

Happy Holi

BYPL wishes all its customers a Happy & Colorful Holi

March 2015

Various Bill Payment Options

BSES
BSES Yamuna Power Limited
24 X 7 Helpline for all queries 399-99-808

Why do power interruptions occur ?

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.

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.bsesselhi.com.

60+
EARTH HOUR

India UNPLUGGED

#SWITCHOFF 28 MARCH 2015 8:30 PM - 9:30 PM

SAY YES TO RENEWABLE ENERGY

Pledge your support at www.earthhour.in

BYPL at your service 24X7

You can reach us any time of the day through following options:

- Call 24x7 399 99 808
SMS Type BSEYP, Space, NC, Space, 9-digit CA number and send it to 5-61-61-08

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.customercare@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.

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-110032
CIN: U74899DL2001PLC111525
Tel: 011-399-99-808, Website: www.bsesselhi.com

SMS	IVRS
Type BSEYP, space, write NC, space, Type nine digits CA number and send it to 561 61 08.	From your registered phone number call on 399 99808, 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.

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 14 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.