

Media Advisory

Adani Electricity issues monsoon advisory for its customers during deluge

Mumbai, July 19, 2021: The city of Mumbai has been witnessing torrential rain from last two days leading to waterlogging in various parts of the city. The heavy rainfall on Saturday night resulted in water logging in some areas of our distribution network and for safety reasons, AEML had to switch-off the supply of our esteemed consumers. As soon as water levels receded, our teams following safety protocol have immediately restored the supply.

The IMD department has already issued red alert for the city and next few days the city is expecting heavy rainfall. Taking into consideration the safety of customers, AEML’s **Central Disaster Control Center (CDCC)** team is on high alert and working round the clock towards minimal supply disruption. The CDCC team is regularly coordinating with internal as well external authorities such as MCGM (BMC) and Mira-Bhayender Municipal Corporation (MBMC) and other departments, so the consumer is affected with minimal supply downtime and quick turnaround during incidents reported due to water logging.

Speaking on the monsoon advisory, Adani Electricity Mumbai Ltd spokesperson said,“ Consumer safety and wellbeing is the priority of AEML. Our team has been on-ground from last two days ensuring minimal supply downtime and mitigating all the supply related complaints. We request our consumers to follow our advisory for their safety. In case they face any supply related complaints they can call us on our 24x7 helpline number 19122 or call Central Disaster Control Centre (CDCC) on 022- 50549111 / 50547225 / 29688111 and 29688225.

For safety of its consumers, **Adani Electricity Mumbai Ltd. (AEML)** has come up with the advisory and is appealing and advising its consumers to follow them strictly during the monsoon period.

Sr. No	Electrical Hazards during Monsoon	Precautions
1.	Water logging in rainy season (AEML Assets - Meter Cabin, LT Pillar, Substation, Street Light Poles)	<ul style="list-style-type: none"> a) Do not touch the electrical installations. b) Keep safe distance and do not allow anyone to go close to the installation. c) Immediately inform Adani Electricity Mumbai Limited.
2.	Water logging in rainy season (Inside Consumer Premises)	<ul style="list-style-type: none"> a) Keep gadgets / appliances away from water logging area. b) If gadgets / appliances are submerged in the flooding, don’t Switch ON. c) Before Switching on such appliances, get it first checked from Licensed wireman / LEC's.
3.	Carrying out unauthorized connections in AEML installations (Theft).	<ul style="list-style-type: none"> a) Don’t touch Adani Electricity Mumbai Limited installations b) Don’t carry out / allow unauthorized connection. c) Inform local police as well Adani Electricity
4.	Unauthorized wires / installations with poor insulation being in contact with grill / rooftop metal channels and	<ul style="list-style-type: none"> a) Ladder preferably should be non-metallic material. b) Don’t take connection from unauthorized wires. c) Get proper earthing done through License Electrical Contractor (LEC).

other metal parts of the premises.	d) Install Residual Current Device (RCB) / Residual Current Breaker with Overload (RCBO).
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Consumer can reach us to report the incident on below helpline numbers.

- Dedicated 24 x7 toll free helpline **19122**.
- In case of emergencies like Fire and Shock Complaints, customers can directly report to **Central Disaster Control Centre (CDCC)** on **022- 50549111 / 50547225 / 022 – 29688111 / 022 – 29688225** from **June 2021 to September 2021**.
- 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.
- **AEML Website** – www.adanielectricity.com / social media – Facebook / Twitter or Instagram - @Adani_Elec_Mum.
- **Adani Electricity Mobile App** - Android - <https://bit.ly/35DlpYd>
iOS - <https://apple.co/2Sij5mk>

About Adani Electricity Mumbai Limited

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 customers 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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