

# adani

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## Electricity

AEML/MERC/Fact Finding Committee/05  
July 24, 2019

By Email & Hand Delivery

The Secretary,  
Maharashtra Electricity Regulatory Commission,  
13<sup>th</sup> Floor, Centre No. 1, World Trade Centre,  
Cuffe Parade, Colaba,  
Mumbai – 400005

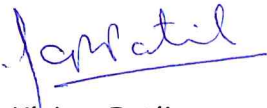
Dear Sir,

Sub: **Comments on Fact Finding Committee report**  
Ref: MERC/Tariff/2019-20/297, dated 4<sup>th</sup> July 2019

Vide reference letter above, the Hon'ble Commission had directed Adani Electricity Mumbai Ltd. (AEML) to file its comments on the Fact Finding Committee report before the Hon'ble Commission by 24<sup>th</sup> July 2019. AEML hereby submits its comments on the report.

Thanking You,

Yours faithfully,



**Kishor Patil**  
Sr. Vice-President, Business - Regulatory  
Adani Electricity Mumbai Ltd.

Encl: As above.

**AEML Response to FFC Report**

1. The Hon'ble Commission by its letter dated 04.07.2019 has directed Adani Electricity Mumbai Limited (AEML) to submit its comments on the Report submitted by Fact Finding Committee (FFC) appointed by the Hon'ble Commission. Accordingly, AEML is, herewith, filing its comments on the said report.
2. At the outset, it is submitted that FFC has accepted the reasons/cause for up-surge in electricity bills submitted by AEML, which, as has been acknowledged by the FFC, was primarily due to the increase in consumption due to weather changes. The FFC has attributed 86% of the increase in bills to increase in consumption itself. However, having accepted the same, it is submitted that FFC has made certain observations and arrived at conclusions in its report as mentioned herein below.
3. AEML now proceeds to reply on certain observations and conclusions in the report for consideration of the Hon'ble Commission:

Sr. No	Pg No	Para	AEML Response
1	19 and 128	3.7.4, 8.11.1	Committee suggested to the AEML-D to have a communication strategy for effective and transparent communication of sudden environmental changes and other factors which may have impact on the electricity bills, and also efforts being taken by AEML-D to avoid any inconvenience to consumers. Further, in para 8.11.1 (page 128), the Committee has also suggested that all utilities could adopt the practice of SMS communication started by MSEDCL, where various messages related to meter reading, consumption, reasons for meter reading not taken, etc. are intimated to the consumers.

Sr. No	Pg No	Para	AEML Response
			<p><b>AEML Response:</b> AEML engages with its consumers through various channels viz., Electricity Bills, Social media platforms &amp; messaging services, society contact programs, radio campaigns (monsoon safety awareness) and mobile &amp; web applications.</p> <p>The intervening period of Sep-Nov, 2018, had a coincident impact of management transition, staff agitation, high temperature levels and tariff revision.</p> <p>For instance- Cases where bills were estimated or consumption slabs of consumers got shifted, were communicated in the electricity bills (<b>Refer Exhibit-A</b>). Queries were resolved through continuous engagement on social media platforms and through Call Centre, special camps. All details related to historical consumption trend, billing as well as support services are available in Mobile application.</p> <p>Communication messages based on different scenarios viz, seasonal variations, estimations, no consumption, access Issues, etc., is already in place (<b>Refer Exhibit-B</b>). SMS alert to consumers in case of increase in consumption for more than 30% is active since last 5 years.</p> <p>Further, AEML has already taken initiatives to implement the FFC's suggestion regarding SMS based communication, as started by MSEDCL.</p> <p>In addition, various efforts to reduce customer inconvenience which have been undertaken and are proposed, were submitted to FFC during the course of engagement. Key proposed measures mentioned in Para 5.12.5 &amp; 6 - Vol I of FFC report are reprised below for ready reference:</p> <ol style="list-style-type: none"> <li>a. Outsourcing – to reduce dependence on permanent workforce.</li> </ol>

Sr. No	Pg No	Para	AEML Response
			<ul style="list-style-type: none"> <li>b. Technological Interventions – work management through mobile apps and self-help channels for customer engagement.</li> <li>c. Smart Metering Infrastructure</li> <li>d. Adoption of Digital payment platforms</li> </ul>
2	20	3.8.5	<p>The Committee felt that it may be useful to develop a system of alerting the consumers through electronic short messages, if any abnormal rise in the power consumption is noticed. This will help the consumers in regulating their power consumption and reduce the number of billing related complaints</p> <p><b>AEML Response:</b> AEML has already activated the alert system (active since last 5 years) through electronic short messages wherever the consumption increases more than 30% compared to the same month of previous year.</p> <p>The draft of message sent to consumers is as given below:  <i>“APR 19 energy usage is more than 30% over APR 18. For energy saving tips, you can call our 24 Hour Tollfree Helpline 19122. Adani Electricity”</i></p>
3	115	8.6.10	<p>The impact of Telescopic Tariff structure during the reference period was faced by the residential consumers and resulted in a large number of consumers moving to upward slabs from their normal consumption brackets. This particularly occurred for the consumers of AEML-D who are normally in the 0-100 and 101-300 slabs.</p>

Sr. No	Pg No	Para	AEML Response
			<p><b>AEML Response:</b> As evident from the FFC report (Volume II , Annex No.- 4, Pg 368-370) and Table 9-3 of Vol. I of the Report, the movement of consumers from 0-100 units slab to higher slab between the months of Sept. 2018 and Oct. 2018 was the most prominent and it is prevalent across all utilities. It is most pronounced in case of AEML-D and MSEDCL. Similarly, between Nov. 2018 and Dec. 2018, there is a significant downward shift from higher slabs to 0-100 units slab, which is almost equally pronounced for AEML-D, TPC-D and MSEDCL.</p> <p>This observation reaffirms our submissions that increase in consumption and consequent movement to higher slabs is the primary reason for increase in electricity bills of residential consumers in the period concerned and the phenomenon is prevalent across all utilities in Maharashtra.</p>
4	120	8.7.5	<p>The Committee also notes that TPC-D and BEST have also resorted to short term power procurement in other months, however rate of such procurement was lower than its average power procurement rate. Whereas in case of AEML-D, contribution of Short-Term power procurement in its total power procurement is quite higher (above 20% in 9 months of year 2018) reaching upto 40%. Also, rate of Short-Term power procurement is near to or above its average power procurement rate.</p> <p><b>AEML Response:</b> AEML submits that details of short term purchase by all the Distribution Licensees in the State in Table 9-6 of the report clearly show that rate of short term purchase by MSEDCL was higher by Rs 0.34/unit than its average power procurement rate whereas AEML's rate was higher by only Rs 0.11/unit. It is submitted that short term rate is driven by many factors such as coal availability, demand supply gap, outages (forced and planned), etc. It is also pertinent to point out that TPC, BEST and MSEDCL</p>

Sr. No	Pg No	Para	AEML Response
			<p>have the advantage/flexibility of hydro generation whereas AEML manages its demand and supply without such flexibility. As seen from the table itself, it is submitted that average power purchase cost of AEML is lower than BEST.</p> <p>In respect of higher quantum of short term purchase, AEML has already submitted to the FFC that it was mainly due to lower availability of its long term source VIPL and lower RE purchase compared to what is considered by the Hon'ble Commission in the MTR order dated 12.09.2018 in Case No 200 of 2018. After the issuance of the MTR order, AEML-D has filed Case No 335 of 2018 wherein it highlighted the aforesaid issues and sought approval for increase in quantum of short term purchase and its impact on cost of power. The Hon'ble Commission, vide its order dated 01.01.2019 in Case No 335 of 2018, has recognized the above mentioned issues and has allowed AEML to purchase additional short term power. The Hon'ble Commission also recognized the fact that the rate of short-term power approved in the MTR Order was on the lower side compared to the prevailing market conditions and, vide the above referred Order, increased the blanket approval rate to Rs. 5 / unit.</p> <p>In view of the same, it is submitted that AEML's power management is comparable with other Distribution Licensees. AEML is efficiently managing its power purchase cost and is taking various steps as elaborated herein after to further reduce the cost and its dependence on short term market.</p>
5	120/ 136	8.7.6/ 9.9	8.7.6 During the visit to MSLDC, the Fact-Finding Committee came to observe poor generation of power by VIPL with whom AEML-D has signed Long Term power procurement agreement for 660 MW. In fact, VIPL has been under shutdown since February, 2019. In FY 2018-19, VIPL's power availability was just

Sr. No	Pg No	Para	AEML Response
			<p>46%. AEML-D is sourcing such huge shortfall through Short Term procurement. The Committee is of the opinion that such arrangement may not survive in long term. In case short term electricity rate in the market increased further, AEML-D's consumer will have face huge tariff increase. The Commission may like to direct AEML-D to deal effectively with VIPL's short supply of power as early as possible.</p> <p>9.9 .....AEML-D needs to take steps to reduce its dependence on short term sources. .... In FY 2018-19, VIPL's power availability was just 46%. The Committee is of the opinion that such arrangement may not be sustainable in long term. AEML-D shall deal effectively with the situation arising out of VIPL's short supply of power, as early as possible to ensure that the consumers will not be unnecessarily burdened with higher energy charges on this count.</p> <p><b><u>AEML Response:</u></b> AEML submits that FFC has not taken cognizance of the submissions made in response to specific queries raised in respect of VIPL while making its observations. AEML, in its reply, had already apprised FFC that VIPL's power availability is lower and AEML has already proactively initiated or will initiate multiple steps such as Case 4 bidding for Dahanu TPP, Long Term Power Procurement under Case 1 bidding using linkage coal and Shakti B(iv) etc. to mitigate the risk of purchase of additional short term power. The said submissions are recorded from Pg. 74 to Pg. 76 of the report. It was also submitted before the FFC that AEML has in fact saved Rs 31 Crore for the period VIPL was not available by efficiently purchasing short term power. It is further submitted that AEML has also floated tender on 18.07,2019 for</p>

Sr. No	Pg No	Para	AEML Response
			purchase of 700 MW of Wind-Solar Hybrid power through competitive Bidding which will not only meet Renewable Purchase Obligation of AEML but also reduce its dependence on short term purchase.
6	122	8.8.5	<p>The Committee also analysed reason for high FAC rate of Rs. 0.68 /kWh of AEML-D and found that main reason is increase in per unit rate of DTSP power (from Rs. 3.86/kWh considered in Tariff Order to Rs. 4.23 /kWh in actual) and procurement of Short-Term power at higher cost (Rs. 7.38/kWh). In subsequent month, AEML-D has restricted the effect of FAC to 50 Paise per unit.</p> <p><b><u>AEML Response:</u></b> Increase in the per unit rate of ADTPS is primarily on account of the lower PLF of ADPTS compared to what is considered in the MTR Order and its consequent effect on Fixed Cost. However, lower PLF is due back down of ADTPS so that lower cost generating station can be scheduled as replacement (elaborated further in response to subsequent query). This only causes benefit to the consumers as the final cost of power to the consumer reduces. Further, due to increase in freight cost and the movement in Exchange Rate, the landed cost of both domestic and imported coal is higher compared to the MTR Order. The increase in rates of short-term power is a market phenomenon and is equally experienced by all utilities. However, despite the above, AEML has restricted the impact of FAC on its consumers by limiting the same to 50 paise per unit.</p>
7	122	8.8.7	AEML-D has attempted to project that the change in principles of FBSM adjustments has caused increase in FAC. However, AEML-D has not clarified the necessity of drawing more energy from the pool. If strict



Sr. No	Pg No	Para	AEML Response
			<p>discipline is maintained in procurement of power as projected, the possibility of drawing energy from pool may reduce automatically and there would be no occasion of impact of FBSM adjustments. It would also be worthwhile to note that the Commission in its MTR Order has specifically directed that the licensee should avoid drawl of more energy from pool. AEML-D appears not to have taken due cognizance of this direction of the Commission and has continued to draw more energy from the pool, consequently resulting in FAC variation. Further, the Committee found that in the FAC of 68 paise/unit (levied in November, 2018), the impact of alleged change in FBSM methodology is just 5 paise/unit which is not major part of FAC levied to consumers.</p> <p><b><u>AEML Response:</u></b></p> <ol style="list-style-type: none"> <li>1. On Day Ahead basis, AEML undertakes forecast and accordingly arranges power to meet its forecasted demand from Long Term &amp; Short-term sources, assuming no dependence on pool</li> <li>2. Under Intra-State ABT mechanism approved by the Hon'ble Commission, SLDC operates the State-wide MOD (Merit Order Despatch) and the quantum of energy drawl from the Pool is driven by MOD consideration. Therefore, the drawl from the Pool is not on account of shortfall of AEML, but it is primarily due to backing down of contracted generators of AEML by lower price replacement power supplied under MOD, through the Pool.</li> </ol>

Sr. No	Pg No	Para	AEML Response																																																											
			<p>3. Further, AEML is not the only DISCOM drawing power from the Pool but all Mumbai DISCOMs are being supplied MOD power on account of surplus in State Pool. Summary of the same is as below:</p> <table border="1"> <thead> <tr> <th rowspan="2">FY</th> <th colspan="3">TPC-D</th> <th colspan="3">BEST</th> <th colspan="3">AEML</th> </tr> <tr> <th>Total Requirement</th> <th>Imbalance Pool</th> <th>% Supply from Pool</th> <th>Total Requirement</th> <th>Imbalance Pool</th> <th>% Supply from Pool</th> <th>Total Requirement</th> <th>Imbalance Pool</th> <th>% Supply from Pool</th> </tr> <tr> <th>UoM</th> <th>Mus</th> <th>Mus</th> <th>%</th> <th>Mus</th> <th>Mus</th> <th>%</th> <th>Mus</th> <th>Mus</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>FY15-16</td> <td>6021</td> <td>586</td> <td>9.7%</td> <td>5058</td> <td>529</td> <td>10.5%</td> <td>9178</td> <td>744</td> <td>8.1%</td> </tr> <tr> <td>FY16-17</td> <td>4643</td> <td>371</td> <td>8.0%</td> <td>4839</td> <td>280</td> <td>5.8%</td> <td>8994</td> <td>808</td> <td>9.0%</td> </tr> <tr> <td>FY17-18</td> <td>4558</td> <td>438</td> <td>9.6%</td> <td>4990</td> <td>568</td> <td>11.4%</td> <td>9374</td> <td>862</td> <td>9.2%</td> </tr> </tbody> </table> <p>4. As seen from above data (Source - respective MTR Orders, energy balance), AEML drawl is either similar or lower than that of TPC &amp; BEST. Therefore, all Mumbai utilities are drawing similar proportion of power from the Pool, however in its observations, FFC has singled out AEML. In fact, in FY 17-18, the percentage of power drawl by AEML from the Pool is lowest among all Mumbai Licensees.</p> <p>5. Further, the supply under MOD is cheaper than the contracted supply (that is why contracted generation is backed down and power is supplied from a cheaper generator, through the Pool). Therefore, Pool drawl under MOD, in fact, helps in reducing the power purchase cost and therefore the incident FAC.</p> <p>6. Based on the above facts, it appears that FFC has wrongly linked the drawl from the Pool to increase in FAC. The issue reported to FFC was increase in FAC due to change in methodology of</p>	FY	TPC-D			BEST			AEML			Total Requirement	Imbalance Pool	% Supply from Pool	Total Requirement	Imbalance Pool	% Supply from Pool	Total Requirement	Imbalance Pool	% Supply from Pool	UoM	Mus	Mus	%	Mus	Mus	%	Mus	Mus	%	FY15-16	6021	586	9.7%	5058	529	10.5%	9178	744	8.1%	FY16-17	4643	371	8.0%	4839	280	5.8%	8994	808	9.0%	FY17-18	4558	438	9.6%	4990	568	11.4%	9374	862	9.2%
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			<p>accounting the Pool Supply under FAC approvals. From Jan-18 Commission has stopped approving the FAC based on the provisional accounting of the Pool supply and due to which the Hon'ble Commission worked out an additional amount of about Rs. 53 Cr. (total of Q4 of FY 17-18 and Q1 of FY 18-19) to be recovered as FAC.</p>
8	129	8.12.1	<p>Revision of tariff should be with prospective effect as there is a time lag involved in adopting such revision in billing software. This would also help in giving advance intimation to the consumers about tariff revision, and reduce the number of complaints that are currently received on account of retrospective implementation of tariff. The Committee notes that MYT Regulations provides specific timelines for submission of ARR petitions by the licensees, which have to be disposed of by the Commission within 120 days. It is generally observed that the licensees, and more particularly DLs do not adhere to the prescribed time lines, and submissions of ARR petitions get delayed. The Distribution Tariff can only be determined after the Generation and Transmission Tariff is determined. All these factors are considered for determining the tariff and Tariff Orders are issued keeping certain minimum time lag. If the DLs submit ARR petitions within the prescribed time limits and also make available the necessary data as may be required by the Commission subsequently well in time, it is expected that the Tariff Orders would be issued before the date of implementation of revised Tariff. However, this is possible only when all the DLs adhered to the prescribed timelines.</p> <p><b><u>AEML Response:</u></b></p>

Sr. No	Pg No	Para	AEML Response
			<ol style="list-style-type: none"> <li>1. AEML welcomes the FFC's suggestion that the implementation of tariff should be with prospective effect only and the effective date of the Order should be at least 15 days after the issuance of the Tariff Order, so as to provide time to the utilities to make appropriate changes to their billing software and also to intimate consumers in advance about the various changes in their tariff.</li> <li>2. For the period in question, the timeline for submission of MTR Petition was extended from Nov. 30, 2017 to Dec. 21, 2017, because the MYT Regulations, 2015 were in the process of being amended. The Amendment to the Regulations was notified only on 29<sup>th</sup> Nov. 2017. Hence, in order to provide all Licensees time to file their petitions in accordance with the Amended Regulations, additional time of three weeks (upto Dec. 21, 2017) was granted.</li> <li>3. It is pertinent to note that AEML submitted its petition on 21.12.2017, as required. However, some of the other Licensees such as TPC submitted their petition only 25.01.2018 i.e. more than a month after the due date (source – TPC MTR Order).</li> <li>4. Further, all data gaps were responded to by AEML within a few days of receipt and all data gaps before admission of petition were closed by the close of February 2018 or start of March 2018. However, due to reasons unknown to AEML, the process went into a lull afterwards and was revived only in June 2018, when the Petition was finally admitted by the Hon'ble Commission. In between, another set of Data Gaps were sent to AEML- Distribution in May 2018, which were responded.</li> </ol>

Sr. No	Pg No	Para	AEML Response
			<p>5. AEML's Generation, Transmission and Distribution Petitions were admitted on 15 June 2018, 14 June 2018 and 26 June 2018 respectively. This was the earliest among all four major Licensees of Maharashtra – MSEDCL, TPC, BEST and AEML.</p> <p>It is therefore clear that AEML neither delayed the filing of its ARR Petitions, nor did it delay additional submissions on data gaps and hence delayed issuance of MTR Order and its retrospective implementation, at least, cannot be attributed to AEML.</p>
9	130/1 38	8.13.2 /9.16	<p>8.13.2 The Committee observed that the DLs have the mechanism to detect abnormal meter readings either at the time of meter reading or else at the time of generation of energy bills. Distribution Licenses can proactively test the meter of a consumer whose consumption in a particular month abnormally exceeds (say two times or three times) the average consumption, and if the results of such tests are informed to the consumer by way of a message on his immediate ensuing bill, consumer grievances about excess billing may reduce to some extent.</p> <p>9.16 .....The DLs can proactively test the meters of such consumers whose consumption is abnormally high and accordingly inform the consumers by way of messages or record on the ensuing bill. This will enhance transparency in billing and reduce consumer complaints to some extent.</p> <p><b>AEML Response:</b> AEML-D has two step mechanism to detect abnormal meter readings:</p>

Sr. No	Pg No	Para	AEML Response
			<p>a. Level 1: Built in instrument. b. Level 2: Built in SAP program during Billing process.</p> <p>Cases which get screened out through above procedures are referred for re-verification process called as 'Check Reading'. All such cases are immediately attended to before final billing to ensure correctness of bill.</p> <p>Presently, meter testing is done upon receipt of consumer complaint regarding high consumption or any other abnormality in the meter, if reported by the consumer or observed by the meter reader, during routine reading.</p> <p>As evident from AEM's submissions (Pg. 376, FFC Report, Vol-II), 96% of High bill complaints in Oct &amp; Nov, 2018 were due to actual increased consumption, which, while is a yearly phenomenon for April-June and Oct-Nov., was particularly attenuated in the concerned period due to poor monsoon and consequently higher temperatures.</p> <p>In majority of cases of high bill complaints of consumers, the consumption is found to be high, as it bears from the data of Oct-Nov 2018, which shows this to be a fact in 96% of the cases. Thus, only a very small portion of high bill complaints may be account of meter issues. If resources are deployed to test all meters where high consumption is found, it will require large additional manpower or over-time for existing manpower, testing instruments, conveyance expenses, stretched 'reading to billing' window, etc. AEML submits that such proactive testing of meters would involve significant additional expenditure, with little benefit to consumers.</p>

Sr. No	Pg No	Para	AEML Response
10	130/1 38	8.13.3 /9.17	<p>Practice adopted by the TPC-D of proactively alerting the consumers regarding ensuing high consumption months through letters and suggesting energy saving tips can be adopted by all Distribution Licensees. This enables the consumers to self-regulate own consumption and also helps in demand management.</p> <p><b><u>AEML response:</u></b> At present, residential consumers have limited incentive to self-regulate their consumption or shift consumption to lower price slots, because they are not covered under Time-of-Day pricing. A move in that direction would automatically create a self-regulating mechanism. The implementation of Smart Meters will enable consumers to constantly monitor their consumption on portal / app and they shall be able to time their consumption / optimize the same to take advantage of time-of-day pricing. AEML has already submitted a DPR for deployment of Smart Meters in its East Division. AEML intends to progressively adopt Smart Meter implementation for all its consumers, which will, inter alia, take care of all consumption related communication issues with customers.</p> <p>However, even presently AEML communicates with its consumers through social media platforms on various topics viz. Energy Saving tips, monsoon preparedness, service alerts, etc. This enables an engaging two-way communication. Snapshots of social media messaging is contained in <b>Exhibit C</b>. Currently, radio campaign on 'Electrical Safety in Monsoons' is on air on all Mumbai FM channels.</p>

Sr. No	Pg No	Para	AEML Response
11	137	9.12	<p>..... the Committee notes it would have also been possible for AEML-D to depute the meter reading staff immediately after the agitation was over to take meter readings of the skipped billing cycles by temporally rearranging or relocating the available manpower. This could have significantly reduced the quantum of consumer complaints on account of billing on average basis. .... There is no doubt that AEML-D has taken different steps/measures to redress the grievances of the consumers which were received in large numbers in the month of November, 2018. It is necessary to point out that these steps/measures have been taken by AEML-D largely after the intervention by the Commission. It is therefore important that in future, not only the AEML-D but all the DLs in the State remain vigilant to anticipate consumer grievances, and take proactive measures to avoid consumer complaints, and resolve such complaints promptly, without waiting for public outcry or intervention by the Commission or the Government.</p> <p><b><u>AEML Response:</u></b></p> <ol style="list-style-type: none"> <li>a. Not only Meter Reading, but all Unionized staff had resorted on an “Indefinite Strike”, during Management transition phase thereby creating an unprecedented situation.</li> <li>b. AEML-D had held back Meter Reading and Billing for 3 Cycles waiting for the impasse to end. The very nature of indefinite strike had made it difficult to prolong it further.</li> <li>c. Subsequently, AEML-D successfully resolved the agitation and normalized the operations.</li> </ol>



Sr. No	Pg No	Para	AEML Response
			<p>d. After the strike was over, AEML-D had rearranged the manpower to read multiple Billing cycles thereby limiting the cycles where consumption was estimated to only 5 nos. Taking reading of these 5 Billing Cycles after agitation would have resulted in-</p> <ul style="list-style-type: none"> <li>• Increased Billing days: 35 to 38 days of consumption resulting in jumping of slabs or</li> <li>• Estimating for 30 days on pro-rata basis</li> </ul> <p>However, in either case, it would have been against MERC Supply Code Regulations</p> <p>e. AEML submits that re-arranging the same manpower who held the organization and consumers to ransom would have further encouraged them in future to take such stance without any fear. Still, maximum efforts were taken to read multiple cycles thereby minimizing the estimation count.</p> <p>f. Subsequent to strike, AEML-D pro-actively appealed to the consumers to provide meter reading photographs and corrected the assessed bills based on the reading provided. Due date for all consumers was extended by six days and DPC was waived and Dunning Locks were put-in to avoid Disconnections.</p> <p>g. As a result, about 40,000 consumers whose bills were based on assessment were adjusted and credit, based on actual reading, was given in the bill for the month of October 2018. From October 2018, all consumers are being billed on actual reading basis, except in cases where assessment is required in normal course of business.</p>

Sr. No	Pg No	Para	AEML Response
			<p data-bbox="527 509 1843 727">h. In addition to the own initiative of adjusting bills of about 40,000 consumers as discussed above, AEML-D has also resolved 12392 high billing complaints between 1<sup>st</sup> October, 2018 to 30<sup>th</sup> November, 2018. Detailed analysis of all 12,392 complaints are appended in Vol II of FFC report. In majority of cases of high bill complaints of consumers, the consumption is actually found to be high, as it bears from the data of Oct-Nov 2018, which shows this to be a fact in 96% of the cases.</p> <p data-bbox="485 792 1367 824"><b>AEML-D has taken following steps to dispel high billing perception</b></p> <p data-bbox="527 906 1791 976">a. W.e.f. 30<sup>th</sup> November, 2018, apart from its existing customer's touch-points, AEML-D has also taken additional measures to address the bill related issues, which includes:</p> <ul data-bbox="527 1019 1843 1206" style="list-style-type: none"> <li>• Special camps at eight Customer Care Centers, spread across AEML-D's entire distribution area;</li> <li>• Distinct email id has been circulated for complaint resolution pertaining to energy bill queries; Priority channel at their 24 x 7 help line 19122.</li> <li>• Customer awareness through sustained communication, using Print Media, Social Media- Twitter &amp; Facebook; Fliers distributed along with the Energy Bills</li> </ul> <p data-bbox="485 1252 1667 1279">Maximum efforts were taken to resolve customer issues before intervention of authorities.</p>

Sr. No	Pg No	Para	AEML Response
12	137	9.13	<p>The Committee also notes that adverse weather conditions i.e. increase in temperature and increase in humidity with reduction in rainfall cannot be said to be a totally new phenomenon. Similar situations have been noticed in the past also. AEML-D could have anticipated the increase in demand during September-October, 2018, and could have alerted its residential consumers about the possibility of higher electricity bills on account of slab shift. Such advance action of AEML-D would have reduced the consumer unrest. In addition, the AEML-D was fully aware that large number of the consumers from the residential category had been billed on the average consumption basis, and this would lead to dissatisfaction amongst such consumers. They could have engaged with such consumers and handled the situations more effectively.</p> <p><b><u>AEML Response:</u></b></p> <ol style="list-style-type: none"> <li>1. Standard message regarding consumption &amp; slab shift is communicated through Electricity Bills.</li> <li>2. It is to be noted that there were two sets of consumers –             <ol style="list-style-type: none"> <li>a. First set, which were affected due to strike. As is evident, Rs 5.43 Cr. of credit was given after actual meter readings were available; only 8.6% of consumers were billed higher by 0.8% of Aug'18 Billing.</li> <li>b. Second set, whose actual consumption had increased in Oct &amp; Nov months. Detailed analysis of all 12,392 complaints are appended in Vol II of FFC report. In majority of cases of high bill complaints of consumers, the consumption is actually found to be high, as it bears from the data of Oct-Nov 2018, which shows this to be a fact in 96% of the cases.</li> </ol> </li> </ol>

Sr. No	Pg No	Para	AEML Response
			<p>Both of above situations were handled and resolved in separate ways.</p> <p>Weather factor is un-predictable and hence how the consumption would be affected, depending on the weather, cannot be known in advance. Not everything can be acted upon proactively. While we could do so, generally, knowing that October is usually a high temperature month, there would still have been unrest due to high bills. However, the importance of communication and more active engagement with customers can't be disputed and AEML is already working on many fronts to provide customers with highest degree of satisfaction.</p> <p>Following steps are being taken to provide better experience to our Customers-</p> <ol style="list-style-type: none"> <li>1. Outsourcing of various Commercial &amp; Maintenance related activities with stringent SLAs to avoid recurrence of Disruptions owing to Agitations.</li> <li>2. Customized messages to consumers regarding their consumption through Electricity Bills.</li> <li>3. Implementation of more stringent Billing Quality Control Measures.</li> </ol>

Sr. No	Pg No	Para	AEML Response
			<p>4. Implementation of System Generated Billing amendment process for estimation cases to provide applicable slab benefit.</p> <p>5. Setting up of Self-help Kiosks (like ATMs) for all-round Customer services.</p> <p>6. Empowerment of front-end Customer Centre Executives for swift decision making and first-time resolutions.</p> <p>7. Complaint resolution mechanism through all types of Social Media platforms apart from traditional Call Centre &amp; Customer Care Centres.</p> <p>8. Setting up Omnichannel Communication system for more robust Customer relationship management.</p>



SCAN CODE TO PAY  
YOUR BILL VIA UPI  
Use any bank / UPI App

Exhibit - A

**adani**  
Electricity

BILL OF SUPPLY

RESIDENTIAL

**PARVEZ KHAN**

FLAT-606 SRA BLDG ARADHANA CHS  
OLD KHAR  
CHAWL NAVPADA RD BANDRA W  
MUMBAI 400050

Mobile No. 9819902607

Email ID khanparvez1910@yahoo.com

Connected Load 1.00kW

To update your email id and mobile number, call us on 19122 or 1800 200 3030.



ACCOUNT NO.  
150389831



BILL MONTH  
SEP-18



DUE DATE\*  
05-11-2018\*

**DUE AMOUNT**

**2720.00**

NEW

Avail 0.25% discount (upto ₹ 500/-) on monthly bill amount (excluding taxes and duties) by paying digitally

**DISCOUNTED BILL AMOUNT**

Round sum bill payable (after discount of ₹ 23.10) on or before discount date 22-10-2018 ₹ 2700.00

**LATE PAYMENT BILL AMOUNT**

Round sum bill payable (including DPC of ₹ 34.11) after due date 05-11-2018 ₹ 2750.00 #

\*Billed only for current bill amount. Previous balance is payable immediately.  
#Applicable until one month after due date, thereafter interest applicable as per MERC tariff order.

**SANDEEP NARALE**  
Business Head  
(South Division)

24x7 Powerline

**19122** We're listening.

For power interruption, complaint or restoration status

SMS POWER <9 digit account no. > to 7065313030 from any mobile no.  
Give us a missed call on 1800 532 9998 from your registered mobile no.  
For other queries: WhatsApp on 9022 81 3030 (8am to 8pm)

CUSTOMER CARE CENTRE/  
INTERNAL GRIEVANCE REDRESSAL CELL (IGRC)  
RNA Corporate Park, Old Kalamandir, Near Collector's Office, Bandra (E), Mumbai - 400 051  
Fax: 3009 6263

www.adanielectricity.com  
helpdesk.mumbaielectricity@adani.com

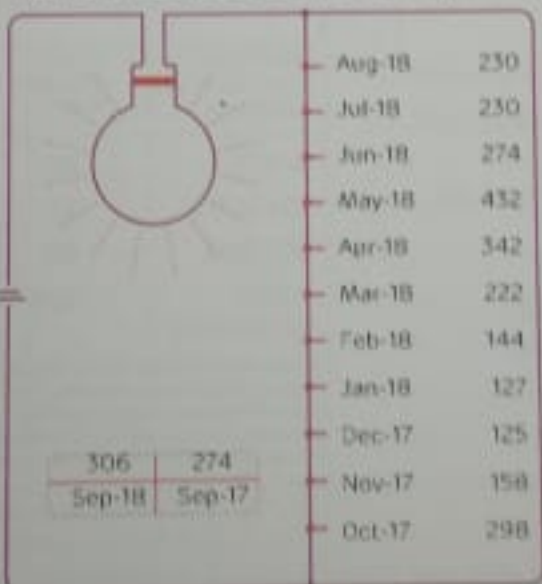
Join us on,

Bill No. 101562969374 Bill Date 15-10-2018 Type of Supply SINGLE PHASE  
Bill Distribution No. SOUTH/SZ1-BANDRA-JUHU /23/216/031/031/052 Cycle No. 23

YOUR CURRENT CONSUMPTION

Tariff	Meter number	Multiplying Factor (MF)	Energy consumption			Energy charge (₹)	Fixed charge (₹)
			Present reading	Previous reading	Consumption (Unit kWh)		
CT1 (B)	8536725	1	9915.00	9609.00	306.00	1427.20	95.00
<b>Total</b>						1427.20	95.00

TRACK YOUR CONSUMPTION (UNITS)



**IMPORTANT MESSAGE**

- Part of your consumption has attracted higher billing due to increase in consumption in this month.
- New Tariff rates are effective from 01.09.2018, as per MERC order dated 12.09.2018 in Case No.200 of 2017. Accordingly revised tariffs and FAC are applied on prorated units. Adjustments of Rs.29.05 for Aug-18 prorated units is reflected under Others/Tariff Adjustments.**
- Additional security deposit demanded along with March 2018 bill still unpaid Rs.380.00
- Tentative meter reading date for your Oct-18 bill is 12/11/2018.
- Please check/update your PAN number by visiting nearest Customer Care Center or email to helpdesk.mumbaielectricity@adani.com with copies of PAN for verification. If already submitted & correctly printed on the bill please ignore this message.

**paytm CASHBACK**

Pay your Electricity Bill on Paytm. Get up to **₹300 Cashback!**

Multiple Payment Modes Available

- Paytm Wallet
- Bhim UPI
- Debit Card
- Net Banking
- Credit Card

To Pay, Scan QR Code in Paytm App



Paytm ID QR Code is issued by One97 Communications Limited

T&C Apply. Offer valid for 150 days. Limited Period Offer.

Addr. in receipt: 'C' for cheque, 'C' for cash, E.B.O.E. Consolidated stamp duty paid by order no. CSD/106/2018/3119/18 dated 10.08.2018

For Advertisement, please contact us info@sasheasai.com

If paying by cheque, please remember:



SCAN CODE TO PAY  
YOUR BILL VIA UPI  
Use any bank / UPI App

BILL OF SUPPLY RESIDENTIAL

SHAHANI G TOPANDAS

B 7 SELF HELP C O H SOC LTD  
147 A ST FRANCIS ROAD V PARLE  
NR RAILWAY CROSSING  
MUMBAI 400056

Mobile No. 9819093505

Email ID rakeshbg2002@gmail.com

Connected Load 1.81kW

To update your email id and mobile number, call us on 19122 or 1800 200 3030.



ACCOUNT NO.  
100242530



BILL MONTH  
OCT-18



DUE DATE\*  
12-11-2018\*

DUE AMOUNT

3380.00

NEW

Avail 0.25% discount (upto ₹ 500/-) on monthly bill amount (excluding taxes and duties) by paying digitally

DISCOUNTED BILL AMOUNT

Round sum bill payable (after discount of ₹ 28.73 ) on or before discount date 27-10-2018 ₹ 3350.00

LATE PAYMENT BILL AMOUNT

Round sum bill payable (including DPC of ₹ 42.40 ) after due date 12-11-2018 ₹ 3420.00 #

\*Refers only to current bill amount. Previous balance is payable immediately.  
#Payable until one month after due date, thereafter interest applicable as per MERC tariff order.

c. s. Narale

SANDEEP NARALE  
Business Head  
(South Division)

24x7 Powerline

19122 We're listening.

For power interruption, complaint or restoration status

SMS POWER <9 digit account no. > to 7065313030 from any mobile no.  
Give us a missed call on 1800 532 9998 from your registered mobile no.  
For other queries: WhatsApp on 9022 81 3030 (Ram to Bpm)

CUSTOMER CARE CENTRE/  
INTERNAL GRIEVANCE REDRESSAL CELL (IGRC)  
RNA Corporate Park, Old Kalamandir, Near Collector's Office, Bandra (E), Mumbai - 400 051  
Fax: 5009 6263

www.adanielelectricity.com  
helpdesk.mumbaielectricity@adani.com

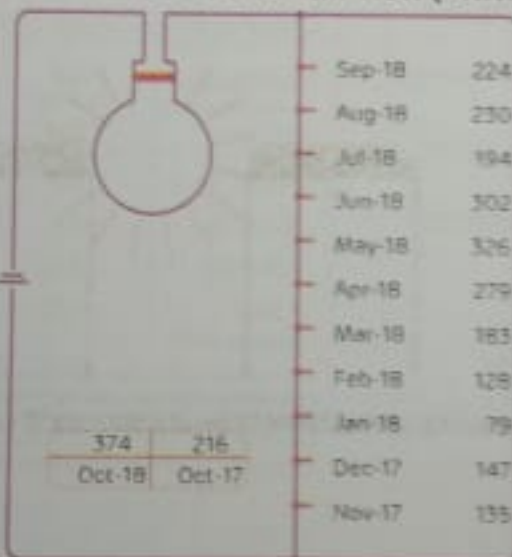
Join us on,  
Facebook, Twitter, LinkedIn, YouTube

Bill No. 101323696978 Bill Date 20-10-2018 Type of Supply SINGLE PHASE  
Bill Distribution No. SOUTH/SZ1-BANDRA-Juhu /02/806/049/049/008 Cycle No. 02

YOUR CURRENT CONSUMPTION

Tariff	Meter number	Multiplying Factor (MF)	Energy consumption			Energy charge (₹)	Fixed charge (₹)
			Present reading	Previous reading	Consumption (Unit kWh)		
LT1 (B)	8684653	1	11548.00	11114.00	374.00	1916.80	95.00
Total					374	1916.80	95.00

TRACK YOUR CONSUMPTION (UNITS)



IMPORTANT MESSAGE

- Part of your consumption has attracted higher billing due to increase in consumption in this month.
- Your consumption has increased more than 32% as compared to Sep-18.
- New Tariff rates are effective from 01.09.2018, as per MERC order dated 12.09.2018 in Case No.200 of 2017. Accordingly revised tariffs and FAC are applied on prorated units. Adjustments of Rs.43.58 for Aug-18 prorated units is reflected under Others/Tariff Adjustments.
- Additional security deposit demanded along with March-2018 bill still unpaid Rs.1090.00
- Tentative meter reading date for year Nov-18 bill is 10/11/2018.
- Please check/update your PAN number by visiting nearest Customer Care Center or email to helpdesk.mumbaielectricity@adani.com with copies of PAN for verification. If already submitted & correctly printed on the bill please ignore this message.

Paytm CASHBACK

Pay your Electricity Bill on Paytm. Get up to ₹300 Cashback!

Multiple Payment Modes Available

- Paytm Wallet
- Bhim UPI
- Debit Card
- Net Banking
- Credit Card

To Pay, Scan QR Code in Paytm App



Paytm ID QR Code is issued by Qpay Communications Limited.

The app, QR code and bill payment, subject to TDS.

Abb. In receipt: 'Q' for cheque, 'C' for cash, 'E' for E. Considered stamp duty paid by customer. CSD/106/2018/3119/18 dated 10.08.2018

For Advertisements, please contact us info@veshaanai.com

If paying by cheque, please remember:

- Cheque should be Account Payee of local clearing and not post-dated
- Always attach payment slip. Do not staple.
- Mention A/c No. and respective amount on back of the cheque, when making multiple bill payments by single cheque.
- Make cheque payable to Adani Electricity Mumbai Ltd. A/C No. : 100242530



The power of service



SCAN CODE TO PAY  
YOUR BILL VIA UPI  
Use any bank / UPI App

**adani**  
Electricity

**BILL OF SUPPLY RESIDENTIAL**

**MAHADEV GULABRAO PATIL**

201 HARESHWAR HOUSE,  
CHURCH ROAD, NR RAM MANDIR,  
VERSOVA, ANDHERI (WEST),  
MUMBAI 400061

Mobile No. 9833329678

Email ID

Connected Load 0.58kW

To update your email id and mobile number, call us on 19122 or 1800 200 3030.



**ACCOUNT NO.**  
151737109



**BILL MONTH**  
OCT-18



**DUE DATE\***  
26-11-2018\*

**DUE AMOUNT**

**1790.00 (NACH)**

**NEW**

Avail 0.25% discount (upto ₹ 500/-) on monthly bill amount (excluding taxes and duties) by paying digitally

**DISCOUNTED BILL AMOUNT**

Round sum bill payable (after discount of ₹ 15.18 ) on or before discount date 12-11-2018 ₹ 1770.00

**LATE PAYMENT BILL AMOUNT**

Round sum bill payable (including DPC of ₹ 22.46 ) after due date 26-11-2018 ₹ 1810.00 #

\*Refers only to current bill amount. Previous balance is payable immediately.

#Payable until one month after due date, thereafter interest applicable as per MERC tariff order.

*P. f. Pereira*

**PRAKASH PEREIRA**  
Business Head  
(South Central Division)

**24x7 Powerline**

**19122** We're listening.

For power interruption, complaint or restoration status

SMS POWER <9 digit account no.> to 7065313030 from any mobile no.  
Give us a missed call on 1800 532 9998 from your registered mobile no.  
For other queries: WhatsApp on 9022 81 3030 (8am to 8pm)

**CUSTOMER CARE CENTRE/  
INTERNAL GRIEVANCE REDRESSAL CELL (IGRC)**  
1st floor, Usha Kiran Bldg., S V Road, Andheri (W),  
Mumbai - 400 058  
Fax: 3009 4200

[www.adanielectricity.com](http://www.adanielectricity.com)  
[helpdesk.mumbai@adani.com](mailto:helpdesk.mumbai@adani.com)

Join us on,

Bill No. 100787798696 Bill Date 05-11-2018 Type of Supply SINGLE PHASE  
Bill Distribution No. SOUTH CENTRAL/SCZ1-VERSOVA /16/801/001/001/001 Cycle No. 16

**YOUR CURRENT CONSUMPTION**

Tariff	Meter number	Multiplying Factor (MF)	Energy consumption			Energy charge (₹)	Fixed charge (₹)
			Present reading	Previous reading	Consumption (Unit kWh)		
LT I (B)	6991173	1	21633.00	21410.00	223.00	951.26	95.00
<b>Total</b>						951.26	95.00

**TRACK YOUR CONSUMPTION (UNITS)**

	Sep-18	230
	Aug-18	172
	Jul-18	239
	Jun-18	239
	May-18	255
	Apr-18	347
	Mar-18	176
	Feb-18	195
	Jan-18	216
	Dec-17	130
	Nov-17	269
		223
	Oct-18	Oct-17

**IMPORTANT MESSAGE**

- You have opted for NACH. This bill will be paid automatically and for record only NACH Mandate Rs. 2500.00
- As your meter could not be read this month, the Meter reading has been estimated.
- Tentative meter reading date for your Nov-18 bill is 03/12/2018.
- Please check/update your PAN number by visiting nearest Customer Care Center or email to [helpdesk.mumbai@adani.com](mailto:helpdesk.mumbai@adani.com) with copies of PAN for verification. If already submitted & correctly printed on the bill please ignore this message.

**paytm**  
**CASHBACK**

Pay your Electricity Bill on Paytm. Get up to  
**₹300 Cashback!**

Multiple Payment Modes Available

- Paytm Wallet
- Bhim UPI
- Debit Card
- Net Banking
- Credit Card

To Pay, Scan QR Code in Paytm App



Paytm (B) QR Code is issued by One97 Communications Limited.

T&C apply. Offer valid for 4 bill payments. Limited Period Offer.

Abbr. in receipt: 'Q' for cheque, 'C' for cash, 'E & O' Consolidated stamp duty paid by order no. CSD/106/2018/3119/18 dated 10.08.2018

For Advertisement, please contact [info@seshaasai.com](mailto:info@seshaasai.com)

If paying by cheque, please remember:

- Cheque should be Account Payee of local clearing and not post-dated
- Always attach...

Adani Electricity Mumbai Ltd. A/C No. : 151737109





SCAN CODE TO PAY  
YOUR BILL VIA UPI

Use any bank / UPI App

**adani**  
Electricity

BILL OF SUPPLY

RESIDENTIAL

**SHAHANI G TOPANDAS**

B 7 SELF HELP C O H SOC LTD  
147 A ST FRANCIS ROAD V PARLE  
NR RAILWAY CROSSING  
MUMBAI 400056

Mobile No. 9819093505

Email ID rakeshbg2002@gmail.com

Connected Load 1.81kW

24x7 Powerline

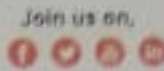
**19122** We're listening.

For power  
interruption,  
complaint or  
restoration  
status

SMS POWER <9 digit account no. > to  
7065313030 from any mobile no.  
Give us a missed call on 1800 532 9998  
from your registered mobile no.  
For other queries: WhatsApp on  
9022 81 3030 (8am to 8pm)

CUSTOMER CARE CENTRE/  
INTERNAL GRIEVANCE REDRESSAL CELL (IGRC)  
RNA Corporate Park, Old Kalamandir, Near Collector's  
Office, Bandra (E), Mumbai - 400 051  
Fax: 3009 6263

[www.adanielectricity.com](http://www.adanielectricity.com)  
[helpdesk.mumbalelectricity@adani.com](mailto:helpdesk.mumbalelectricity@adani.com)



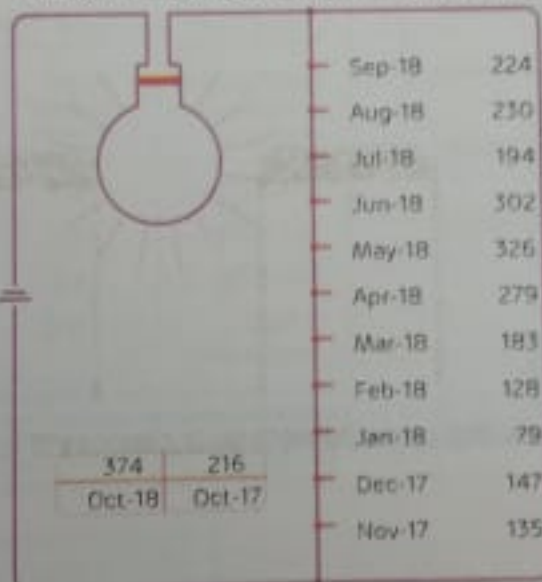
Bill No. 101323696978 Bill Date 20-10-2018 Type of Supply SINGLE PHASE

Bill Distribution No. SOUTH/SZ1-BANDRA-JUHU /02/806/049/049/008 Cycle No. 02

**YOUR CURRENT CONSUMPTION**

Tariff	Meter number	Multiplying Factor (MF)	Energy consumption			Energy charge (₹)	Fixed charge (₹)
			Present reading	Previous reading	Consumption (Unit kWh)		
L11 (B)	8684653	1	11548.00	11174.00	374.00	1916.80	95.00
<b>Total</b>					<b>374</b>	<b>1916.80</b>	<b>95.00</b>

**TRACK YOUR CONSUMPTION (UNITS)**



**IMPORTANT MESSAGE**

- Part of your consumption has attracted higher billing due to increase in consumption in this month.
- Your consumption has increased more than 30% as compared to Sep-18
- New Tariff rates are effective from 01.09.2018, as per MERC order dated 12.09.2018 in Case No.200 of 2017. Accordingly revised tariffs and FAC are applied on prorated units. Adjustments of Rs.43.58 for Aug-18 prorated units is reflected under Others/Tariff Adjustments.**
- Additional security deposit demanded along with March 2018 bill still unpaid Rs.1090.00
- Tentative meter reading date for your Nov-18 bill is 16/11/2018.
- Please check/update your PAN number by visiting nearest Customer Care Center or email to [helpdesk.mumbalelectricity@adani.com](mailto:helpdesk.mumbalelectricity@adani.com) with copies of PAN for verification. If already submitted & correctly printed on the bill please ignore this message.

**DUE AMOUNT**  
**3380.00**

ACCOUNT NO.  
100242530

BILL MONTH  
OCT-18

DUE DATE\*  
12-11-2018\*

NEW

Avail 0.25% discount (upto ₹ 500/-) on monthly bill amount (excluding taxes and duties) by paying digitally

**DISCOUNTED BILL AMOUNT**

Round sum bill payable (after discount of ₹ 28.73 ) on or before discount date 27-10-2018 ₹ 3350.00

**LATE PAYMENT BILL AMOUNT**

Round sum bill payable (including DPC of ₹ 42.40 ) after due date 12-11-2018 ₹ 3420.00 #

\*Refers only to current bill amount. Previous balance is payable immediately.  
#Payable until one month after due date, thereafter interest applicable as per MERC tariff order.

**SANDEEP NARALE**  
Business Head  
(South Division)

*c. s. narale*

If paying by cheque, please remember:

Cheque should be drawn in favour of Adani Electricity and not post dated.

Abb: In receipt: 'Q' for cheque, 'C' for cash, E B O E. Consolidated stamp duty paid by order no. CSD/106/2018/3119/18 dated 10.08.2018

For Advertisement, please contact [info@sashaasai.com](mailto:info@sashaasai.com)

**paytm**  
**CASHBACK**

Pay your Electricity Bill on Paytm. Get up to  
**₹300 Cashback!**

Multiple Payment Modes Available

● Paytm Wallet ● Bhim UPI ● Debit Card ● Net Banking ● Credit Card

To Pay, Scan QR Code  
in Paytm App



Paytm QR Code is issued by Qinet7 Communications Limited

Paytm App: Offer valid for 4 bill payments. Limited Period offer.

The power of service



SCAN CODE TO PAY  
YOUR BILL VIA UPI  
Use any bank / UPI App

**adani**  
Electricity

Exhibit - B

BILL OF SUPPLY

RESIDENTIAL

**PRAMODKUMAR MAHESHWARI**  
C-89, SURAJ CHS LTD, ANAND NAGAR  
JUHU TARA RD, SANTA CRUZ  
MUMBAI 400049

Mobile No. 98\*\*\*\*\*56

Email ID ma\*\*\*\*\*77@gmail.com

Connected Load 2.14kW

To update your email id and mobile no. call us on  
19122

24x7 Powerline

**19122** We're listening.

For power interruption, complaint or restoration status

SMS POWER <9 digit account no.> to 7065313030 from any mobile no.  
Give us a missed call on 1800 532 9998 from your registered mobile no.  
For other queries: WhatsApp on 9022 81 3030 (Ram to Bpm)

CUSTOMER CARE CENTRE/  
INTERNAL GRIEVANCE REDRESSAL CELL (IGRC)  
RNA Corporate Park, Old Kalamandir, Near Collector's Office, Bandra (E), Mumbai - 400 051  
Fax: 3009 6263

[www.adanielectricity.com](http://www.adanielectricity.com)  
[helpdesk.mumbaielectricity@adani.com](mailto:helpdesk.mumbaielectricity@adani.com)

Join us on.

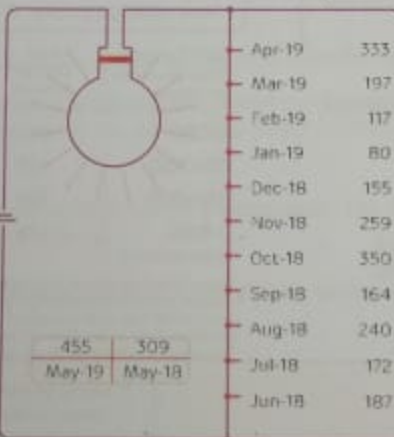


Bill No. 101683210617 Bill Date 06-06-2019 Type of Supply SINGLE PHASE  
Bill Distribution No. SOUTH/521-BANDRA-JUHU /14/611/031/031/017 Cycle No. 14

YOUR CURRENT CONSUMPTION

Tariff	Meter number	Multiplying Factor (MF)	Energy consumption			Energy charge (₹)	Fixed charge (₹)	
			Present reading	Previous reading	Consumption (Unit kWh)			
LT1 (B)	8637583	1	9954.00	9499.00	455.00	2612.25	105.00	
<b>Total</b>						<b>455</b>	<b>2612.25</b>	<b>105.00</b>

TRACK YOUR CONSUMPTION (UNITS)



- IMPORTANT MESSAGE**
- Your consumption shows an increase of 56.64% compared to Apr-19. Possible reasons could be seasonal variation / additional appliances or increased hours of usage. In case of any further clarifications, feel free to contact us on 19122.
  - Install earth leakage protection device for sanctioned load 1kw and above to prevent harmful electric shock.
  - Based on average of 12 months (Jan'18 to Dec'18) billing amount your Security Deposit (SD) required is ₹1120.00. Since your SD with us is ₹1130.00 you are requested to pay the balance SD of ₹90.00. A letter for the same is attached with this bill.
  - Tentative meter reading date for your Jun-19 bill is 02/07/2019.
  - Please check/update your PAN number by visiting nearest Customer Care Center or email to [helpdesk.mumbaielectricity@adani.com](mailto:helpdesk.mumbaielectricity@adani.com) with copies of PAN for verification. If already submitted & correctly printed on the bill please ignore this message.

**DUE AMOUNT**

**4510.00**

ACCOUNT NO.  
150198990

BILL MONTH  
MAY-19

DUE DATE\*  
27-06-2019\*

**Electric Smiles**

SMILES EARNED  
550

NEW

Earn Points on E-payments/  
Cashless Payments. Please login  
to Adani Electricity Mobile App to  
view/redeem points (Electric  
Smiles) earned.

DISCOUNTED BILL AMOUNT

Round sum bill payable (after discount  
of ₹ 37.93 ) on or before discount  
date 13-06-2019 ₹ 4470.00

LATE PAYMENT BILL AMOUNT

Round sum bill payable (including  
DPC of ₹ 56.47 ) after due  
date 27-06-2019 ₹ 4570.00 #

\*Refer only to current bill amount.  
Previous balance is payable immediately.  
#Payable until one month after due date, thereafter  
interest applicable at per MRRR, each bill.

**SANDEEP NARALE**

Business Head  
(South Division)

**Paytm CASHBACK**

Pay your Electricity Bill on Paytm. Get up to  
**₹1,600 Cashback**

Offer valid on min bill payment of ₹500.

Instant Cashback  
Movie Tickets  
Flight Bookings  
Food Delivery

Scan QR code to activate offer

**adani**  
Electricity

Offer valid until 31/05/2019. Offer valid on min bill payment of ₹500. Discounted amount shown date paid by order no.  
CSD/25/2019/2160/19 dated 15.05.2019

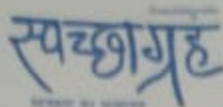
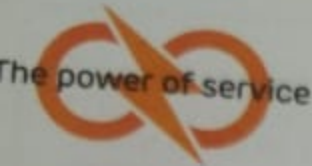
For Advertisement, please contact on  
[info@seshaasai.com](mailto:info@seshaasai.com)

If paying by cheque, please remember:

• Cheque should be Account Payee of local clearing and not post-dated

• Always attach payment slip. Do not staple.

• Make cheque payable to Adani Electricity Mumbai Ltd. A/C No. 150198990



Join us at [www.swachhagraha.org](http://www.swachhagraha.org) to be part of our cleanliness drive



SCAN CODE TO PAY YOUR BILL VIA UPI  
Use any bank / UPI App

**adani**  
Electricity

**BILL OF SUPPLY** **COMMERCIAL**

**SUNIL T KHOPKAR**

GARAGE-4 GEETANJALI S V ROAD  
BANDRA WEST  
NEAR SHEETALADEVI MANDIR  
MUMBAI 400050

Mobile No. 98\*\*\*\*\*19  
Email ID su\*\*\*\*\*69@gmail.com  
Connected Load 0.22kW

Update your email id and mobile no. call us on 0122

Disconnection Notice is delivered with this bill

**24x7 Powerline**  
**19122** We're listening.

For power interruption, complaint or restoration status

SMS POWER <9 digit account no.> to 7065313030 from any mobile no.  
Give us a missed call on 1800 552 9998 from your registered mobile no.  
For other queries: WhatsApp on 9022 81 3030 (Bam to Bpm)

CUSTOMER CARE CENTRE/  
INTERNAL GRIEVANCE REDRESSAL CELL (IGRC)  
RNA Corporate Park, Old Kalamandir, Near Collector's Office, Bandra (E), Mumbai - 400 051  
Fax: 3009 6263

[www.adanielectricity.com](http://www.adanielectricity.com)  
helpdesk.mumbaielectricity@adani.com

Join us on.

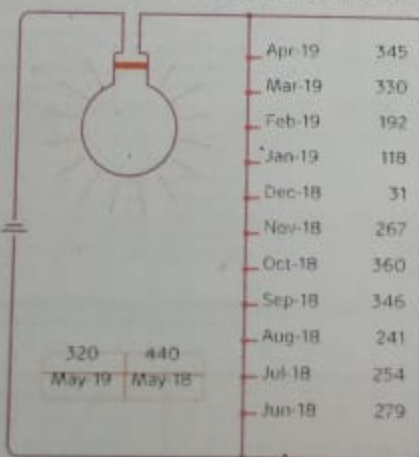


Bill No. 101892554280 Bill Date 19-06-2019 Type of Supply SINGLE PHASE  
Bill Distribution No. SOUTH/SZ1-BANDRA-JUHU /25/223/002/002/001 Cycle No. 25

**YOUR CURRENT CONSUMPTION**

Tariff	Meter number	Multiplying Factor (MF)	Energy consumption			Energy charge (₹)	Fixed charge (₹)
			Present reading	Previous reading	Consumption (Unit kWh)		
LT II (A)	5537950	1	35405.00	35085.00	320.00	2160.00	365.00
<b>Total</b>					320	2160.00	365.00

**TRACK YOUR CONSUMPTION (UNITS)**



IMPORTANT MESSAGE

- Be safe Keep your meter cabin clean and free of obstruction.
- Install earth leakage protection device for sanctioned load 1kw and above to prevent harmful electric shock.
- Based on average of 12 months (Jan'18 to Dec'18) billing amount your Security Deposit(SD) required is ₹3550.00. Since your SD with us is ₹150.00 you are requested to pay the balance SD of ₹3800.00. A letter for the same is attached with the bill.
- Tentative meter reading date for your Jun-19 bill is 15/07/2019.
- Please Check / Update your PAN and GSTIN number by visiting nearest Customer Care Center or email to helpdesk.mumbaielectricity@adani.com with copies of PAN and GSTIN for verification. If already submitted & correctly printed on the bill please ignore this message.

ACCOUNT NO. 151317042

BILL MONTH MAY-19

DUE DATE\* 10-07-2019\*

**Electric Smiles** SMILES EARNED 860

**DUE AMOUNT**  
**8660.00**

Earn Points on E-payments/ Cashless Payments. Please login to Adani Electricity Mobile App to view/redeem points (Electric Smiles) earned.

**DISCOUNTED BILL AMOUNT**  
Round sum bill payable (after discount of ₹ 53.49) on or before discount date 26-06-2019 ₹ 8630.00

**LATE PAYMENT BILL AMOUNT**  
Round sum bill payable (including IPC of ₹ 52.02) after due date 10-07-2019 ₹ 8710.00

Refer also to current bill amount. Interest balance is payable immediately. Available until one month after due date. Thereafter interest applicable as per MARRC tariff rates.

**paytm CASHBACK**

Pay your Electricity Bill on Paytm. Get up to **₹1,600 Cashback**

Offer valid on min bill payment of ₹500.

Instant Cashback, Movie Tickets, Flight Bookings, Food Delivery

Scan QR code to activate offer

**adani** Electricity

SANDEEP NARALE  
Customer Management Head  
S. Narale

Exhibit - C

Exhibit -C- Social Causes

The screenshot shows the Adani Electricity Facebook profile page. The profile picture is the Adani Electricity logo. The name is "Adani Electricity" with a verified badge and the handle "@AdaniElectricityMumbai". The navigation menu includes Home, About, Photos, Videos, Appliance Offer, Notes, and Brighten Up Their Day. The main post is dated 14 September 2018 and contains the text: "Keeping our surroundings clean is imperative to our nation's progress. Watch as we do our part through our Swachhata hi Seva initiative! #swachhtahiseva2018 #swacchbharat #CleanIndia". The post image features the Adani Electricity logo, a pair of glasses with "Swachh" and "Bharat" written on the lenses, and a stylized portrait of a man with glasses. The text in the image reads "SWACHHATA HI SEVA 2018" and "15<sup>TH</sup> SEPT - 2<sup>ND</sup> OCT, 2018".

The screenshot shows the Adani Electricity Facebook profile page. The profile picture is the Adani Electricity logo. The name is "Adani Electricity" with a verified badge and the handle "@AdaniElectricityMumbai". The navigation menu includes Home, About, Photos, Videos, Appliance Offer, Notes, and Brighten Up Their Day. The main post is dated 22 September 2018 and contains the text: "Together, we can push this incredible nation to new heights! It all starts with clean surroundings and a healthy environment. At Adani Electricity, we are lending a hand through our Swachhata hi Seva initiative! #swachhtahiseva2018 #swacchbharat #CleanIndia". The post image features the Adani Electricity logo, a pair of glasses, and a stylized portrait of a man with glasses. The text in the image reads "Let's work together for a healthier environment" and "SWACHHATA HI SEVA". The hashtag "#SwachatahiSeva" is visible in the top right corner of the image.



Adani Electricity ✓  
@AdaniElectricityMumbai

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adani Electricity Adani Electricity  
13 October 2018 · 🌐

All Navratri and Durga Puja pandals should undertake wiring from authorized licensed electrical contractors to ensure the safety of visiting devotees. Read to know what steps Adani Electricity is undertaking to ensure this: <https://bit.ly/2CcSJaM>



TIMESOFINDIA.INDIATIMES.COM

Adani Electricity offers subsidised tariff for Navratri, Durga Puja pandals - Times of India

Adani Electricity ✓  
@AdaniElectricityMumbai

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Create a Page

👍 Liked ▾ 🔔 Following ▾ ➦ Share ...

adani Electricity Adani Electricity  
29 September 2018 · 🌐

The heart is the most powerful organ in your body. Vow to take good care of it this World Heart Day, by eating healthy, exercising regularly and avoiding sources of stress. #WorldHeartDay



**Adani Electricity** ✓  
@AdaniElectricityMumbai

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**Adani Electricity** ✓  
@AdaniElectricityMumbai

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**Adani Electricity**  
14 July at 11:00 · 🌐

Download a copy of your electricity bill easily! Download the Adani Electricity mobile app today.  
Available on:  
iOS: <https://apple.co/2GaAJ4C>  
Android: <http://bit.ly/2Lb78Xn>  
#PowerOfService #MobileApp #billpay



Adani Electricity ✓  
@AdaniElectricityMumbai

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Like Following Share

Write a comment...

Adani Electricity  
5 October 2018 ·

Let the power of your smile light up lives all around you!  
#WorldSmileDay



Adani Electricity ✓  
@AdaniElectricityMumbai


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Posts

Adani Electricity  
19 June at 12:14 ·

This light is even more efficient than that of one light bulb. Other creatures like the deep sea squid and glow worms also possess this nature.  
#ElectrifyingFacts #Facts #electricity





**Adani Electricity** ✓  
@AdaniElectricityMumbai

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Liked
Following
Share
...


Electricity · 5 June · 🌐

One small step can make a big difference! It's time to take a pledge and do your bit for the environment.  
#HappyEnvironmentDay #WorldEnvironmentDay #BeatAirPollution

## Seven billion dreams. One planet. Handle with care.

92% of the global population live in places with unhealthy air quality. It has reached a point where air pollution causes 1 in 8 deaths worldwide.

To prevent this damage, we need to stop taking the environment for granted and start recognizing its




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@AdaniElectricityMumbai

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Liked
Following
Share
...

Electricity · 5 June · 🌐


This Eid, let the light of our good deeds pave the way for peace and happiness.  
Adani Electricity wishes you all Eid Mubarak!  
#EidMubarak #Eid2019 #RamzanMubarak



May abundant blessings and



# Electricity

Adani Electricity 

@AdaniElectricityMumbai

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**Posts**

Events

Time to switch off and spend  
more time with your loved ones

*Happy International Day  
of Families*



Exhibit -C- Clarifications Posts

The image is a screenshot of a Facebook post from Adani Electricity. On the left side, there is a navigation menu with the following items: Home, About, Photos, Videos, Appliance Offer, and Notes. The main content area shows the Adani Electricity profile picture and name, followed by the date "31 August 2018" and a location pin icon. Below this is the hashtag "#ImportantAnnouncement". The main body of the post features a large image of a city at night with a prominent bridge illuminated. Overlaid on this image is the following text:

**Dear Customer,**

We are experiencing service disruptions due to internal agitation on past issues.

Team Adani Electricity is working to resolve the issues at the earliest. Regret the inconvenience caused, we will update you on developments.



Adani Electricity

@AdaniElectricityMumbai

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Liked Following Share

Adani Electricity  
16 November 2018 ·

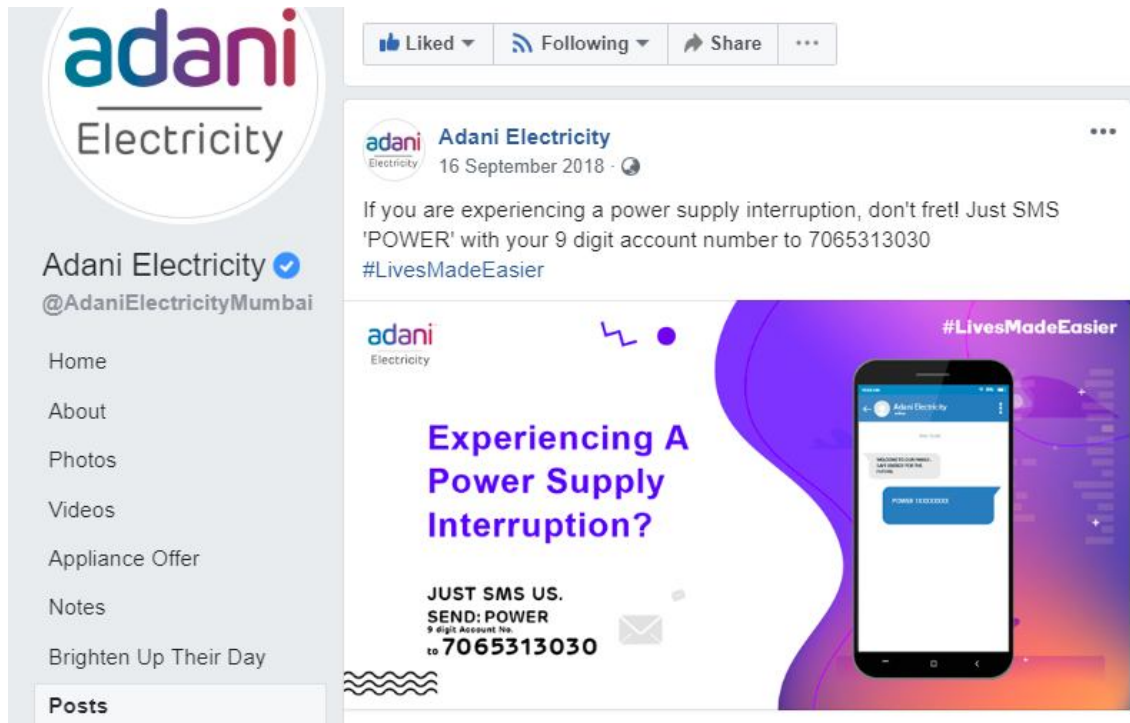
In light of recent events, we think it is imperative to reach out to you and address queries related to meter reading and tariff levied by MERC. As an organization, we believe in complete transparency and accountability, and urge you to reach out to us through our customer care in case of any issues [#PowerOfService](#)



**RUMOURS  
ARE MANY  
BUT THE TRUTH  
IS ONE**

Adani Electricity has always believed in transparency and empowering people in every way possible. In the light of recent events, we think it is very important for us to reach out to you and address a few things like meter reading and tariff levied by MERC because as an organisation we think such information should be directly communicated to you rather than

Exhibit -C- Customer Service Information



The image is a screenshot of a Facebook post from Adani Electricity. On the left is a vertical navigation menu with the following items: Home, About, Photos, Videos, Appliance Offer, Notes, Brighten Up Their Day, and Posts. The main content area shows the Adani Electricity profile header with the logo and name. Below the header is a post from September 16, 2018, containing text about power supply interruptions and a 9-digit account number. The post includes a graphic with a smartphone displaying a text message interface and the hashtag #LivesMadeEasier.

**adani**  
Electricity

Adani Electricity  
16 September 2018 · 🌐


If you are experiencing a power supply interruption, don't fret! Just SMS 'POWER' with your 9 digit account number to 7065313030  
#LivesMadeEasier

**adani**  
Electricity

**Experiencing A Power Supply Interruption?**

**JUST SMS US.  
SEND: POWER  
9 digit Account No  
to 7065313030**


**#LivesMadeEasier**



**Adani Electricity** ✓  
@AdaniElectricityMumbai

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Liked ▾
Following ▾
Share
⋮




**Adani Electricity**

23 September 2018 · 🌐

⋮


Pay your Electricity bills through BHIM and get incentives up to Rs. 1000!  
T&C Apply.  
#GoDigital



**GET INCENTIVES  
UP TO ₹1000 PER  
MONTH WHEN YOU  
USE BHIM FOR  
YOUR PAYMENTS**

Offer Details:


- Minimum transaction value: ₹₹25
- Minimum transactions per month: 5
- Incentive: 10%, maximum cap ₹₹50



**Adani Electricity** ✓  
@AdaniElectricityMumbai


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- Posts**

Most relevant ▾



Write a comment...

😊
📷
GIF
🗨️




**Adani Electricity**

6 October 2018 · 🌐

⋮

One login ID is all you need to access multiple accounts. Set it up here:  
<https://bit.ly/2Qwr5tm>  
#PowerOfService






**Adani Electricity** ✓  
@AdaniElectricityMumbai

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👍 Liked
📡 Following
➦ Share
⋮


**Adani Electricity**  
 14 October 2018 · 🌐

We've got exciting offers for you! Pay your Adani Electricity bills using Google Pay and get rewards of up to Rs. 750. T&C Apply. #GoDigital





### Pay Your Adani Electricity Bill Using Google Pay & Get Rewards Upto ₹ 750

Get Maximum 1 scratch card reward per month & maximum of 3 till the offer ends on 31st December 2018

Pay :

- 📱 Using the Google Pay App
- 📄 By scanning the custom QR code on your bill
- 🌐 Via the Adani Electricity website

\*T&C apply

**Adani Electricity** ✓  
@AdaniElectricityMumbai

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## Earn more interest than Fixed Deposit rates by opting for our Voluntary Deposit Scheme (VDS).

- 7% interest per annum
- 1% additional prompt payment incentive



**Adani Electricity** ✓  
 @AdaniElectricityMumbai


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Like · Reply · 3w

**Adani Electricity**  
 22 June at 11:00 · 🌐

You can now register a power interruption complaint instantly with just a missed call on 18005329998.  
 We're #MonsoonReady.  
 #SafeMonsoon #Safety #Monsoon2019



**CUSTOMERS NOW SIMPLY HAVE TO GIVE A MISSED CALL ON 18005329998**

To register a power interruption complaint/check restoration status

A response is received via SMS sharing details of the registered complaint or restoration status

**We're #MonsoonReady**

**adani Electricity**

**Adani Electricity** ✓  
 @AdaniElectricityMumbai

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Liked · Following · Share · ...

**Adani Electricity**  
 21 June at 16:29 · 🌐

**CONTEST ALERT!**  
 There are various energy sources hidden in the image below. Move around the image, find all the sources and comment below with your answers!  
 Tag us using the hashtags #BrainTeaseFridays and #AdaniElectricity and get a chance to win exciting prizes.



**Move around & Find out all the energy sources!**

**Adani Electricity** ✓  
@AdaniElectricityMumbai

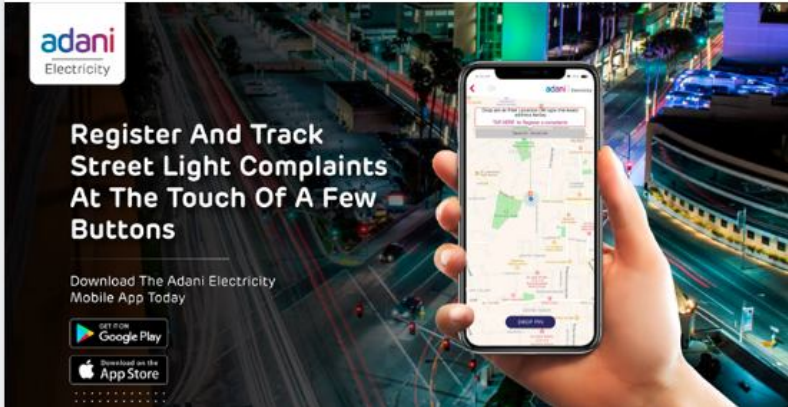
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👍 Liked
📡 Following
➦ Share
⋮

**Adani Electricity**  
15 June · 🌐

Register and track street light complaints at the touch of a few buttons!  
Download the Adani Electricity mobile app today.  
Available on:  
iOS: <https://apple.co/2GaAJ4C>  
Android: <http://bit.ly/2Lb78Xn>... See more



**Adani Electricity** ✓  
@AdaniElectricityMumbai

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**adani** Electricity

The power of service

**Now get WhatsApp Updates, at your fingertips!**

You can opt in for receiving account specific and bill related updates.

No promotional content will be sent via this channel.

[To opt in receiving updates via WhatsApp](#)

Send an SMS in the format Start<space>9 digit AEML Account No. to **7065313030**

Give a Missed Call from your Registered Mobile No. to **18005329997**





Adani Electricity ✓  
@AdaniElectricityMumbai

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We are now available on Google Assistant

With just one voice command,  
get your questions answered easily!

**"Talk To Adani Electricity"**

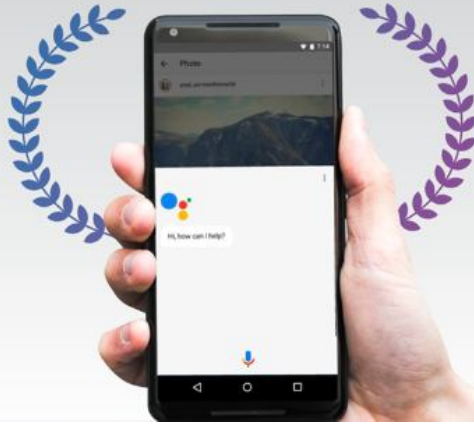


Exhibit C- Energy Conservations Tips



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@AdaniElectricityMumbai

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**adani Electricity** Adani Electricity  
28 August 2018 · 🌐

Avoid keeping your fridge door open for a long time. Save power!  
#PandeyjiKiPaathshala

**RELIANCE**  
Energy



KEEPING THE REFRIGERATOR DOOR OPEN FOR LONG TIME CAUSES MORE POWER CONSUMPTION

**PANDEYJI**  
KI PAATHSHALA



**Adani Electricity** ✓  
@AdaniElectricityMumbai

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👍 Liked · 📡 Following · ➦ Share · ⋮

Write a comment... 🗨️ 📷 🎬 🗨️

**adani Electricity** Adani Electricity  
14 September 2018 · 🌐

We all like things to be bright, but we urge you to switch on only the lights that you require..



**adani Electricity**

TURN OFF THE UNECESSARY LIGHTS.

**PANDEYJI**  
KI PAATHSHALA



**Adani Electricity** ✓  
@AdaniElectricityMumbai

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Liked ▾
Following ▾
Share
⋮



**Adani Electricity**

18 September 2018 · 🌐

⋮

Save power and water! avoid using the washing machine multiple times for fewer clothes.





**Adani Electricity** ✓  
@AdaniElectricityMumbai

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Liked ▾
Following ▾
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**Adani Electricity**

22 September 2018 · 🌐

⋮

Save energy by using task lights which focus the beam where you need it.  
#PandeyjiKiPaathshala





Adani Electricity  
@AdaniElectricityMumbai

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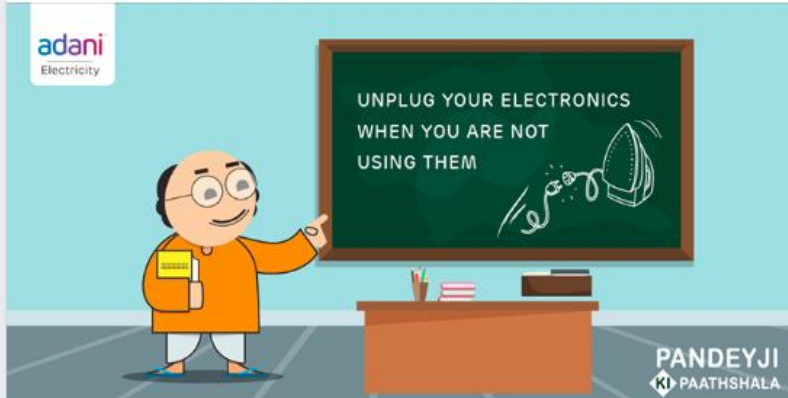
Like · Reply · 40w

View 1 more comment



Adani Electricity  
7 October 2018 · 🌐

Electronics that are idly plugged in end up using a lot of standby power. Make it a habit to unplug them when not in use!  
#PandeyjiKiPaathshala



Adani Electricity  
@AdaniElectricityMumbai

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Like · Reply · 38w

↳ 2 replies

View 9 more comments



Adani Electricity  
17 October 2018 · 🌐

Charge your mobile phone while you are awake instead of leaving it plugged in overnight. Overnight charging does not only waste electricity, but is also bad for your phone's battery.  
#PandeyjiKiPaathshala





Adani Electricity  
@AdaniElectricityMumbai

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Like · Reply · 37w

"Most relevant" is selected, so some comments may have been filtered out.

Adani Electricity  
23 October 2018 ·

Get the best out of daylight hours! Try to save electricity by using natural light when possible.  
#PandeyjiKiPaathshala



Adani Electricity  
@AdaniElectricityMumbai

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Adani Electricity  
3 November 2018 ·

Don't leave bathroom or kitchen exhaust fans running longer than necessary.  
#PandeyjiKiPaathshala



**Adani Electricity** ✓  
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**adani Electricity** Adani Electricity  
10 November 2018 · 🌐

A microwave uses about 50% less energy as compared to an oven.  
#EnergyFacts

**adani Electricity** #EnergyFacts ⚡

Ovens use up more energy as compared to Microwaves

**Adani Electricity** ✓  
@AdaniElectricityMumbai

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**adani Electricity** Adani Electricity  
12 November 2018 · 🌐

Try not to waste excess water when shaving, washing your hands and brushing your teeth. Turn off the tap when not in use. #PandeyjiKiPaathshala

**adani Electricity**

Turn off the tap while brushing teeth and washing hands.

**PANDEYJI PAATHSHALA**

Adani Electricity

@AdaniElectricityMumbai

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Adani Electricity

13 November 2018 · 🌐



This World Kindness Day, take a pledge to conserve energy and reduce your carbon footprint.

#WorldKindnessDay



Conserve Energy  
Be Kind to our Earth  
**World Kindness day**



Exhibit C- Safety Tips

Adani Electricity ✓  
@AdaniElectricityMumbai

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## Your safety, our priority.



**Electricity Safety Tip**

### Overheated wires, can catch fires!


Too many appliances plugged into one cord causes overheating. Overheated wires start one of every six home fires.

For complaints and outage status:  
[adanielectricity.com](http://adanielectricity.com)


**24x7 Powerline**  
 **19122**  
We're listening.

Adani Electricity ✓  
@AdaniElectricityMumbai

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## Your safety, our priority.




**Electricity Safety Tip**

### You are not a magician, please call an electrician!

Please get the wiring of your premises checked by a certified electrician to ensure safety and avoid electrical fires.

For complaints and outage status:  
[adanielectricity.com](http://adanielectricity.com)

**24x7 Powerline**  
 **19122**  
We're listening.



**Adani Electricity** ✓  
@AdaniElectricityMumbai

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## Your safety, our priority.



### Safety Switch Off Update

After reviewing improved site conditions, we have restored supply to almost all substations. Only 7 substations are pending for restoration as of 16 hrs.

#MumbaiRainLive



**Adani Electricity** ✓  
@AdaniElectricityMumbai

- Home
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Like · Following · Share · ...

**Adani Electricity** ✓ we request you to inform us, if you are still facing any power interruption issues. We will definitely get the matter investigated. (2/2)

Like · Reply · 1w

View 7 more comments

**Adani Electricity** 2 July at 13:50 · 🌐

**Safety Switch Off Update:**  
Supply to another 52 substations has been restored over the last 1 hour, post review of improved site conditions favouring safe supply. Approximately 80% of all affected substations are now restored.  
#MumbaiRainlive #MumbaiRainsLiveUpdates... See more



TWITTER.COM

### Adani Electricity on Twitter

"Safety Switch Off Update: Supply to another 52 substations has been restored over the last 1 hour, post review of improved site conditions favouring safe supply. Approximately 80% of all affected

Electricity

Adani Electricity ✓  
@AdaniElectricityMumbai

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adani Electricity Adani Electricity  
2 July at 10:55 · 🌐

An earthing connection for your electrical appliances is the best way to protect against short circuits and other danger.  
#YourSafetyOurPriority #ElectricalSafetyTips #StaySafe




**Your safety, our priority.**



**Electricity Safety Tip**  
An earthing is a must, check your electricity connection first!

Provide an earthing connection for water heater, fridge, and other electrical appliances.

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**Your safety, our priority.**



**Electricity Safety Tip**  
An open wire can be your worst nightmare!

Do not put bare wires in the plug socket.


For complaints and outage status: **24x7 Powerline 10122**

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**Electricity Safety Tip**  
**Stay away from the wire to avoid an open fire!**

Never climb utility poles or play near fencing around substations. Also, please don't use metallic wires, near electric cables, to hang wet clothes.

For complaints and outage status:  
[adanielectricity.com](http://adanielectricity.com)

**24x7 Powerline**  
**19122**  
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As the rain pours down over Mumbai, keep these safety tips in mind!  
#MumbaiRains #MumbaiMonsoon

adani Electricity #MumbaiRains!

**Stay safe during #MumbaiRains!**

- Do not use wet electrical appliances**  

- Do not touch fallen electric wires**  

- Do not use stray wires for drying clothes**  

- Ensure that proper earthing is done at home**  


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## Your safety, our priority.



Electricity Safety Tip

**Touch the meter cabin only if you are Aladdin!**

Meter cabins and rooms should always be locked and only opened, in case a designated representative of the company wishes to access the same for meter reading or any other maintenance activity.

For complaints and outage status:  
[adanielectricity.com](http://adanielectricity.com)

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## Your safety, our priority.



Electricity Safety Tip

**Repair your wire before it can backfire!**

No wires should be left hanging and uninsulated beyond the point of supply. Hanging wires need to be secured and insulated by a Licensed Electrical Contractor (LEC)/Electrician.

For complaints and outage status:  
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**adani** Adani Electricity  
 19 June at 17:00 · 🌐

Make sure to provide earthing connections for your electrical appliances. This reduces the risk of short circuits or overloads and also ensures the user is not subject to a hazardous electric shock.  
 #SafetyChecks #Safety #SafetyFirst



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**adani** Adani Electricity  
 18 June at 18:00 · 🌐

Do not allow children to play in the proximity of high tension overhead electrical transmission lines.  
 #SafetyChecks #Safety #SafetyFirst



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**Adani Electricity**  
 17 June · 🌐

One should never extinguish short circuit fires with water as water is conductive in nature and hence the electricity in the equipment could reach the extinguisher which can result in electrocution.  
 #SafetyChecks #Safetyneverstops #safety

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**Do not use water for extinguishing fire due to short circuit.**  
 #SafetyChecks



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**Adani Electricity**  
 11 July at 13:03 · 🌐

This monsoon, listen to Safety Ki Dhun!  
 Tune in to Radio Mirchi 98.3 FM, Fever 104 FM, Radio Nasha 91.9 FM, Radio City 91.1 FM & Magic 106.4 FM to listen to our musical monsoon safety tips.

Keep watching this space to win exciting prizes!  
 #SafetyKiDhun #MonsoonTips #MumbaiRain

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**SAFETY AND SHAYARI COME FIRST. ALWAYS.**

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Always make sure your meter cabin is protected from rain and water leakage.

#PowerOfService #MonsoonTips #MumbaiRains



When thunder roars, go indoors

Protect your electric meter cabin from the rain for uninterrupted flow

24x7 Powerline  
**19122**

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Adani Electricity  
10 September 2018 ·

Stand clear of high tides this monsoon.  
#HaveASafeMonsoon #MumbaiRains #Monsoon2018



BE #MONSOONREADY

Enjoy a safer Mumbai Monsoon

# HIGH TIDE ALERT

DAY : TUESDAY  
DATE : 11.09.2018  
TIME : 0036 HRS | 1258 HRS  
HEIGHT METER : 4.63 MTR | 4.83 MTR



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 **Adani Electricity**  
 15 September 2018 · 🌐

Power theft is not only wrong, it is also a serious safety hazard. If you see it happening, please call: 18002003030 | Whatsapp: +91 90228130 | Report on twitter with hashtag #PowerTheftAlert



**POWER THEFT NOT ONLY RESULTS IN COMMERCIAL LOSSES BUT ALSO CREATES A SAFETY HAZARD**



Call 1800 200 3030 | 
 WhatsApp us on +91 9022813030 | 
 Report on Twitter with hashtag #PowerTheftAlert



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 **Adani Electricity**  
 24 September 2018 · 🌐

Power theft is not only dangerous, it is also illegal. If you see it happening, please call: 18002003030 | Whatsapp: +91 90228130 | Report on twitter with hashtag #PowerTheftAlert



**POWER THEFT IS A PUNISHABLE OFFENCE**

Those caught are booked Under Section 135 of the Electricity Act.



Call 1800 200 3030 | 
 WhatsApp us on +91 9022813030 | 
 Report on Twitter with hashtag #PowerTheftAlert





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Adani Electricity  
30 October 2018 · 🌐

Make it a habit to check all these things off your list before leaving for the day!  
#ChecklistDay

