-9707 for Emergency (Fire & Shock) and Streetlight Complaints

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and streetlight complaints, BRPL has a dedicated 24 x 7 toll-free number 1800-103-9707.

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