

Media Release

Adani Electricity continues to support Mumbaikars during the pandemic COVID-19

AEML facilitates digital payment modes, encourages customers to stay indoors and maintain social distancing

Mumbai, 21 March 2020 – Following the advisory by central and state government on the pandemic Coronavirus, AEML encourages its customers to stay indoors and facilitates Digital payment modes, Self-help payment Kiosk, Drop boxes in society to stay indoors and maintain social distancing. AEML has also informed the honourable Maharashtra Electricity Regulatory Commission about the steps taken to mitigate the pandemic effect under general conditions of Distribution Licence Regulations 2006, 8.6.8.

AEML is concerned about coronavirus-related suspension of services, foreclosures, utility cut-offs and continues to attend requests of supply restoration and safety related complaints only. Customers can access bill information through the Adani Electricity mobile app, register no supply complaints by giving a missed call on 18005329998 and pay bills through online payment modes such as Paytm, Google Pay, Amazon Pay, PhonePe, BHIM, MobiKwik and FreeCharge, etc. In the light of consumer and employee safety, other services, which include human interface such as Meter reading, Billing, Bill collection, Release of new connections are discontinued until March 31, 2020. AEML is continually reviewing the situation and look forward to resume the services basis ground situation

AEML spokesperson said, "AEML will continue to support its customers & employees facing additional difficulties because of the COVID-19 pandemic. AEML will ensure continuity of supply and digital services for issue resolution, easy payment arrangements so that our customers can comfortably stay at their home."

With Maharashtra leading the case count and several been reported from the Mumbai region, AEML announced moratoriums on Distribution services. AEML's Distribution

business operations involve customer interface at various levels however, in the larger public interest, the company is taking required measures for the safety of its employees and consumers.

About Adani Electricity Mumbai Limited (AEML)

Adani Electricity Mumbai Limited, part of the diversified Adani Group, is an integrated business of power generation, transmission and retail electricity distribution. AEML owns and operates the largest and most efficient power distribution network in India. AEML serves over 3 million consumers spread across 400 sq. km. in Mumbai and its suburbs meeting close to 2,000 MW of power demand with 9.99% reliability, which is among the highest in the country. AEML provides excellent customer care services with the help of advanced technologies