

Adani Electricity introduces consumer benefit initiatives for easy bill payments

-In order to resolve billing related grievance in transparent manner, AEML undertakes significant steps in line with directives issued by the MERC-

Mumbai, July 1st 2020: The state lockdown has now been extended till 31st July 2020, with continued extended hours at home. Work from home along with prevailing weather conditions has resulted in increase in electricity consumption. Further to clarifications issued by the state government and regulatory body, AEML announced various initiatives including interactive E-bill facilities, multiple digital payment modes, EMI facility for convenience offering to address consumer's concerns.

Below mechanisms have been put into place at AEML for quick redressal relating to high billing complaints of the consumers.

- **Social Awareness Measures:**

An infographic video explaining the billing procedure is available on AEML You tube channel [link](https://www.youtube.com/watch?v=diXpOZqgsWY&feature=youtu.be) for the same is <https://www.youtube.com/watch?v=diXpOZqgsWY&feature=youtu.be> and the same has been shared with over consumers via sms/email/WhatsApp for their understanding and knowledge.

Consumers can visit the website to self-check their bills in terms of accuracy of units consumed, tariff rate, tariff slab benefits available. A comparison with the corresponding period of last year is also available on the bill.

- **Billing Support:**

Consumers can self-check their bills on the website by uploading their details and cross-verify the meter reading on the bill, consumption, and the amount payable leading to a speedy redressal to their queries. If current meter reading is more than the meter reading mentioned on the bill the bill is correct.

- **Amendment Details:**

The bills being received by the consumers contain the current reading taken, total amount payable and amendment details of March and April. Consumers can use following [link](https://www.adanielectricity.com/BillAmendmentDetails) to check the bill amendment details <https://www.adanielectricity.com/BillAmendmentDetails>.

- **Dedicated Help Desk:**

Over 25 help desks have been set up at our 8 customer care centers across the city. Consumers can avail the video call facility to speak to customer service team on their queries at all centers.

- **Helpline Number:**
Consumers can call our **24X7 helpline number** at **19122** or use **WhatsApp** to reach us at **+919594519122**
- **Easy EMI's:**
An EMI facility is available at AEML website for payment through credit cards, eligible consumers preferring alternate payment modes can also avail 3 months EMI as per MERC supply code regulations.
- **Assurance of Continued Supply:**
No electricity connection will be disconnected over non-payment of dues until the consumer's grievances have been redressed.
- **Automated Meter Reading:**
MERC has approved capital expenditure schemes for the installation of smart meters for Automated Meter Reading. AEML shall install more than **7 lakh smart meters** in the coming months. This action, will provide real-time information to the consumer on their consumption and they will get meter reading without human intervention.

An AEML Spokesperson commented on this, "AEML has undertaken various measures such as virtual help desk, EMI facility as well a proactive awareness initiatives to increase clarity on the billing process amongst the consumers. The consumers will be receiving bills basis their actual consumption with applicable tariff slab benefits. All necessary actions have been undertaken are in accordance with the rules and regulations laid down by the State Government & MERC"

Link to bill amendment details:

<https://www.adanielectricity.com/BillAmendmentDetails>

Link to Video on bill amendment:

<https://www.youtube.com/watch?v=diXpQZqqswY&feature=youtu.be>

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 the 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 99.99% reliability, which is among the highest in the country. AEML provides excellent customer care services with the help of advanced technologies. For more information, please visit www.adanielectricity.com

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