When Mumbai peaks, play your part.

A quick guide to taking part in BEST Demand Response (DR) events — for every type of consumer

Brihanmumbai Electric Supply & Transport Undertaking

What is a DR event?

A short window when the grid is stressed and BEST asks consumers to trim or shift usage

1. You get an alert

SMS, email— with start and end time

2. You reduce or shift

Cut non-essential load only for those few hours

3. Grid stays stable

Less costly peak power bought for the city

4. You benefit

Lower bills and incentives under the approved DR scheme

Events are occasional and short — usually a few hours in evenings. Participation is voluntary.

Residential households

Flats, chawls, bungalows — LT residential connections

Air conditioners

Pre-cool before the event, then set to 26 °C and use fans. Skip the second AC.

Heavy appliances

Run washing machine, iron, microwave and oven before or after the window.

Geysers & pumps

Heat water and fill overhead tanks ahead of time; keep the geyser off during the event.

Lights & standby

Switch off idle rooms, TVs on standby and chargers that are not in use.

Housing Societies

Large Housing Societies

Lift

Reduce Lift usage where feasible.

Swimming pool and Gyms

Pause swimming pool pumps and gym equipment during the event.

Society pumps

Fill water tanks before the DR event to avoid pumping during peak hours.

Lights

Switch off non-essential common-area lighting.

Commercial consumers

Shops, offices, malls, hotels, restaurants, banks

During the event

- Raise central AC / chiller set-point by 1–2 °C; pre-cool the building beforehand
- Run fewer lifts and escalators in low-traffic zones
- Pause non-urgent kitchen, laundry and water-heating loads
- Shift back-office IT jobs, printing and battery charging outside the window

Make it automatic

Pre-program a "DR mode" in your Building Management System so one signal applies all set-points at once if possible.

Brief floor staff on what to switch off.

Industrial & HT consumers

Factories, workshops, data centres, large HT connections — the biggest impact per consumer

1 Plan

- Identify loads you can pause safely:
- compressors, pumps, furnaces, chillers, etc.

2 Act

- Reschedule batch processes and non-critical shifts
- Use stored water or buffer stock to ride through the DR Window.
- If available, use thermal/ice storage, pre-cooling techniques to shift your load

3 Automate

- Plan processes to be done beforehand and brief responsible persons
- Program your energy management system according to notified DR Window

Hospitals & institutions

Large Hospitals, Public Institutions, Schools and colleges etc.

During the event

- DO NOT reduce or switch off power to critical-care facilities.
- Reduce AC and non-essential lighting and fan in administrative blocks.
- Schedule laundry and water-pumping loads outside peak hours where possible.
- **Schools and Public Institutions:** shift water pumps and non-critical laboratory loads. Reduce AC and non-essential lighting and fans.
- Prioritise essential services and restore normal operation after the DR event.

Make it automatic

Pre-program a "DR mode" in your Building Management System so one signal applies all set-points at once if possible.

Brief responsible persons on what to switch off.

EV owners & charge points

During the event

- Delay EV charging until the DR event ends, where possible.
- Use your charger or app to schedule charging outside the event period.
- Fleet depots should stagger vehicle charging to reduce peak demand.
- EV charger aggregators can notify consumers to defer non-essential charging.
- Prioritise essential vehicles and charging needs during the event