

Media Release

Adani Electricity Mumbai Ltd prepares the city for Monsoon

- Ensures safety measures for their installations and reduced downtime during monsoon, additional helplines activated for customer convenience

Mumbai, June 11th, 2020: Adani Electricity Mumbai Ltd. (AEML), the largest power distributor in Mumbai, announces monsoon preparedness safety measures taken across their divisions as the city welcomes the first showers this week.

Adani Electricity has taken all precautions to ensure continuity of supply during the monsoon. A well-defined response, recovery, and restoration plan with its associated infrastructure is in place.

AEML has also activated its Central Disaster Control Room (CDCR), to mitigate any disruptions in power supply that is reported during this season. We are coordinating with the authorities such as **MCGM** (Municipal Corporation of Greater Mumbai), **MBMC** (Mira-Bhayender Municipal Corporation) to ensure the best services to consumers and provide a quick turn around on incidents reported during heavy water logging.

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

- Dedicated 24 x7 toll free helpline **19122**
- In case of emergencies like Fire and Shock Complaints, customers can directly report to **Central Disaster Control Room** on **022- 30099111 / 022 – 30097225 / 022 – 29688111 / 022 – 29688225** from **June 2020 to October 2020**.
- Give us missed call from their registered mobile number at **18005329998** to register a complaint or know the status of power restoration.
- **SMS** - Send Power to **7065313030** e.g. If your account no. is XXXXXX, then send Power XXXXXX, to 7065313030
- **WhatsApp** - Customers can register a complaint or know the status of restoration by using this service Send Power <9 digit account no.> to 9594519122. e.g. if your account no. Is XXXXXXXXXX then send, Power XXXXXXXXXX to 9594519122.

Commenting on safety measures, AEML spokesperson said, "Customer safety and well-being is the priority at AEML, and we are fully equipped to mitigate any issues that could be caused due to the monsoon and heavy rains. We are available 24/7 to our customers via our helpline number **19122** to address any concerns or queries they might have. Additionally, a special team is also ready on standby to provide additional support to our central disaster management team in the case of an emergency."

We have carried out pre-monsoon checks and preventive maintenance of our equipment. AEML has ensured that the teams are provided with adequate transport facility and

additional emergency repair kits along with PPE's across their divisional offices and strategic locations. Bearing in mind the social distancing norms, all necessary medical, administrative and material support needs are being met.

For the consumers, we have the following advisory:

Do's:

1. Ensure that the meter cabin providing electric supply to the premises 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.
3. Keep a torch and candles at home. This could come in handy if you must switch off electricity for safety reasons.

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.
3. If you see any sparks in the meter cabin, street light poles or distribution pillars, **do not** touch them, you could get an electric shock. Call our 24hr. Helpline, 19122 for assistance.

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/



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