

New projects

BEST in its Endeavour to give still better and fault free service, has plans to further modernize and provide more consumer friendly services in the coming millennium.

Automatic Meter Reading (AMR) System: A pilot project, with the latest technology implemented at the Gamadia Road area of south Mumbai, to get the readings of the consumers' electric meters through the existing power lines using PLC. With the help of this the data can be brought to the control center. The control center also receives an alarm for any kind of tampering or fault as well as has the facility to switch each individual consumer on and off from the center itself without sending any person to the consumer.

Computerized single window service: For connections of electric supply right from registration of requisition upto the actual connection of electric supply.

On line Requisitions processing information System: The applicants will be in position to get the information on the I-Net and also through Interactive Voice Response System (IVRS) regarding the position of his application for new electric connection or for any additional load, reconnection etc.

Computerized single window service: For all electric supply billing matters through Consumer Information System (CIS).

Prepayment Meters: Installation of smart card/keypad operated prepaid meters.

Electronic Clearing Service (ECS): Electricity bill payment by electronic clearing system and by credit card. Payment of bills can be made directly through bank accounts.

Commissioning of 110kV receiving substations: BEST has three 110kV Receiving Sub-stations, BEST plans to commission two more 110 kV Sub-stations at Wadala and Mahalaxmi to cope up with future power demand.

Distribution Automation: The demand of electric power is growing every year resulting in a complex distribution network. BEST plans to upgrade existing computerized Supervisory Control And Data Acquisition (SCADA) system which presently covers the Receiving sub stations and to extend it to the level of distribution substations. It will be the state of the art SCADA system interconnecting the Remote Terminal Units, Zonal Controls and Master Control with wireless communication system.

Digitization of Network Plans: Computerization of land base and cable network records. The project involves implementation of Automated Mapping/ Facilities Management/ Geographical Information System (AM/FM/GIS). The departments would be able to access and retrieve data faster, leading to better decision making and good customer service.

Radio Frequency Identification (RFID) Technology: For better monitoring and managing the electric supply restoration vehicles which are engaged to attend individual and area off supply messages. By using RFID technology the controller will manage to track the position of the nearest supply restoration vehicle and direct them to attend the off supply, resulting in faster supply restoration.

Project PEACE:

1. Implementation of Distribution Information Management System - Vidushi / SAP ISU.
2. Setting up of Customer Care Centre with IVRS & Outage Information System.
3. Camera based Spot Billing.
4. Automated Meter Reading System for consumers, substation & distribution transformers.
5. Load Forecasting System – for short term & long term load forecasting, ABT (Availability Based Tariff).