

Now Dial 19122 for Adani Electricity Customer Care

-- Resolve queries and complaints through the simple and toll free five-digit number –

Mumbai, Thursday, May 31, 2019: Adani Electricity Mumbai Limited (AEML), the city's largest private power utility, makes 19122 the exclusive number for customer service with a view to keep it simple and easy to remember. Available in Marathi, Hindi and English, this multi-lingual 24x7 customer care number will be accessible through all telecom operators in Mumbai.

AEML has significantly expanded its customer service experience by simplifying ways in which customers interact with the organization. The new customer care number will present the caller with eight simple options through IVR. More urgent and important options such as fire and shock complaints, building elevators interrupted due to power supply, excavation and power theft complaints have been placed in the beginning. Other options such as new connection, interruptions in power supply, streetlights complaints and payment-related queries among others follow later.

Speaking at the announcement, an **AEML Spokesperson** said, "Power of Service is at the core of our business and AEML continues to bring greater convenience to all its stakeholders. With the announcement of exclusive new customer care number, we aim to make it simpler, faster and easier for our customers to reach us."

The previous customer care number **1800 200 3030** will continue to be operational and will be withdrawn over a period.

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



Follow us on: @Adani_Elec_Mum

For further information on this release, please contact:

Adani Electricity Mumbai Ltd	
Mr. Vijayendra Bhaavsar Hand Phone: +91 9820168842 Email – vijayendra.bhaavsar@adani.com	Mr. Abhijeet Kumar Hand Phone: +91 8080334332 Email – abhijeet.kumar2@adani.com

+++++