

Avail Door Step Services with BSES Mobile App

For your convenience, BSES has upgraded its Mobile App. Now, besides registering 'No Supply' complaint, you can also:



- Register for various **Door Step Services** like New connection, Name change, Load enhancement / reduction, Address correction and view Status of new connection.
- Use **My Account** to View past and current billing details, Pay electricity bills, Download Last 5 bills (with payment details) and current bill (in PDF).
- Get messages on important subjects like Energy Conservation, Electrical Safety etc.

Consumers can download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Presently this App is only for Android phones.

Safety tips for consumers

- Stay away from electrical installations like – electric poles, sub-station fencing, feeders, transformers, etc especially during monsoon.
- Do not touch electrical installations in any case.
- Do not extend your balcony/chajja near power lines, poles, etc. and do not dry your clothes on power lines.
- Install Earth Leakage Circuit Breaker (ELCB) at your home to avoid electric shock from any current leakages.
- Stop children from playing near electrical installations even if they are barricaded.

Awareness Rallies Organised

BSES Yamuna Power Limited is organising Awareness Rallies in various pockets of East and Central Delhi to spread awareness among people about electrical safety, power conservation and dangers of power theft. Hundreds of school children have participated in these rallies so far. We are going to hold more such rallies to directly connect to our 15 lakh consumers in the days to come.



145 units of blood donated

At the BYPL annual summer Blood donation camps, employees and consumers voluntarily donated 145 units of blood, which was given to the Ram Manohar Lohia Hospital and Hedgewar Arogya Sansthan Hospital blood banks.



Stay Safe; avoid flying kites near electric installations

Kite flying is an integral part of the Independence Day celebrations in India. Sometimes this otherwise innocuous activity can be hazardous, even fatal at times. The wide-spread use of metal coated manjha – being a good conductor of electricity – poses a great danger not only to the person flying the kite, but also poses a risk to the electricity supply of an area.

- Metal coated manjha can lead to trippings and even electrocution.
- Tripping of just one 33/66 kV overhead line can disrupt power supply to over 10,000 residents of an area and tripping of a single 11 kV line to over 2500 residents.

Reach us if you face power outages

Telephone: 399-99-808

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.

Additional No For 'No Supply' (till August 31, 2016)

Call - 300 79 300

SMS: 5616108

Type BSESYR space, write NC (No Current) space, Type 9 digit CA number (BSESYR—NC—CA No) and send it to 561 61 08.

Mobile App

Download the App from www.bsesdelhi.com/Google Play. Click on the App, enter 9 digit CA number, select the service and register the request/ complaint.

Feedback

Send in your feedback to Corporate Communications, BSES Yamuna Power Limited. Registered Office: Shakti Kiran Building, Karkardooma, Delhi-110032, CIN:U74899DL2001PLC111525, Tel: 011- 399-97-111/399-99-273. E-mail: Bypl.Feedback@relianceada.com, Website: www.bsesdelhi.com