

Media Release**Adani Electricity Mumbai Limited offers multiple options to its Customers to address billing queries****Editors Synopsis**

- AEML sets up camps at eight locations -Kandivali, Bhayender, Bandra, Chembur, Goregoan, MIDC Andheri, Andheri West & Sakinaka to address customers queries on billing starting 1 - 15 December 2018
- AEML customers are encouraged to carry a copy of their recent electricity bill to gather clarity on their issues
- Introduces 24x7 dedicated helpline **19122** and email id – billsupport.aeml@adani.com to respond to all the billing issues

Mumbai, December 1 2018 –To address the rising misperception around electricity bill hikes, Adani Electricity Mumbai Limited (AEML) has launched a slew of new platforms to ease customer convenience and offering quick resolution to queries and concerns.

AEML has introduced a priority channel in its 24 x 7 helpline 19122 (after making language selection 1 for Marathi, 2 for Hindi, 3 for English and 4 for Gujarati, customers can dial 5 followed by 4), complimented with a steadfast email id billsupport.aeml@adani.com for the customers to reach out with their complaints. AEML will endeavour to respond to all the queries related to billing within 24 hours. In addition to the above, AEML has also organized dedicated camps that will be committed to explain and resolve billing queries.

Customers can reach AEML through any of the aforesaid mediums with their account details, as per their convenience.

Dedicated Camps have been placed at following locations:

- 1) **Kandivali** – Adani Electricity Mumbai Ltd. Junction of Shankar Lane, S.V.Road, Kandivali (West), Mumbai 400067
- 2) **Bhayender** - Adani Electricity Mumbai Ltd. Pawan Putra Building, Ghoddev Phatak (Near Railway crossing), Kashi Mira Road, Bhayander (East), Thane – 401101
- 3) **Bandra** - Adani Electricity Mumbai Ltd.RNA Corporate Park, Old Kala Mandir, Near Collector's Office, Bandra (East), Mumbai 400051
- 4) **Chembur** - Adani Electricity Mumbai Ltd., Near Sahakar Cinema, Tilaknagar Road No.3, Chembur, Mumbai 400089
- 5) **Goregoan** – Adani Electricity Mumbai Ltd – Western Express Highway, Dindoshi, Goregoan (East), Mumbai 400097
- 6) **Andheri (East)** - Adani Electricity Mumbai Ltd, Plot No E-4 (i) & (ii), MIDC Area, Marol Andheri (East), Mumbai -400093

- 7) **Andheri (East)** -Adani Electricity Mumbai Ltd, AK Road, Near Parke Davis, Sakinaka, Andheri (East)
- 8) **Andheri (West)** - Adani Electricity Mumbai Ltd, Usha Kiran Building, Near Nadco Market, S.V. Road, Andheri (West), Mumbai 400058.

Speaking about the initiatives, AEML spokesperson said “We are concerned with the rising perception of our customers around electricity bills. Through these initiatives, we are aiming to provide multiple options to our consumers and address their concerns expeditiously. With our continuous customer engagement, we aim to address and resolve all issues at the earliest. We urge our customers to reach out to us by calling our dedicated customer service team on 19122 or email us at billsupport.aeml@adani.com or at dedicated camps or direct message on our social media handle for any issues and we will revert back within 24 hours.”

The month of October and November in the city of Mumbai usually witness a change in climatic conditions which results in a subsequent change in patterns of electricity consumption. The Sunday of October 7, 2018 was touted to be the second hottest day in October in a decade as the maximum temperatures touched 37.8° Celsius. Average temperature of October has increased from 27.7° Celsius in 2016 to 31° Celsius in 2018. MERC has determined higher slab tariff for higher consumption by the consumers of all the distribution companies of Maharashtra.

Keeping this in mind, AMEL has decided to step up its customer outreach and increase awareness around their electricity usage so that they can make optimum consumption of electricity and not have to face the issues of higher bills.

About Adani Electricity Mumbai Limited

Adani Electricity Mumbai Ltd (AEML), part of the diversified Adani Group, is an integrated business of power Generation, Transmission & Retail Electricity Distribution. It serves over three million consumers spread across 400 sq. kms in Mumbai and its suburbs with 99.99% reliability, among the highest in the country. Adani Electricity meets close to 2,000 MW of power demand in Mumbai’s largest and the most efficient power distribution network. It provides world-class customer care services with the help of advanced technologies. Adani Electricity plans to expand its presence in newer geographies in pursuit of India’s vision of ‘Power for All’.

For more information please visit our website www.adanielectricity.com/



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