

## Media Release

### **Adani Electricity Mumbai Ltd prepares the city for Monsoon**

*Ensures safety measures for their installations and reduced downtime during monsoon, additional helpline numbers activated for customer convenience*

**Mumbai, June 17, 2019:** Adani Electricity Mumbai Ltd. (AEML), largest power distributor in Mumbai, announces the monsoon preparedness safety measures taken across their divisions as the city welcomes its first showers this week.

Maintaining the safety of its installations across divisions, AEML has activated its Central Disaster Control Room (CDCR) to address any exigency that is reported during monsoon. Aiming for seamless communication and coordination across internal departments and external authorities such as MCGM (Municipal Corporation of Greater Mumbai), the team are working towards minimal supply downtime and quick turn out on incidents reported during water logging.

AEML has adopted an elaborate Disaster Management plan to minimize the damage and distribution of power supply during any probable natural disaster and also introduced a well-defined response, recovery and restoration plan with its associated infrastructure. This will include preparedness for disaster on the supply side as well i.e. generation and transmission network.

To help the customers to connect faster for any queries, AEML provides the following facilities:

Dedicated 24 x7 toll free number **19122**

In case of emergencies like Fire and Shock Complaints, customer can directly report to **Central Disaster Control Room on 30099111/30097225** from **June to September**

Give us Missed call from their registered mobile number at 18005329998

**SMS** - Send Power<9 digit account no.> to 7065313030 e.g. If your account no. is XXXXXXXXX, then send Power XXXXXXXXX, to 7065313030

**WhatsApp**, Send #nopower<9 digit account no.> to 9022813030 e.g. if your account no. is XXXXXXXXX then send #nopower XXXXXXXXX to 9022813030.

**Commenting on the safety measures, AEML spokesperson said,** "We have carried out pre-monsoon checks and preventive maintenance of our equipments. A special team has been deployed to provide additional support to our central disaster management team during emergency. For the benefit of our customers, we have activated additional helplines to report any incident that takes places for this season. In situation of water logging, we may be compelled to resort to 'Safety Switch-offs' of power supply to ensure safety of our installations as well our customers, we appeal for cooperation during such eventualities."

AEML has ensured that its team is provided with adequate transport facility and additional emergency repair kits along with safety wear across their divisional offices and

## Electricity

strategic locations. Safety of AEML employees is also kept in consideration with necessary medical, administrative and material support needs.

**Do's:**

1. Ensure that the Meter cabin providing electric supply to the premise is adequately protected from water logging or leakage.
2. In case any alterations are made in the wiring, it should be thoroughly checked and tested by a licensed electrical contractor.

**Don'ts:**

1. Do not touch any Electrical installations with wet hands or without using hand gloves, safety shoes or insulated platform. If in doubt, call Adani Electricity for assistance.
2. Do not use electricity more than the sanctioned load.

**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](http://www.adanielectricity.com)



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