

**APPEAL TO**

**BEST**

**Caring for consumers**

**CONSUMERS**

**Precaution during monsoon**

During monsoon in Mumbai, the incidents of electric shock and interruptions of supply generally tend to increase. To cope up with such situations, BEST not only takes preventive measures but also deploys additional staff to attend to the complaints promptly. The duration of interruptions may be longer due to factors like inaccessibility in water logged areas, Traffic Jam etc.

BEST has established a **centralized IVRS based Call Center** working Round O’Clock for registering Off Supply related complaints throughout the day and night including Holidays and Sundays, on **Power Helpline 2284 3939**. The Call Center has the data of over 9.7 Lac consumers residing in the island city i.e. from Colaba in the South to Sion & Mahim in the North and is linked with 8 fuse controls, 4 fault controls and 2 system / supervisory controls. Consumers are required to give either “Consumer Number” or “Meter Number”; at the time of registering their off supply related complaints at the Call Center. The consumer number is a 9 digit number such as 128-213-345 and is printed on the top right side corner of the electricity bill. Meter Number is available on the front side of the electricity bill on the left hand side below the name & address. The consumers are requested to keep one of these numbers handy which will be helpful in addressing the complaints expeditiously.

Consumers can register their **individual off supply complaints** including fire, shock & sparking complaints on **Power Helpline 2284 3939** OR alternatively on following **Fuse Control Center numbers**:

NORTH ZONE		SOUTH ZONE	
Dadar	24124242	Colaba	2218 4242
Mahim	24444242	Pathakwadi	2208 4242
Worli	24954242	Tardeo	2309 4242
Suparibaug	24114242	Masjid	2347 4242

In case of 'Off supply' to more number of premises in one or more buildings or **entire area off supply** including fire, shock & sparking, complaints can be made to our respective following **Fault Control Centers**.

Dadar	24146611 24146683 24128683 24146262 Ext.532	Pathakwadi	22066611 22066661 22010578 Ext. 748
Mahim	24456611 24451060	Prabhadevi	24306611 24327007

Map showing locations of above Fuse controls, Fault Controls and boundaries of all our Operation & Maintenance departments is enclosed herewith.

BEST requests the co-operation of the consumers in bearing with such incidents and further expects to observe the DO's and DONT's listed below to avoid electric shocks and interruptions.

#### **DO's**

1. Protect the meter cabin from rain water by way of concreting, raising the height of the cabin etc. and in case of wooden cabin, protecting it suitably.
2. Get the electrical wiring, right from the meter position to individual flats / premises and internal wiring as well thoroughly checked through Licensed Electrical Contractor.

3. Switch “OFF” the main switch in premises and cabin in case of water leakage / logging and switch “ON” only when it is attended to and installation is checked by Licensed Electrical Contractor / BEST staff.
4. Inform concerned BEST control centers in case of sparking or shock in meter cabins, street lighting poles, distribution pillars etc.

### **DON'T's**

1. Don't touch the installation with bare or moist hands or without taking safety measures such as hand-gloves, wooden / insulated platforms etc. in case of water leakages.
2. Don't touch meters, street lighting poles, Red coloured distribution pillars on road etc.
3. Restrict your load when temporary supply is given to your building or installations.

The BEST may in the interest of safety, be compelled to switch “OFF” the supply in certain areas to avoid danger to the installation by flood water. Consumers co-operation in bearing with such temporary inconvenience is requested.

General Manager

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