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HAPPY INDEPENDENCE DAY



BSES
BSES Yamuna Power Limited

a joint venture with GONCTD

AUGUST - 2017

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.

SMS: 5616108

Type BSEYP, space, write NC (No Current), space, Type 9 digit CA number (BSEYP—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.

Advisory related to Electricity meters issued in public interest

Your electricity meter is safe, but remember, it is a complex device. Therefore, some precautions related to electricity meters are a must. You can keep yourself and your family safe by implementing on the advisory issued by BSES in public interest:

- No electrical or mechanical equipment should be installed near the electricity meters/installations.
- The place where meter box is installed should be clean and kept free from any garbage, inflammable material or debris for safety and ease of access.
- Avoid parking vehicles near electricity meter or any electrical installation which can make the area unsafe as the fuel in the vehicle would aggravate fire. Also, these installations should be kept free from any encroachment.
- Consumer should ensure that the areas, where meters are installed, are properly ventilated, free from contaminants and exhausts gases from any process which might lead to conditions causing fire incident.
- Don't overload your meter beyond its sanctioned load especially the meters having a sanctioned load of up to 10 kW.
- Don't use water to extinguish the electrical fire.
- Immediately call on BSES helpline number 011- 399 99 808 or 011- 41 999 808 (Fire & Shock) in case of any meter related emergency in order to cut off the electrical supply. Also call the fire brigade at 101.

Individual / local faults

There can be several reasons for outages. Often they are on account of local or individual faults. If your premises does not have electricity, but the vicinity / neighbour has, then it is a local / individual fault.



- Check your MCB/ELCB. If it has tripped, reset it. If it again trips, please call your local electrician
- If the meter display is glowing (LED is blinking), CHECK the MCB and call your local electrician, if required

You can reduce incidence of local faults through the following:

- Ensure house wiring has proper protection – use good quality MCBs/ELCBs
- Tree branches touching electrical wires can cause sparking / trippings and voltage fluctuation. If you come across such wires, inform BSES
- Report power theft as it can lead to local faults
- Stop entry of anti social elements in sub-stations. If required, inform BSES/Police
- Theft of oil from transformers can cause outages / fires. If you come across such instances, inform BSES/Police

GO CASHLESS: PAY YOUR ELECTRICITY BILL ONLINE / THROUGH MOBILE APP

Convenience....Anytime, Anywhere... Save Time



Please visit www.bsesdelhi.com for more details

Net banking

Credit/Debit Card

Mobile / E-Wallet

And Much More

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

41999808
Streetlight

8588892156
(Power theft related)

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



At Your Service 24X7 : 399-99-808, Call 8010930719 if somebody asks you for bribe for electricity related work

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