

# SYNERGY

a joint venture with GONCTD



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July - 2016

## BSES MOBILE APP

Register 'No supply' complaints & avail 'Door Step Services' from your mobile

- Register complaints related to 'No Supply', Streetlights and Emergency (Fire & Shock)
- 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.



Upgraded Mobile App with new design & additional features

\*App can be downloaded from [www.bseedelhi.com](http://www.bseedelhi.com) and Google Play

## Easy to use

- Click on the App
- Enter 9-digit CA number
- Select the Service & register the request/complaint
- On registering, an acknowledgement number will be generated
- Consumers will also be able to get status of the complaint

\* Presently available only for Android phones

## Monsoon Advisory

- Stay away from all electrical installations like electricity poles, substations, transformers, streetlights etc.
- Caution children not to play near them, even if they are barricaded.
- Do not touch electrical appliances with wet hands.
- Keep a "Tester" at home. If a switch or a wall of your house is wet, do not touch it. First use the "tester" to check if there is an electricity leakage. If the need be, call your electrician.
- Install an Earth Leakage Circuit Breaker (ELCB) to help avoid shocks and mishaps

## Delhi's peak demand reaches 6188 MW, its highest ever

BSES discoms were able to meet the unprecedented peak power demand when Delhi recorded an all time high of 6188 MW (BYPL 1453 MW) on May 20. Due to extreme heat, the city was also declared a red zone by the Indian Metrological Department.

Despite the unprecedented and continuous high power demand, the distribution network has been able to largely measure-up. Had it not been the case, Delhi's power demand would not have clocked 6188 MW – an increase of 23% from last year!



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

## Mobile App

Download the App from [www.bseedelhi.com](http://www.bseedelhi.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](mailto:Bypl.Feedback@relianceada.com), Website: [www.bseedelhi.com](http://www.bseedelhi.com)