

## Media Release

### **AEML announces novel features for their smart phone app**

*~ AEML aims to provide self-service option to its customers helping tailored their account as per their needs ~*

**Mumbai, August 15, 2020:** This Independence Day, Adani Electricity Mumbai Limited launched the updated version of their mobile app, on both Android as well as iOS platforms. Keeping in mind the constantly evolving consumer needs, various customer-centric features have been introduced in the application. The new app would enable the consumers to submit their meter reading, download payment receipts, login using fingerprint, face id or OTP, locate the nearest Customer Care Center / Genius pay Kiosk or check month on month consumption pattern.

Apart from these latest features, the app already offers functionalities like Bill payment, download bill copies, check meter reading & payment history, tariff details and so on.

The latest version of the application would have the following incremental features:

1. **Submit Meter reading:** Customers can now submit their own meter reading on the app. In case, the meter reading has already been noted by an AEML employee, the same will be prompted to the customer along with the next meter reading date.
2. **Download payment receipts:** Customers can now download the payment receipts for all modes of payment including cash, via the app.
3. **Login using fingerprint, face ID or mobile number:** -To make the registration and login process, hassle-free, Adani Electricity customers can now login to the app using their registered mobile no. as well, in addition to the existing functionality of logging in using their 9-digit Account No.
4. **Locate touchpoints:** All customer care centers, and genius pay kiosks can now be located on the app, along with the google map navigation towards the location.
5. **Month of month consumption comparison:** The consumers can now compare their power consumption, month on month, for the last 1 year.
6. **Opt-in for WhatsApp Services:** Customers who wish to receive account specific communication via WhatsApp, can opt-in for the same via the app.

**Mr. Kandarp Patel, MD & CEO, Adani Electricity Mumbai Limited said,** "Consumer centricity is always the focal point at AEML, and the upgradation of the application is one step to further that. The technology will help us reach out to our vast customer base and better cater to their changing requirements. AEML is constantly working on integrating technology in our customer care processes an updated version of this app, with many more convenient features, will be introduced soon."

The app is available on both Android and iOS platforms. Current Android App users will only need to update their current app to use this version, but the iOS app users will need to uninstall in the old app and reinstall it. New users can download the app from the App Store (iOS) or Play Store (Android). This would be available on the play store from August 15, 2020 onwards.

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

For more information please visit our website [www.adanielectricity.com/](http://www.adanielectricity.com/)



Follow us on: @Adani\_Elec\_Mum

**For further information on this release, please contact:**

Adani Electricity Mumbai Ltd	
<b>Mr. Vijayendra Bhaavsar –</b> Hand Phone: +91 9820168842 Email – <a href="mailto:vijayendra.bhaavsar@adani.com">vijayendra.bhaavsar@adani.com</a>	<b>Mr. Abhijeet Kumar</b> Hand Phone: +91 8080334332 Email – <a href="mailto:abhijeet.kumar2@adani.com">abhijeet.kumar2@adani.com</a>
<b>Ms. Saloni Dave-</b> Hand phone- 9664853836 Email- <a href="mailto:saloni.dave@mslgroup.com">saloni.dave@mslgroup.com</a>	

+++++