

Press Release

Reliance Energy Gets Ready For Monsoon.

- **Action plan to minimize down time during emergencies activated.**
- **Safety to lead top priority; especially during restoring normalcy.**
- **Safety switch offs inevitable in water logged regions, threatening danger to installations at Consumers' premises.**
- **Follow Safety Do's & Don'ts meticulously, Company appeals to consumers.**

Mumbai, June 10, 2010: Reliance Energy, the power distribution arm of the infrastructure giant, Reliance Infrastructure Limited (RInfra) is ready for the coming monsoon.

The monsoon is already onset and is expected to reach city in next few days. Considering the prevailing geographical and infrastructural conditions in the licensed distribution area, the Company has initiated a proactive action plan to meet requirements arising out of various situations during monsoon, such as water logging, power failures, electrical shocks, sparking, fire, etc. to minimize inconvenience to the consumers.

As a part of Company's proactive action plan, consumers' safety has been given a top priority. The Company, as a part of its safety operations to ensure consumers' safety, may have to resort to the Safety Switch Offs in a particular area, in case the water logging in that particular area threatens danger to the installations at consumers' premises, such as substations, meter cabins, etc. as well as Company's installations such as transformers, mini pillars on roads, etc. Further, although the water recedes in that particular area, Company will ensure safety of every installation first, be it at consumers' premises or Company's own, before restoring the power supply and awarding normalcy.

However, as a part of its proactive action plan to overcome such issues and ensure its preparedness for monsoon, Company has adopted several measures to minimize inconvenience to the consumers and ensure safety of consumers, their installations as well as Company's own installations, which are being summarized as follows.

1. Pre-monsoon checks and preventive maintenance of equipments have been carried out.
2. Dedicated Disaster Management Response Teams at Central as well as Divisional levels have been formed. These teams are equipped with various communication facilities like wire less communication equipments such as Hot lines, Radio Frequency walkie - talkie sets to ease communication during crisis.

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3. A total of 35 well trained disaster response teams are in place.
4. Adequate stock of essential spare parts, tools and equipments including transformers, switchgears, etc. have been kept ready at 10 different locations spread over the area of supply which will be easily accessible to the divisional teams for use.
5. Adequate transportation equipped with emergency repair kits, tools and safety wears is ready at all divisional offices and other different strategic locations.
6. 2 no. special Motor Boats placed at strategic locations for any emergencies.
7. Necessary medical, administrative and material support team and infrastructure have been defined and are in place to meet any emergency.

This would help Company in minimizing the response time towards power interruptions. The Company, to ensure speedy registration of such incidences, has made special arrangements at its **Round O'clock Power Helpline 1800 200 3030**. Consumers can also log on to www.rinfra.com to register their complaints.

Meanwhile, in view of the above, Reliance Energy urges to the power consumers to respond and support Company's efforts in achieving total safety by meticulously following the safety Do's and Don'ts given below.

Do's:

1. Ensure that your building's Meter Cabin is adequately protected from the water logging.
2. Get entire wiring in your premises thoroughly checked and tested by the Licensed Electrical Contractor.
3. Put off the main switch in case there is water logging or leakage observed in the meter cabin. Put on the main switch only on 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 please contact our **Round O'clock Power Helpline 1800 200 3030**.

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Don'ts:

1. Do not touch any installations bare handed or without using hand gloves, safety shoes or insulated platform.
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.
3. Do not use electricity more than the sanctioned load. This is especially applicable in case of the Temporary Connections.

About Reliance Energy:

Reliance Energy, the power distribution arm of Reliance Infrastructure Limited, is the largest power distributor in Mumbai. The Company distributes power in its licensed area of supply admeasuring 384 Sq. Kms. spread over Mumbai Suburbs, from Bandra to Bhayander on Western side and Chunabhatti to Vikroli & Mankhurd on Eastern side. The Company caters to the power demand of around 1700MW and distributes more than 10000 million units to its 29 lakhs consumers and caters to a population nearing 1.25 crore; vide its state of the art distribution network and various customer care systems.

