دائـــرة الـــطـــاقـــة
DEPARTMENT OF ENERGY

## PUBLIC ANNOUNCEMENT

# SUBJECT: ADJUSTING DUE DATE FOR DISTRICT COOLING RESIDENTIAL CUSTOMERS' INVOICES

**In the context** of its ongoing efforts to regulate the energy sector in the Emirate of Abu Dhabi, and the issuance of laws and policies that contribute to achieving greater energy efficiency in district cooling, the Department of Energy ("DoE") introduced the District Cooling Regulation (First Edition) in September 2019.

**The District Cooling Regulation** was issued to standardize practices, consolidate efforts in regulating the sector, ensure the highest quality and competitiveness in energy services, and safeguard consumer rights. The DoE remains dedicated to fostering a regulatory environment that balances enforcement with the practical needs of stakeholders and customers in the District Cooling sector.

**As part of this commitment,** the DoE now informs the public and all stakeholders about an important change regarding the payment terms for residential customers' invoices under the District Cooling Regulations.

**The invoice due date** for residential customers' invoices will be reduced from twenty (20) working days to ten (10) working days. This change is in accordance with the District Cooling Regulation which aims to improve the efficiency of billing processes, increase customer satisfaction, and improve the overall quality of service in the District Cooling sector.

**Pursuant to the above,** the effective date of the adjustment to residential customers' invoice due date will take effect on 22nd January 2026.

**Therefore, the DoE kindly requests** that all District Cooling service providers and customers in the Emirate of Abu Dhabi comply with this amendment. The DoE may be contacted for any inquiries or assistance through the available communication channels.

هاتف: 0777 207 2 971+ | ص.ب: 32800 أبوظبي، الإمارات العربية المتحدة
T: +971 2 207 0777 | PO Box: 32800 Abu Dhabi, United Arab Emirates