

April 2015



Why do you face power outages ?

BYPL strives to provide its 14 lakh customers uninterrupted 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 shutdowns for preventive maintenance for system improvement.
- * BSES appeals to the owners of such unauthorized constructions to remove their illegal and unauthorized constructions from near the electricity mains and installations.

BYPL 'Zero Balance' drive

Lucky draws were held in BYPL division offices during March, where hundreds of BYPL consumers won LED bulbs.

Their names have been put-up on the BSES' website www.bsesdelhi.com.

A bumper lucky draw will be held on April 6, 2015, at 10 am, at BYPL' head office at Karkardooma. Three lucky winners will win a 40" LED TV, Refrigerator & Washing Machine.

Power Alert

- * Like all machines, electricity infrastructure also needs periodic maintenance. In the case of Delhi, the need is compounded on account of the increasing power demand and an extreme climate. This takes a toll on the electricity infrastructure.
- * As part of the overall preparation and to ensure reliable network operations during the ensuing summer months, BYPL is undertaking planned shutdowns for carrying-out preventive maintenance and upgrading of the local network. This is a standard practice throughout the world.
- * To minimise the inconvenience to our consumers, this activity is undertaken during the lean winter months. For the convenience of our consumers and to help them plan their day better, a division-wise schedule for planned maintenance has been put on BSES' website www.bsesdelhi.com.

At Your Service
24X7
Call 399 99 808

Send in your feedback to
Corporate Communications, BSES Yamuna
Power Limited.
Registered Office :
Shakti Kiran Building, Karkardooma, Delhi-32
CIN:U74899DL2001PLC111525
Tel: 011- 399-99-808, Website:
www.bsesdelhi.com

SMS

Type BSESYP, space, write NC, space, Type nine digits CA number and send it to 561 6108.

IVRS

From your registered phone number call on 399 99 808, for power outage press 1, for IVRS based services choose option 2. Your request will be registered automatically. If you are not calling from a registered number, then punch your CA number, your request will get registered.



From the Desk of CEO

Dear consumer,

Please accept my best wishes for the World Consumer Rights Day, celebrated on March 15. Your discom, BYPL, also celebrated the big day in all its offices. I am happy to inform you that BYPL gave a slogan of "Consumer First" on the occasion.

BYPL has many challenges before it. Due to historical reasons, we have to purchase more expensive power, compared to other states. There are many areas where the AT&C loss level is between 60 to 85%. These are creating a major problem, both for the company and for its honest consumers. Despite all the challenges, the BYPL family has taken a pledge to provide much better services to its consumers in days to come.

Sincerely,

P.R. Kumar

Register for free SMS alerts and 'bill on Email' and win prizes in lucky draw

Are you getting free SMS alerts from BYPL on the payment due date or payment confirmation? Or getting e-bills in your mail box? If not, please get your mobile number, email ID and CA number registered with us. You will get these and many more useful alerts.

Easy to register:

- * Call BYPL 24X7 helpline number 399-99-808 or
- * Email bypl.customer@relianceada.com

By registering your mobile number, email ID and CA number with us, you will not only get useful alerts, but also a chance to win prizes through Lucky Draw.

Helpline for Streetlight complaints - 41999808

BYPL has launched an additional Helpline – 41999808 – for streetlight complaints and emergency services. You can register streetlights, electric shock and electric fire related complaints on this dedicated number. The services will be available 24X7.

The additional helpline will benefit 60 lakh BYPL customers. This dedicated number is over and above the existing option - 24 X 7 helpline number 39999808-where consumers can register all their electricity related complaints including streetlights complaints.