

June 18, 2014

Delhi's peak power demand touches 5528 MW, season's highest

Proactive steps by BSES to minimise inconvenience to consumers:

- **Deploying Mobile Patrolling Teams**
- **Augmented the Call Centres Operations by around 60%**
- **Revival of Sub-Transmission Links**
- **Appointment of Customers Advisors**
- **Peak hour monitoring**

Delhi's peak power demand, today, touched 5528 MW at 16:08 hours. This is the season's highest peak power demand. This year, the peak power demand is expected to reach 6000 MW, surpassing the all-time high of 5653 MW, reached last year.

BSES discoms have always endeavored to provide stable and quality power supply in their area of operations. Our efforts at times get constrained due to certain external factors, which are beyond the control of the discoms.

The heavy thunderstorm of May 30 had caused large scale disruption of power in large parts of the national capital. Due to the continuous and combined effort of O&M teams of Delhi Transco Limited, Generation and Distribution companies, power was restored quickly to the extent possible on a best effort basis.

Most of the upstream constraints have been addressed and the situation has significantly improved. It is expected to normalise in the coming days. In the interim, rotational load shedding is being carried-out within the given constraints. The same ("Daily Outage Bulletin") is uploaded on www.bsedelhi.com

To minimise the inconvenience to consumers within the prevailing constraints, BSES discoms have taken several proactive steps. They include:

- **Deploying Mobile Patrolling Teams:** To physically verify the supply restoration after a breakdown is attended, BSES discoms is deploying Mobile Patrolling Teams in all the 33 Divisions.
- **Augmented the Call Centres Operations by around 60%:** Besides deploying additional phone lines, BSES discoms have now deployed 445 Customer Service Representatives manning BSES' Call centres - 399 99 707 (BRPL) and 399 99 808 (BYPL).
- **Peak-hour monitoring:** Deployment of Senior Officials at Circle and Central Control rooms for peak-hour monitoring of power supply and ensuring prompt response
- **Additional Deployment at Grids:** Additional staff has been deployed in the grids in West where supply has been impacted due to upstream constraints and consequential rotational load shedding for faster response in case of trippings or any other exigencies.
- **Appointment of Customers Advisors:** 66 nos. of Customer Counsellors and have deployed at sensitive complaint centres for smooth flow of Information between call Centre, Complaint Centre and Consumers.
- **Revival of Sub-Transmission Links:** BSES discoms have revived important Transmission links identified in Operation Coordination Committee
 - **BRPL:** 66KV Hastal-GGSH Circuit I: revived on 14.06.2014 & 33KV Rohtak Road-Madipur Circuit: restored on 16.06.2014
 - **BYPL:** Ghonda-Seelampur-Dwarkapuri has been revived on 7th June 2014. & 220KV Patparganj to Angad Nagar Grid Single cable has been revived on 13.06.2014.
- **Posting of the 'Daily Outage Bulletin' (load-shedding schedule) on the web-site**

- **Augmenting network:** In addition, BRPL is in the process of providing additional Power transformer at Bodella, G-2, Shivalik and Sarita Vihar Grids by the end of next week and upgrade capacity of 18 Nos. of Distribution Transformers within 15 days. BRPL is also establishing a link between 220 KV Trauma Centre and 33KV Bhikaji Cama Grid, which will provide additional in-feed to the primary network in South Delhi.