

**Media Note:**

**Three years of AEML, giving consumers world class experience**

**Note for Editors**

- **Reduced consumer tariff by average 18%, ATC losses from 11% to 7.3% and consumer complaints by 38%**
- **Seven lakh smart meters will be rolled out in FY 21-22, Video calling facility and increase of Genius Pay Kiosk from 91 to 200 across its Distribution area**

**Mumbai, August 26, 2021:** Adani Electricity Mumbai Ltd (AEML) has completed three years of its operations. In these three years, it has introduced series of consumer-centric initiatives which are helping consumers to get best in class consumer services. AEML's proposal for average 18% tariff reduction was approved by MERC in March 2020. The Aggregate Technical & Distribution (AT&C) losses were reduced from 11 % to 7.3 %.

The number of supply related complaints not only reduced by 38 % but the time taken to resolve the complaints also reduced. The CONSUMER Average Interruption Duration Index (CAIDI) has improved by 14% and brought down from average 36.18 Mins / Consumer to 31.13 Mins / Consumers.

After Adani group acquired the Mumbai Power distribution business of Reliance Infrastructure in August 2018, Adani Electricity has made significant investments in upgradation of network, demonstrating their commitment to the city with visible and lasting impact.

If a consumer wants a new connection, he or she can get the same within seven days. There are various options for customers to reach to AEML – 24x 7 call center number 19122 for all services of AEML, Email, Elektra (bot), Website, App and WhatsApp services to reach AEML. one can change its name on the bill before next billing cycle and without coming to our office.

On billing, consumer has options from receiving physical bill to email copy to checking the same on website, app, SMS, Whats App among others. The consumer can submit meter reading on their own through various digital options. On payment, he or she have various digital options to choose as well 91 Genius Pay kiosk including 5 Mobile Kiosks spread across its distribution area operating throughout the year.

**Meeting Future Expectations – What you can expect to see this year from AEML**

Roll out of 7 lakh smart meters which shall provide real time consumption details and analytics. Besides eliminating manual meter reading, Smart Meters are also expected to reduce instances of electricity theft.

It plans to double Genius Pay Self-Help Kiosks, from current 91 to 200. With One Kiosk across every two Sq. KMs. of Mumbai, consumers can say goodbye to traveling long distances and waiting in long queues at the traditional consumer care centers. These Kiosks will act as single touch point for consumer applications, complaints, bill payments, amongst other services.

To maintain a personal touch while enhancing their digital services, the company is launching another Industry First solution in the form of a Video Contact Center. Adani Electricity aims to Service Mumbaikars at their doorstep by providing a virtual experience of a consumer care center.

In FY 20-21, the Company announced that they shall be procuring 30% of its energy requirement from Renewable Energy Sources by FY23 and by 2027 this percentage will go up to 60%. Most recently, with the

promotion of Green Tariff by the Maharashtra Regulator, the Company offered a flexible Adani Green Tariff Initiative for its consumers and announced additional Renewable Energy procurement in the offing.

To understand gaps & issues faced by our consumers, we have started quarterly CSAT surveys to get the Customer feedback for various processes, which are taken very seriously to provide best in class services to our consumers.

While these Consumer led initiatives are what most Mumbaikars shall experience at the face of it, the Company says a lot more is being undertaken to improve Network Reliability & Safety. Mumbai is one of the few cities in the Country to receive 24X7 uninterrupted power supply. The Network team at AEML is commissioning new assets like Distribution Substations (DSS) while replacing assets like old cables, oil switchgears & transformers, old, corroded LT Pillars & Streetlights. These improvements are being executed while keeping in mind not only improve the reliability and aesthetic appeal but also the safety and environmental impact.

The Company has received rewards & recognition from various authorities for its performance in last 3 years. Few of them are CBIP Award 2019 for 'Best Performing Utility having integrated operation in Generation, Transmission and Distribution', ISGF awards 2020 for Chatbot implementation, Asian Power Awards 2020 for Demand Load Forecasting using Machine Learning project, Greentech HR Award 2020 by Greentech Foundation, ICC 14th India Energy Summit and Awards- third position in Category A- Green Energy & first position in Category C- Quality of Service & Customer Empowerment.

Adani Electricity is building the foundation of a Future Ready Utility and a benchmark for others to follow. In short, AEML is providing Reliable, Affordable and Sustainable options to its customers.

**Speaking on the completion of Three years of its operations, an AEML spokesperson said,**“ At AEML we believe in ‘Power of Service’ and our group’s growth and vision has always been in sync with the idea of Nation Building. In last three years, the changes we brought whether its reducing Tariff, Distribution losses, Green Tariff, Genius Pay Kiosk, various options to reach AEML, Video calling, Smart Meters or improving Network Reliability & Safety are in plan to change things for the better, so customers can power their dreams and live stress-free life.”

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



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