

Register 'No Supply' complaints through convenient options like Mobile App, Toll Free and Helpline Numbers

MOBILE APP



Helpline Number
011-399 99 808



19122 (Toll Free)



8745999808

SMS **5616108**

BYPL has a zero tolerance policy against corruption

Contact BYPL Vigilance Department, if someone demands bribe from you for electricity related work.

Ph - 8010930719, WhatsApp No - 8588892156,
Email: bypl.vigilance@relianceada.com



Reasons for outages!!

BYPL strives to provide you un-interrupted 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 generating units / transmission / distribution system
- (iii) Low generation on account of fuel shortages at generating stations
- (iv) Capacity constraints of transmission lines and equipment;
- (v) Over loading of the distribution system due to power-theft;
- (vi) Local faults and
- (vii) Planned shut downs for preventive maintenance for system improvement

Cool tip: Every degree Celsius increase in AC temperature = ~ 6% electricity savings

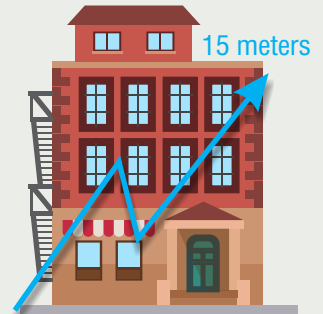
Do you know, air conditioning can account for 30-50% of a company's / household's annual energy costs? Increasing the air-conditioner setting by just 1 degree Celsius can save around 6% electricity. Therefore, for the most comfort at the least cost, set your AC thermostat between 24-25 degree Celsius.

From	To	Annual Savings Up to (Rs)	Annual Savings up to (%)
18 degree Celsius	24 degree Celsius	4814	33
	25 degree Celsius	5616	38
	26 degree Celsius	6419	43

**Source: Bureau of Energy Efficiency (BEE), Assumptions: 1.5 ton 5-star rated split AC, running 10 hours a day for 180 days*

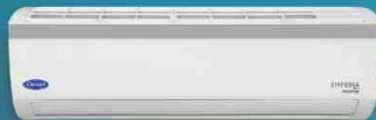
Fire Clearance Certificate must for connection in buildings over 15 meters in height

For getting a new electricity connection in a building which is more than 15 meters in height, the applicant needs to furnish a Fire Clearance Certificate. This is mandatory as per the regulations of DERC and Building Bye-laws of Master Plan of Delhi.



FEEDBACK

Send in your feedback to: Corporate Communications, BSES Yamuna Power Limited. Registered Office: Shakti Kiran Building, Karkardooma, Delhi-110032, CIN:U40109DL2001PLC111525, Tel: 011- 399-97-111/ 399-99-273, E-mail: bypl.Feedback@relianceada.com, Website: www.bsesdelhi.com



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FREE RUNNING	100%	75%	50%
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For your old AC & other home appliances, recommended to utilize the e-waste facilities across India to recycle & protect our environment. For details, call us on 1800 3011 1111 or email at carriercare@carriermidea.com

*T&C Apply.