We are fully prepared to handle the exigencies arising out of monsoon this season.

We have set up a Central Disaster Control Room (CDCR) which is fully equipped to handle any emergencies that may arise during monsoon season. It will ensure seamless communication, coordination and resource mobilization among Reliance Energy and other utilities, MCGM and various Govt. / Semi-Govt. Authorities. For this, there is an established Hotline Communication facility between R-Infra Disaster Control Room and Disaster Control Room of Municipal Corporation of Greater Mumbai (MCGM).

Company’s monsoon action plan has an approach, which is not only aimed at our installation’s safety, but also at minimizing the down time of power supply arising out of exigencies during monsoon.

As a part of the plan, Company may be compelled to resort to the ‘Safety Switch Off’ of power supply in case of water logging causes threat to safety of consumers or installations in consumers’ premises, such as substations, meter cabins, etc. It needs to be appreciated that in such cases, awarding normalcy would be possible only after thorough inspections of each and every installation by Reliance Energy officials.

Reliance Energy therefore appeals to the consumers to cooperate with Company officials entrusted to award normalcy during such eventualities. action plan has a approach, which is not only aimed at our installation’s safety, but also aimed at mini-installation’s safety.
Monsoon Plan of Action

01 PREVENTION
Company has carried out all pre-monsoon checks and preventive maintenance of equipment.

02 DISASTER MANAGEMENT
32 dedicated Reliance Energy Disaster Management Response Teams at Divisional levels equipped with modern wireless communication facilities and necessary tools and materials to rectify system related abnormalities.

03 STOCKING
Adequate stock of essential spare parts, tools and equipment including transformers and switch-gears at various locations spread across the supply area.

04 FACILITIES
Adequate transportation facilities equipped with emergency repair kits, tools and safety wears are ready at all divisional offices and other different strategic locations.

05 EMERGENCY
2 special Fiber Boats made available and placed at strategic locations for used during any emergencies.

06 DISASTER MANAGEMENT
Necessary medical, administrative and material support team and infrastructure are in place to meet any emergency.

Reliance Energy further informs that 24 x 7 Power Helpline with contact no. 1800 200 3030/19122 has been equipped with the adequate back up facility to take up the flooding calls from consumers during exigencies.

Further Consumers can also lodge their complaints on www.relianceenergy.in as well as Company’s twitter handle.
Reliance Energy Introduces SMS Service For 'No Supply' Complaint Registration

In line with its commitment to making lives easier for its Consumers by enabling technology based services at their fingertips, Reliance Energy has started SMS service for 'No Supply' complaint registration and tracking restoration status.

Consumers can now simply SMS POWER <9-digits a/c no.> and send it to 7065313030.

The newly launched SMS service will provide ready access and update on the go to Consumers in the event of a power interruption and is aimed at facilitating faster action towards power restoration.

Reliance energy’s state-of-the-art SCADA system and field force help identify the interruption and expected time of restoration. Once a consumer experiences power supply interruption and sends an SMS, the company will send a response SMS with the known interruption status or details of the fresh complaint registered. This service is in addition to the existing touch points of reporting ‘No Supply’ complaints & tracking restoration status such as Website, Mobile App and 24 X 7 toll-free helpline -1800 200 3030 / 19122.

Online Change Of Name:
After launching our Online New Connection process last year, we have now digitized the ‘Change of Name’ process to help our Customers avail our services on the move.

The ‘Online Change of Name’ process is simple and convenient to use:

• Logon to www.relianceenergy.in
• Select ‘Online Applications’
• Choose the ‘Change of Name’ option
• Enter your Account No. as mentioned in the current paid Electricity Bill to make this online application
• Upload Unique Identification No. as mentioned in Election ID Card / Aadhaar Card / Passport / Driving License
• Enter the premise specific occupancy and supporting documents
• Submit your application
• The change will be effective from subsequent month

The facility & training video (Hindi / English) are available on Reliance Energy website- http://www.relianceenergy.in/html/Oline_Change_of_Name.html

Benefits to customers are as follows:
1. No physical visits to our customer care centres
2. Apply Online 24X7
3. Simple process
4. Easy navigation
5. Online confirmation

Tips for a safe monsoon

To avoid any mishap and/or an untoward incidence during monsoon, Reliance Energy sincerely appeals to its consumers to respond and support efforts in achieving total safety by meticulously following Do’s and Don’ts listed below:

DO’S
1. Ensure that the Meter Cabin providing electric supply to your premise is adequately protected from the water logging/leakage.
2. Get entire wiring in your premises thoroughly checked and tested by the Licensed Electrical Contractor.
3. Switch OFF the Main Switch in case there is water logging or leakage observed in the meter cabin. Switch ON only after ensuring that all faults have been rectified properly.
4. In case sparking is noticed in Meter Cabins, Street Light Poles and Distribution Pillars and / or there is an electric shock through these installations, then in such matters ensure nobody comes in contact with live parts and in the mean time please contact our Round O’clock Power Helpline number - 1800 200 3030/19122.

DON’T S
1. Do not touch any installations bare handed or without using hand gloves, safety shoes or insulated platform, if in doubt, call us.
2. In case of sparking and/or water leakages, do not touch Street Light Poles, Distribution Pillars, and Meters in Cabin or any such installations. Please contact us immediately.
3. Do not use electricity more than the sanctioned load.