

Media Release

Be responsible before hitting panic button, appeals AEML

- Forwarding messages on WhatsApp / Social Media without getting the facts creates confusion and panic amongst citizens
- AEML is committed to supply Reliable and Uninterrupted power to its customers

Mumbai, 27 October, 2020: Adani Electricity Mumbai Ltd which supplies reliable and uninterrupted power in the suburbs of Mumbai to 30 lakhs customers has appealed to citizens not to circulate Power Outages Notices beyond their area of supply as circulating such messages on WhatsApp / Social media creates unnecessary panic button / confusion. This also leads to calling AEML call center / visiting AEML offices creating disturbance in service to provide to other genuine customer queries.

To keep its Distribution network robust and provide uninterrupted power supply, AEML needs to maintain its network. As a part of its routine job, it needs to take planned outages to avoid major breakdowns in the system. During such planned outages, to help its customer prepared in advance, it gives notices to residents of these areas. The planned outage is meant only for that area, but AEML observed that the notice meant for area is being circulated to other areas creating panic button amongst customers.

To avoid panic button, AEML spokesperson said, " We appeal citizens not to forward the notices other than their area as this is creating panic amongst our customers and creates confusion and waste their time in following up with the call centers. While we perform our duty, you play your role and be responsible, supportive citizen and refrain yourself by forwarding such messages to helps us cater you better services. Be Healthy and Be Safe."

For AEML, its customer is first priority, hence whenever we carry out planned / emergency outages, wherever possible we either provide supply through alternate arrangement by using our Ring network which is unique in Power Distribution business or utilize Diesel Generator sets. AEML is aware about the current pandemic situation and know that many people are working from home or students attending classes online. We want our customer to be safe at homes in this pandemic.

We reiterate and once again appeal to refrain citizens not to forward such messages creating miss Communications. Also updating your phone numbers / e-mail ids regularly with AEML will help us sending service-related communications.

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

For more information please visit our website www.adanielectricity.com/



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