

CEO'S MESSAGE

Dear Consumer,

Due to the spread of the novel Corona virus, the world is passing through very uncertain and challenging times. The unprecedented situation is also being met with an unprecedented global response.

The situation can become even more challenging in the densely populated areas like ours. Having said that, the world over, the governments are taking several steps to contain the outbreak. But since it's a community disease, our best bet remains in maintaining 'social distancing'. Apart from maintaining personal hygiene, it appears to be the most effected way so far to remain safe.

We at BYPL take safety very seriously. In support of the government's enhanced containment measures and for the safety of our consumers and employees alike, we are working with reduced manpower. We have also curtailed some of our non-essential services.

But, you need not worry. You can avail several of our services through our digital platforms like BSES website, Mobile App, Facebook, Twitter, WhatsApp, SMS and the Call Centre.

On behalf of BYPL, I urge you to stay safe by practising 'social distancing'. Team BYPL is at your service 24x7, to ensure quality and reliable power supply.

Stay Indoors; Stay Safe; Stay Healthy

Sincerely,



P.R. Kumar



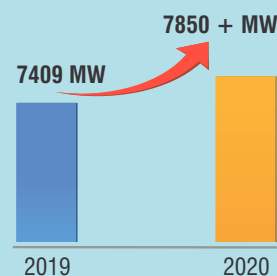
BYPL awarded for Smart Grid project

BYPL has won a coveted award at the recently concluded India Smart Grid Forum (ISGF) Smart Innovation Awards. It won the 'Platinum' award for the 'Best Smart Grid Project in India by Utility' for its 'Grid connected Smart Energy Storage System with Solar Rooftop Microgrid'.

Organised during the ISGF Smart Utility Week 2020, the 4th edition of the innovation awards were decided by a distinguished and an eminent jury. These awards foster and recognize break through innovations in Smart Grid and Smart City Domains.

BSES fully geared-up for the summer months

Delhi's peak power demand during the summers of 2020 may breach the 7850 MW mark. Last summers, it had crossed 7400 MW, highest ever-recorded in the national capital. Arrangements have been firmed up by BSES discoms to source adequate electricity to meet the power demand. These arrangements include long term PPAs and banking arrangements with other states.



Avail BYPL services from home

Pay your bill from the comfort of your home:

Paying electricity bill is extremely easy! You can pay it anytime and from anywhere through a variety of new age digital payment options like Net Banking, Debit/Credit Cards, Mobile Wallets like Paytm, and PhonePe. You can pay your bills through BSES Mobile App too.

Virtual Connect Points:

BSES Mobile App	
24x7 Help Line No.	- 19122 (Toll Free)
In case of	
Fire/Shock	- 011-41999808
E-Mail ID	- bypl.customercare@relianceada.com
Website	- www.bsesdelhi.com

WhatsApp Services:

- **Electricity Bill on WhatsApp:** To get a copy of the last bill through WhatsApp please Type "# Bill< SPACE> 9 digit CA No." and send it to WhatsApp number 8745999808 from your registered mobile number.
- **No Current Complaint Registration:** Type "# NC< SPACE> 9 digit CA No." and send it to WhatsApp number 8745999808 from your registered mobile number.

FEEDBACK

Send in your feedback to Corporate Communications, BSES Yamuna Power Limited.
Registered Office: Shakti Kiran Building, Karkardooma, Delhi-110032,
CIN:U40109DL2001PLC111525
Tel: 011- 4124-7111/4124-9273
E-mail: bypl.Feedback@relianceada.com,
Website: www.bsesdelhi.com

Register 'No Supply' complaints through convenient options like Mobile App, Toll Free and Helpline Numbers



Toll Free 24x7
19122

SMS
5616108

Power theft related
8588892156
No Supply complaints
8745999808

Streetlight
41999808