



CONSUMER PROTECTION POLICY



EFFECTIVE DATE: 01/04/2022





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Changes History Sheet

DOC. CHANGE REQUEST NO. & DATE	PAGE NO.	SUMMARY OF CHANGE	NEW EFFECTIVE DATED

This document is the first issue of "Consumer Protection Policy for the Energy Sector in the Emirate of Abu Dhabi".

The master of this document was prepared and approved in the Arabic language. This is an official translated version of the original approved document.



1. Introduction

1.1 Purpose

This regulatory policy has been issued to protect the interests of the customers and users of the services of the Sector in the Emirate of Abu Dhabi based on the Department of Energy's mandate under Law no. (2) of 1998 and Law no. (11) of 2018.

1.2 Scope

- This policy shall apply to all licensees working in the Energy Sector (as described by the law).
- The Department of Energy may, at any time, amend or revoke this policy according to the law.
- Nothing in this policy is intended to conflict with or affect any other federal laws, local laws of the Emirate of Abu Dhabi, regulations/instructions, resolutions, provisions, or other laws.
- If this policy conflicts with any other regulations, laws or government legislations, this case shall be referred to the Department of Energy for consideration and issuing a binding decision thereon.
- This policy has been prepared in Arabic. In case of conflict or inconsistency between the English and Arabic versions, the Arabic version shall prevail.

1.3 Responsibility for Implementation

Licensees.

1.4 References

NA

1.5 Distribution

An electronic copy of this policy will be available on DoE website.



2. Definitions

Words and expressions not defined in this policy shall have the meanings ascribed to them in Law no. (2) of 1998 and its amendments, or Law no. (11) of 2018.

In application of the provisions of this policy, words and expressions defined in the singular form shall have the same meaning when used in the plural form, and vice versa. The following terms and expressions shall have the meanings assigned to them, unless the context requires otherwise:

Customer	Shall mean any natural or legal person who obtains the services provided by the company.
Wholesale Customer	Shall mean an entity that owns or manages a building within a District Cooling Scheme that is connected to the district cooling network and system directly or through heat exchanger stations.
Customer with Critical Medical Condition	Shall mean a residential customer for whom supply disconnection shall be a threat to his/her health and safety or to the health or safety of his/her accompanying persons due to the deterioration of his/her health or impairment or disability or damage provided submitting a medical report duly approved by a competent government entity.
Service/ Services:	Shall mean a series of activities, operations or procedures provided by government or private entities or their representatives based on their competencies to meet the needs and expectations of the customers.
Department	Shall mean the Department of Energy established under Law no. (11) of 2018.
Entity	Shall mean an individual, company, association, society, partnership, corporation, municipality, institution, government organisation, agency, or group.
Law	Shall mean Law no. (11) of 2018 and Law no. (2) of 1998 and its amendments (unless stated otherwise).



Connection Agreement	Shall mean an agreement made between a facility's owner and the company to deliver supplies to a specific address through the company's network.
Company	Shall mean any entity licensed by the Department of Energy to provide water (drinking or recycled water), electricity, sewage, or district cooling services to customers before or after signing a supply agreement for getting such services, provided that such services are among its competencies.
Guaranteed Sservice Standards	Shall mean minimum standards of services guaranteed by the company in relation to all services provided to customers and approved by the Department of Energy, as amended from time to time.
Prohibited Times	Shall mean the period from June 1 st till September 30 th of each year (during the summer), or as determined officially by the Department of Energy.





3. General Provisions

- 3.1 Licensees must maintain transparency in their dealings with customers regarding the services provided to them.
- 3.2 Licensees are encouraged to educate their customers and raise their awareness of the importance of knowing their rights and duties and of becoming familiar with the rules, regulations, and laws applicable to both parties (licensee, customer).
- 3.3 Licensees should not impose or change any fees unless they have been reviewed and approved by the Department of Energy.
- 3.4 With reference to the aforementioned clause, the Department of Energy may, as it deems reasonable, amend, and make exceptions to some special clauses in the regulations and policies applicable by the licensee to make sure that such policies do not conflict with the provisions and regulations issued by the Department of Energy. The provisions of all issued regulations and policies shall apply based on each service included in the regulated activities.
- 3.5 The Department of Energy may, as it deems reasonable, amend, and make exceptions to some special clauses in the regulations and policies applicable by the licensee. In case of discrepancy in the issues relating to district cooling, the regulations of district cooling shall apply and take precedence over the provisions of this policy.
- 3.6 This policy does not conflict with the provisions and regulations issued by the Department of Energy. The provisions of issued regulations and policies shall apply based on each service included in the regulated activities.



4. Supply Agreement

The company shall develop and execute a supply agreement with its customer to maintain the rights of both parties. Supply agreements should include a preamble that concisely contains the main terms and conditions of the agreement requiring the following:

- 4.1 Licensees should obtain the Department of Energy's approval in case of amending or adding new conditions or restrictions to the supply agreement.
- 4.2 The supply agreement approved by the Department of Energy shall supersede other supply agreements made between service providers and customers. More than one form of the agreement may be executed based on the type of service provided by the related service provider (e.g., electricity agreement, water agreement, water and electricity agreement, sewage agreement, district cooling agreement, treated water provision agreement).
- 4.3 All information shall be written in the language preferred by the customer (either Arabic or English).
- 4.4 The subject agreement should contain all details of the requirements of service provision pertaining to the customer, including without limitation, supporting requirements of the customer, time of service provision, conditions, and penalties, if any.
- 4.5 The company should ensure that the information provided to customers does not include obscure terms. Furnished information should be clear and explicit.
- 4.6 A detailed description of the service provided to the customer (including, without limitation, customers should be aware that an emergency service is available throughout the day so that all customers benefit from the continuous provision of services by the company).
- 4.7 The subject agreement should include all required details in case there are restrictions on service use.



- 4.8 The subject agreement should include details on service termination.
- 4.9 Procedures to be followed in case of breaching the provisions of the contract made between the two parties (including cases of customer compensation or charges payable by the customer) due to non-compliance by either party.
- 4.10 Prohibitions on customers (including, without limitation, reconnecting the service to the premises without reference to the company or sharing the service with other customers using illegal connections made by the customer without reference to the relevant service provider or any act that may be life-threatening to others).
- 4.11 Customer's obligations under the subject agreement and consequences of breaching those obligations.
- 4.12 Terms and conditions pertaining to service disconnection by the company and reconnection of service after it has been disconnected and the additional fees arising therefrom.
- 4.13 Customer's billing frequency.
- 4.14 Describing methods of payment offered to customers (e.g., through website, applications, direct debit, or payment plan agreements such as instalment payments and the like).
- 4.15 Furnishing the customer with a copy of the contract (supply agreement) at the time of applying for the service and activating the account after explaining all conditions and making sure that the customer understands all matters relating to the application process. A copy of the contract shall also be shared through the company's formal communication channels.
- 4.16 A customer service excellence charter shall be issued by the company and updated periodically, taking into consideration that all provisions should be clear to customers. This charter should be approved by the Department of Energy.



- 4.17 The customer should be informed of the agreement if the service of account registration is applied for by a third party. The company shall ensure sending an electronic copy of the supply agreement to the customer along with the service bills (e.g., should be attached with three bills throughout the first year). The company shall contact its customers to make sure that they have updated their data.
- 4.18 Contracts should be given in electronic or paper form, keeping in mind age groups and people of determination.
- 4.19 The company shall inform its customers of the actions to be taken against them in case of breaching the provisions of the supply agreement (including, without limitation, fines, service disconnection, termination of agreement, etc.,).
- 4.20 The company may terminate the supply agreement and disconnect the service provided that the reasons for service disconnection are clearly outlined in the supply agreement or declared at the time of issuing the application for disconnection of service from the customer's premises.
- 4.21 The company shall, at the time-of-service activation, ensure that the customer has a copy of the supply agreement and has been informed of the applicable tariff, term of agreement, and its rights and responsibilities.
- 4.22 The company shall, at the time of customer's account activation, help the customer manage the accounts of his/her premises through reviewing his/her consumption, paying his/her monthly bills, reviewing his/her personal data, and updating them, if necessary, without breaching the terms and conditions of the agreement made between individuals and district cooling service providers for providing district cooling services in the Emirate of Abu Dhabi.
- 4.23 The company shall take the necessary approvals from the concerned entities if it deems necessary to improve or change some service procedures "without changing the fees".



5. Ensuring Customer Data and Information Privacy

- 5.1 The company shall develop a policy for protecting personal information and publish it on the company's website after it has been approved by the Department of Energy.
- 5.2 The company acknowledges its obligation not to share the personal information of any of its customer with any entity or person without reference to such customer unless it is deemed necessary pursuant to a court order or if requested by the concerned entities.





6. Equality and Fair Treatment of Customers

- 6.1 The company shall provide all services to all customer segments without discrimination and shall give priority to people of determination and customers with critical medical condition and customers receiving home care services.





7. Education and Awareness Programs

- 7.1 The company shall, periodically and whenever necessary, inform its customers of all agreements, policies and procedures relating to service provision through its communication channels.
- 7.2 The company shall ensure issuing simple, descriptive, and simple-to-understand monthly bills to all levels and segments of customers.
- 7.3 The company shall launch rationalization and educational campaigns on the use of its services to achieve sustainability of vital resources and explain ways to maintain such resources.
- 7.4 The company shall familiarize its customers with its complaint mechanism and its mechanism for escalating complaints to the Department in case of not resolving such complaints or if the complaining customer is not satisfied with the way the company handled his/her complaint.
- 7.5 The company shall, periodically and whenever necessary, raise the awareness of its customers and familiarize them with the significant technical information and regulations that ensure their safety and the safety of all connections, and ensure the safe and sustainable operation of services, including common technical information among companies/ entities.



8. Service Fees

- 8.1 The company shall explain to its customers, simply and in detail, all details relating to the amounts payable by them (including, without limitation, the details of collecting the amounts relating to customer's consumption, how consumption units are calculated, helping its customer obtain all details relating to his/her consumption, in addition to the details of all types of fees (e.g. connection fees and fees relating to the relocation of the company's assets)).
- 8.2 The company shall furnish its customer with a preliminary quotation if such customer requests connecting or disconnecting the service, relocating the company's assets or other additional services for which additional fees shall be payable in addition to the monthly consumption fees.
- 8.3 The company shall not impose any new fees without reference to the concerned entities (Abu Dhabi Executive Office (ADEO) and the Department of Energy).
- 8.4 In case of imposing new fees after getting approval from the concerned entities, the company shall inform its customers of such new fees through conducting a media campaign in which all aspects of such new fees are explained within a reasonable amount of time and in coordination with the Department of Energy. Such campaign will include various media channels (including, without limitation, website, social media, e-mail, media campaigns).



9. Service Disconnection

The company shall develop a policy or procedural rules for service disconnection that should be followed in case of service disconnection. Such policy/procedural rules should be officially approved by the Department of Energy and should, at a minimum, include the following clauses:

- 9.1 Disconnection before carrying out maintenance: the company shall notify the customer within certain period of time of the cases in which his/her premises will be disconnected, including emergency cases. In case of force majeure events that are beyond the company's control, such as natural disasters (earthquakes and fires), the company will not be responsible for notifying the customer thereof.
- 9.2 Disconnection for reasons other than non-payment: the company shall notify the customer of the cases in which his/her premises will be disconnected for reasons other than non-payment, including, without limitation, an order from the court or the concerned entity, or upon customer's request, or emergency cases to avoid possible risks and damages, or maintenance works or the like.
- 9.3 Disconnection due to non-payment: the company shall develop clear procedures for the services for which fees and tariffs should be paid and when it may contact the customer in cases of non-payment and notification.
- 9.4 In case of customers with critical or sensitive medical condition that may require continuous provision of services to maintain their health status, the company shall take all required precautions to ensure continuous provision of services in a way that does not adversely affect such customers. In addition, replacement services should be provided when deemed necessary to ensure continuous provision of services.
- 9.5 The company shall not disconnect service during prohibited times, according to the Disconnection Code approved by the Department of Energy.
- 9.6 The company shall exert every effort to contact customers through all available communication channels to ask them for payment to avoid service disconnection. If the company fails to contact one of its customers in default after taking all



necessary actions and exerting every possible effort to contact him/her, it may disconnect the service after ensuring that no person with a critical or sensitive medical condition is present in the subject premises.

- 9.7 The company shall not disconnect the service when a complaint is escalated to the Department of Energy. The customer should contact the company to file a complaint then wait for investigating and resolving his/her complaint (taking into consideration the approved time limit for resolution of complaints). In case of not getting any response from the company or the customer is not satisfied with the way the company handled his/her complaint, this customer may escalate his/her complaint to the Department of Energy.
- 9.8 If a pending complaint has been escalated to the Department of Energy, the company shall not disconnect the service subject of the complaint until receiving proper instructions from the Department of Energy. The cases that require service disconnection, according to the violation clauses set forth in the service provision agreement and considered not related to the escalated complaint shall be excluded.
- 9.9 The way of handling multiple accounts registered under the name of the same customer and mechanisms for disconnecting service for customers with multiple accounts in case of non-payment.
- 9.10 The company shall segregate the accounts of its customer in case of non-payment and shall not disconnect other services or accounts registered under the name of the same customer if there is no reason for service disconnection. The company shall not disconnect service under one of the accounts of the customer for non-payment for service provided under any other account held by him/her unless in cases at which the company is required to disconnect service under other accounts, provided that the related conditions are met before disconnecting service under other accounts, including customer notification, so that the company can proceed with the procedures of service disconnection according to the approved rules of Disconnection Code.



10. Service Connection after Disconnection due to Non-Payment

- 10.1 Companies shall inform their customers of the fees of service reconnection in case of disconnection. This point should be included in the supply agreement and explained to the customer when he/she starts dealing with the company and opens an account with it.
- 10.2 A customer shall not reconnect the “disconnected” service without reference to the company and the concerned staff. The company should make this clear to the customer.
- 10.3 When reconnecting the service, the company should follow all safety procedures to prevent accidents that may expose the customer or others to danger.
- 10.4 Service reconnection procedures and timings should be clearly stated by the company.
- 10.5 The company should state the situations that may require changing the security deposit in case of service disconnection due to non-payment.



11. Prohibitions on Service Disconnection

- 11.1 The company should adhere to the prohibitions on service disconnection pursuant to the policies, procedures and laws issued by the concerned entities (e.g., Abu Dhabi Executive Office (ADEO) or the Department of Energy (DoE)).
- 11.2 Sensitive facilities should not be disconnected by the company for any reason whatsoever unless an order has been issued from the concerned entity to disconnect the service.
- 11.3 The company should not abstain from providing services to any health unit (e.g., hospital), or any centre for people of determination or elderly people or disconnect any health unit (a government hospital and clinic), or any centre for people of determination or elderly people or patients at any time. This prohibition does not apply to subsidiary places or facilities (including, without limitation, personnel accommodations and dwellings, administrative offices in hospitals, pharmacies, and beauty centres) included in company licenses.
- 11.4 The company should not, pursuant to its license, disconnect a residential customer's premises due to non-payment and should not abstain from providing the service due to non-payment during the period from June 1st to September 30th of each year (during the summer).
- 11.5 The company should not abstain from connecting or reconnecting service to any residential customer's premises during the summer (this prohibition does not apply to cases in which service has been disconnected before the summer). The company may enter into instalment payment agreements with residential customers to settle their debts before the end of the summer, which may involve re-evaluating their credit limits and re-assessing security amounts of residential customers who frequently fail to pay their bills.
- 11.6 The company may, during the summer, disconnect service provided to residential customers in certain cases, as detailed in the Disconnection Code (including, without limitation, illegal connections made by the customer, etc.).



12. Customer Complaint Process

Clear complaint process and procedures should be developed by the company and approved by the Department of Energy. The subject procedures should include, without limitation, the following:

- 12.1 Customer complaint process should be simple, easy and simple-to-understand to all categories of customers.
- 12.2 The company shall familiarize its customers with its complaint mechanism and emphasize that it is their right to file complaints when they are unsatisfied with the services they received.
- 12.3 The company shall familiarize its customers, through its formal communication channels (e.g., customer service centres and the company's website), with its mechanism for escalating complaints to the Department in case of not resolving their complaints or if the complaining customer is not satisfied with the way the company handled his/her complaint.
- 12.4 When investigating complaints, the company shall consider all administrative, technical, and legal aspects to reach a resolution that maintains the rights of the complaining customer according to approved policies and rights of equality and non-discrimination.
- 12.5 The company shall provide multiple platforms and channels for its customers to submit their complaints.
- 12.6 Upon receiving a complaint, the company shall inform the customer of the complaints handling requirements and the deadline for resolving the complaint and sending an official response.
- 12.7 Before investigating complaints, the company shall inform the customer of any fees associated with any activity required to investigate or resolve complaints. The company shall obtain the customer's approval to pay the fees to initiate the related procedures.
- 12.8 If the company decides to charge fees for new services or update the fees of current services, it should get high-level approvals from the concerned entities



(e.g., Abu Dhabi Executive Office (ADEO)/ the Department of Energy). The company shall contact its customers through all social media channels and media campaigns as outlined hereinabove.

12.9 The company shall adopt facilitated procedures for helping “people of determination” submit their complaints.





13. Periodic Billing

13.1 The company shall issue monthly bills to its customers detailing the services provided to them. Bills should be approved by the Department of Energy (DoE) and shall, at minimum, include the following:

13.1.1 The company shall coordinate with the Department of Energy and the concerned entities when preparing and designing its monthly bills or updating them, if necessary. The company should submit its bill form to the Department of Energy for approval after reviewing its contents legally and technically for the purpose of protecting its customers and maintaining their rights.

13.1.2 Customers shall have the right to receive their bills free of charge without having to pay any fees or costs. Licensed entities may provide optional services to their customers in relation to issuing or delivering bills, such as issuing paper bills, or delivering bills by hand, or the like and charge fees for such services, provided getting prior approval from the Department of Energy for such services and fees.

13.1.3 The company's monthly bills can be either paper or electronic, and it shall inform its customers of the conditions that should be met if a customer chooses to get both paper and electronic copies of his/her bills, as well as who can make such a request.

13.1.4 The company shall determine the frequency of the bills of each customer and shall inform him/her of the process in case of changing the frequency of the bills.

13.1.5 The company shall ensure issuing actual and regular monthly bills to all customers, with the exception of actual readings in certain circumstances determined and agreed upon in conjunction with the associated period with the Department of Energy. When the company fails to issue bills on an actual and regular basis intentionally or mistakenly, it shall immediately issue the bills and specify the customer's consumption each month, and arrange for payment in instalments, if necessary.



13.1.6 The company shall ensure that the consumption data included in its customer's bill reflect his/her actual consumption for the period set forth in such bill.

13.1.7 The company shall arrange awareness campaigns for its customers on the importance of checking and verifying the authenticity of their bills, as well as ensuring that all fees and services provided by the company are included as part of such bills.

13.1.8 The company shall keep records of its customer bills for at least ten years.

13.1.9 Customer bills should include the following:

1. Name, address, premises data, account number with the company.
2. Details on how the fees of each service are calculated based on consumption and period.
3. Due date and data of previous payments.
4. The company's contact information for inquiries about bills.
5. Payment channels available to customers.
6. The Company's complaint procedures.

13.2 Procedures of escalating complaints to the Department of Energy in case of dissatisfaction with estimated bills:

13.2.1 The company shall issue monthly bills for its customers based on actual readings. The company shall not issue estimated bills for more than two consecutive months.

13.2.2 If the company chooses to estimate a customer's consumption due to inevitable reasons that make it impossible to take actual field readings, it shall calculate the customer's consumption using the average of his/her actual consumption and explain the method of calculation in detail to the customer. The company's method of calculating estimated readings shall be approved by the Department of Energy.

13.2.3 The company shall clearly inform the client in case of issuing estimated bills.



14. Guaranteed Service Standards

The company shall develop a code of guaranteed service standards, which will be a document setting out all guaranteed service standards provided by the company for its customers to ensure that all provided services are up to the required level. If the company's services do not meet the required standards, the company shall compensate the customer financially. The code of guaranteed service standards should be approved by the Department of Energy and shall include the following:

- 14.1 Approved performance indicators (e.g., service connection, reconnection, complaints, and indicator of quick response to customers, technical visits, etc.,).
- 14.2 The company shall simply describe its guaranteed service standards and publish them on its website to share knowledge with its customers, enable easy access to such standards, and familiarize customers with their rights.
- 14.3 As part of each guaranteed service, the company shall describe the type of compensation, such as a cash amount to be paid to the customer or a credit to his/her account with the company.
- 14.4 The compensation procedures relating to guaranteed service standards and types of compensation shall be described.
- 14.5 The company shall annually publish an evaluation of the implementation of service standards on its official website.



15. Management of Debts and Customers in Default (Customers in Financial Distress)

- 15.1 The company shall provide instalment payment service to the customers in default, provided submitting supporting documents to prove the financial status of such customers.
- 15.2 The company shall explain and clarify to its customer all the provisions of the instalment payment agreement before enforcing such agreement as per the company's procedures. The customer shall be furnished with a copy of the instalment payment agreement made in the language he/she prefers.
- 15.3 The customer shall furnish the company with all requirements for entering into the instalment payment agreement. The company shall have the right not to enter into such agreement if the customer fails to provide all requirements.
- 15.4 The company shall offer the instalment payment service to customers whose bills of monthly consumption, not including other amounts or fees of other services, such as connection fees and the like, have accumulated for more than one month.
- 15.5 In case of proving that accumulated amounts or due payments are due to the company's error, the company shall automatically offer the instalment payment service to its customer and will also offer its customer to pay the entire amount in full, as an option.
- 15.6 The company shall investigate the financial status of its customer and inform him/her of the payment timeframe and plans according to which instalments are to be made.
- 15.7 The company may disconnect the service and terminate the instalment payment agreement in case of non-compliance with the terms and conditions of such agreement taking into consideration the prohibited times determined by the Department of Energy.



16. Tariffs Applied to Different Customer Categories and Exemptions

- 16.1 Each new customer shall be informed of the type of his/her registered account and the applicable tariff based on the documents submitted by the customer. The customer shall receive a formal document setting out the type and value of the applicable tariff.
- 16.2 When an error is discovered, the company shall immediately change the tariff applicable to the customer and take the necessary corrective action. If the corrective action results in any amount owed by the customer to the company, then the company shall offer the instalment payment service to its customer as a first option and will also offer its customer the option of paying the entire amount in full if he/she finds suitable.
- 16.3 The company must obtain all supporting documentation for customer categories exempted from the applicable consumption tariff and add them to the list of exempted customers based on decisions issued by the relevant entities.
- 16.4 The company shall review all decisions and procedures pertaining to applicable tariffs and ensure compliance with the unified decisions regarding retroactive billing, or the corrective actions relating to bills and the timeframes for such actions and calculation mechanisms and shall obtain the Department of Energy's approval thereof.



17. Customer Communication Channels

17.1 First: Customer Service Centres

17.1.1 The company shall publish the locations, details and working hours of all its customer service centres on its official website or other official communication channels.

17.2 Second: Call Centres

17.2.1 The company shall publish the working hours of its call centres so that customers can contact the company and shall also list the contact numbers for its call centres and communication channels on the main bill of its customers.

17.2.2 Call centres will record all incoming and outgoing calls for reference when necessary, and will be kept for a certain period, according to the company's policies and procedures.

17.3 Third: Emergency Cases

17.3.1 The company shall periodically ensure the availability and continuity of the emergency call handling service, according to the company's procedures.

17.3.2 The company shall offer the service of inquiring about precautions and procedures to be followed in case of interruption of services due to an emergency or as part of maintenance.

17.3.3 The company shall periodically check continuity and non-interruption of the emergency call service, according to the company's procedures.

17.4 Fourth: Customer Satisfaction

17.4.1 The company shall measure customer satisfaction with its services through all communication channels. The mechanism for measuring customer satisfaction shall be approved by the Department of Energy. The company shall submit an annual strategy for improving customer satisfaction (provided including studying all customer types and categories, sample size, used methodological and statistical bases, etc.,).



18. Services Provided to People of Determination and Home Care Customers

- 18.1 The company shall update and develop its strategy to incorporate, as much as possible, the needs and requirements of the people of determination and customers receiving home care services to ensure that all services are made available to them.
- 18.2 The company shall follow the international standards in designing its communication channels (website and smartphone applications) to be easy to use for people of determination and customers receiving home care services.
- 18.3 Giving priority to their transactions and providing services involving certain highly trained and qualified personnel to serve them and sending representatives of the company to meet their needs, if necessary.
- 18.4 Developing a database of people of determination and customers receiving home care services and conducting periodic surveys to determine their requirements and needs and developing services for maximum benefit. The company shall continually improve services to achieve the highest levels of customer satisfaction with the company's services.



19. Customer Registration Process

- 19.1 The company shall keep and maintain its customer data in a special database to be familiar with all information relating to the services provided to them.
- 19.2 The company shall ensure that the data maintained in its database include, without limitation, customer classification, applicable tariff, connection of meters to the system and, etc., The company's database shall be updated periodically and whenever requested by the licenses company.
- 19.3 The company shall determine the method or conditions for customer registration and shall ensure that customer data are updated periodically.
- 19.4 Customer registration procedures are based on the data of the Emirates ID that should be valid.



20. Service Termination

- 20.1 The service and the supply agreement may be terminated by the customer at any time upon his/her request and at his/her discretion, as necessary. The company shall include this right of termination in the supply agreement and inform its customer of it and of the amounts that he/she should pay before issuing the release form.
- 20.2 The company shall issue a certificate showing that the customer has paid all amounts due for the services rendered.
- 20.3 The company shall ensure informing the owners of premises that in case a lease contract is terminated a release form is to be issued by the company to the customer (tenant) after paying all amounts due to the company and closing the account of the customer (tenant).
- 20.4 The company shall provide the service of “service termination/disconnection” in a simple and straightforward manner for customers.
- 20.5 In case of service disconnection, the company shall notify its customer in writing before it is performed. After service disconnection, the company may take back all devices and equipment without customer approval.