

Press Release

BSES meeting unprecedented power demand in Delhi when the city was declared a Red Zone for extreme heat wave

- **Distribution network able to meet power demand increase of over 20%**
- **Working in tandem with DTL to ensure distribution and transmission networks are aligned to meet summer load**

Additional measures taken:

- **Augmented call centre seats by around 50%**
- **Additional number (with additional lines) for registering 'No Supply' complaints (BRPL 33517100, BYPL 30079300)**
- **Emergency control room to monitor faults 24 x 7**
- **QRTs(Quick Response Teams) deployed for faster resolution of complaints**
- **Deployment of additional manpower - including during night hours**
- **Hot spot scanning to detect problems in equipment at the Grid level**

On May 20, 2016, Delhi's peak power demand, clocked 6188 MW, highest ever record in Delhi – an increase of over 23% from the peak power demand witnessed in the third week of May last year.

Spread over an area of around 950 sq kms, BSES discoms cater to the power needs of two-third of national capital and over 37 lakh customers across South, West, East and Central Delhi. The peak power demand in BRPL' and BYPL' areas clocked 2570 MW and 1453 MW respectively.

BSES discoms have made arrangements to source adequate power through long term PPAs and banking arrangements with other states. Despite taking adequate measures, some of the areas have witnessed outages due to unprecedented increase in the power demand . An important reason for outages has been continuous high temperatures and resultant unprecedented power demand round the clock including during nights. Electricity network is also not getting sufficient time to cool down. This is stressing the network and leading to an increase in faults.

Steps undertaken

In the last few days, BSES discoms have undertaken several additional measures to address the situation. They include:

- **Augmented call centre head up by around 50% (370 to 556)**
- **Additional number (with additional lines) for registering 'No Supply' complaints. This number will be in force till August 31, 2016**

- Additional 200 people deployed to monitor faults and restore power supply
- Emergency control room to monitor faults 24 x 7
- QRTs (Quick Response Teams) deployed for faster resolution of complaints
- Hot spot scanning to detect faults in the equipment at the Grid level

Strengthening of the Distribution Network

Despite this unprecedented and continuous high power demand, the distribution network has been able to largely measure-up. During the FY 2015-2016, BSES discoms invested a capex of over Rs 550 crore (BRPL Rs 355 crore, BYPL Rs 200 crore) to strengthen the infrastructure and added transformation capacity of over 450 MVA (BRPL over 300 MVA, BYPL over 150 MVA). Three, 50 MVA EHV Grids were commissioned in Central Delhi, Najafgargh and Mundka to take care of the growing power demand. These new grids have helped meet the additional power demand.

Apart from capacity addition, BSES discoms undertook several measures during the year to spruce-up the distribution network. They include: (i) Preventive maintenance, (ii) Load balancing at the Sub stations, (iii) Ensuring Earthing of sub stations etc.

Reasons for Outages

- Lack of space for installing distribution network impacts power supply in unauthorised colonies
- Unprecedented load growth in high power theft areas (e.g unauthorised colonies), leading to trippings and ‘burn out’ of distribution equipment in adjoining regular areas

We are also working in tandem with Delhi Transco Ltd to ensure that the entire transmission and distribution system is aligned to meet the summer load.

Registering complaints

There are several ways through which a BSES customer can register their no supply complaint

| | BRPL | BYPL |
|-------------------|------------|------------|
| Call 24 x 7/ IVRS | 399 99 707 | 399 99 808 |
| Additional Number | 33517100 | 30079300 |

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| (Till 31 st August, 2016) | | |
| SMS | Type BSESRP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-07 | Type BSESYP < SPACE > NC < SPACE > Your 9 digit CA # and SMS to 5-61-61-08 |
| Mobile App | Register their 'no supply' complaints through BSES' Mobile App. This can be downloaded from BSES' website or Google Play | |