

Chairman of the Department of Energy Decision no. (22) of 2020 Concerning the Table of Violations and Administrative Penalties

Chairman of the Department of Energy,

Having reviewed:

- Law no. (1) of 1974 concerning the reorganization of the governmental body in the Emirate of Abu Dhabi, as amended;
- Law no. (2) of 1998 concerning the organization of Water and Electricity Sector in the Emirate of Abu Dhabi, as amended;
- Law no. (17) of 2005 concerning the establishment of ADSSC and its amendments;
- And Law no. (11) of 2018 concerning the establishment of the Department of Energy;
- Law no. (20) of 2018 concerning the establishment of Emirates Water and Electricity Company PJSC "Public Joint-Stock Company".
- And Chairman of the Executive Council Resolution no. (26) of 2018 concerning the additional competencies of the Department of Energy;
- Chairman of the Department of Energy Decision no. (44) of 2019 concerning the District Cooling Regulation.
- Chairman of the Department of Energy Decision no. (45) of 2019 concerning the District Cooling Applicability Regulation.
- Pursuant to what has been presented to the Executive Council and upon the approval of the Executive Council on the same.

Decided as follows:

Article 1

- 1- The table of Violations and Administrative Penalties attached to this decision shall come into effect, except for the violations stated in Law no. (2) of 1998.
- 2- The administrative penalties stated in the table referred to in clause (1) shall be doubled in case of repeated violations, provided that not to exceed the legally established limits.

Article 2

This Decision shall be published in the Official Gazette and shall be effective as of the date of its issuance.



دائرة الطاقة
DEPARTMENT OF ENERGY

Eng. Awaidha Murshed Al Marar

Chairman

Issued in Abu Dhabi

On: / /2020

Attachments:

Table of Violations and Administrative Penalties



دائرة الطاقة
DEPARTMENT OF ENERGY

Table of Violations and Administrative Penalties

No.	Description of Violation	Administrative Penalty (AED)
1.	Restricting, distorting or preventing competition in the energy sector, or harming the interests of consumers which leads to the harm of public interest.	10.000.000
2.	Licensee's failure to abide by the DoE's decisions to ensure safe and economic services.	1.000.000
3.	Licensee's failure to abide by the DoE's decisions concerning the connection of production, transmission and distribution utilities to its grids.	1.000.000
4.	Licensee shows discrimination attitude towards any person or group when providing its services.	1.000.000
5.	Licensee cease to provide its regulated services without acceptable excuse which leads to the damage of consumers' or public interest in the energy sector.	1.000.000
6.	Licensee failure to abide by the DoE's decisions to ensure regular and efficient supply of services.	500.000
7.	Licensee undertakes additional activity not mentioned in the license without prior consent from DoE.	250.000
8.	Practicing an activity subject to licensing without obtaining a license or exemption from DoE, or with an expired license.	500.000 (25.000 in case of small scale activity as determined by DoE)
9.	Failure to comply with DoE's conditions and requirements concerning digital transformation or cyber security or information technology in the energy sector.	50.000
10.	Failure to comply with DoE's conditions and requirements regarding developing and using smart electricity networks.	50.000
11.	Changing the location or evacuating the licensed premises without notifying DoE.	500.000
12.	Failure to comply with the conditions of consents and exemptions granted to licensee by DoE.	100.000



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No.	Description of Violation	Administrative Penalty (AED)
13.	Licensee failure to obtain DoE's approval on the documents, procedures and codes related to its regulated activity in accordance with the license conditions, or failure to comply with the same approved by DoE.	100.000
14.	Failure to comply with the administrative penalties prescribed by DoE.	500.000
15.	Delay or failure to implement any corrective action decided by DoE to remove the violation or its cause, or to prevent it.	AED 2.000 per day and maximum of 100.000
16.	Licensee imposing fees, tariffs and prices without DoE's approval.	500.000
17.	Violation to the conditions, terms, procedures or standards related to supply of services approved by DoE.	100.000
18.	Failure to abide by the DoE's decision concerning dealing with customer complaints.	100.000
19.	Licensee failure to keep customer's records or confidentiality of information in accordance with DoE's requirements.	100.000
20.	Failure to comply with standards and terms regarding the submission of incidents and malfunctions reports occurring in the energy sector.	500.000
21.	Licensee failure to comply with DoE's requirements to protect public or public utilities from risks emerging from its activities.	500.000
22.	Licensee failure to comply with DoE's requirements to prevent personal injuries.	500.000
23.	Violation of a licensee to the technical and performance, safety and quality standards determined by DoE.	100.000
24.	Violation of a licensee to comply with environmental protection requirements when practicing its regulated activity.	100.000
25.	Violation of a licensee to the health, safety and environment systems or plans approved by DoE.	100.000
26.	Violation of a licensee to the operation codes approved by DoE.	250.000



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No.	Description of Violation	Administrative Penalty (AED)
27.	Licensee failure to comply with the requirements of installation and connection standards in force in the energy sector and determined by DoE.	100.000
28.	Licensee's failure to abide by the DoE's decisions to prevent or stop providing services under the circumstances determined by DoE.	500.000
29.	Any failure or delay in reporting incidents or malfunctions that occur in energy sector according to the duration and procedures specified by DoE.	100.000
30.	Causing personal injury or damage to the property of others due to violating the legislations in force in the energy sector.	1.000.000
31.	Failure to comply with the DoE's decisions to prohibit the use of certain materials, products, processing operations, equipment, or installations in the energy sector.	100.000
32.	Failure to use materials, products, or processing processes used to generate, transmit, distribute, or supply energy services that are complied with the measurements, standards, or requirements set by DoE.	100.000
33.	Non-compliance with the mandatory standards specified by DoE for all types of equipment and products consuming energy and water , including standards of the air conditioners, chillers, washing machines, or lightening, etc.	50.000
34.	Non-compliance with the standards, requirements, or mandatory procedures specified by DoE to rationalise water and energy in facilities, buildings, or public and private places.	50.000
35.	Lack of commitment by the licensees to grant approvals or no-objection statements to others regarding their licensed activities as determined by DoE.	50.000
36.	Non-compliance with the size, nature, solidity, quality, capacity of the installations or tools used in energy sector as determined by DoE.	50.000



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No.	Description of Violation	Administrative Penalty (AED)
37.	Non-compliance with the requirements of installation, connections, testing, or suspension, repair or inspection of equipment or installations used in energy sector as defined by DoE.	50.000
38.	Licensees' violation of the requirements to complete road works related to their licensed activities as determined by DoE.	100.000
39.	Failure of a licensee to achieve compliance with its license greater than 80% for two consecutive years without an acceptable excuse.	50.000
40.	Failure to take the necessary precautions and measures to prevent water leakage or misuse by consumers or licensees.	50.000
41.	Failure of a licensee to take security, safety and maintenance procedures for the equipment used by it, as determined by DoE.	50.000
42.	Failure of facility owners, consumers, or contractors to comply with the standards of installations, fittings, connections, equipment and tools used within their facilities as specified by DoE.	50.000
43.	Failure of facility owners, consumers, or contractors to obtain any approval or non-objection statement required by a licensee as specified by DoE.	50.000
44.	Failure to clean water tanks according to the requirements of DoE.	50.000
45.	Non-compliance with the quality of the potable water according to the standards and requirements of DoE.	1.000.000
46.	Failure to comply with the regulations for water quality and control as specified by DoE.	50.000 (not exceeding 500.000)
47.	Non-compliance with treated water regulations specified by DoE.	50.000 (not exceeding 500.000)
48.	Failure to comply with the standards related to water samples testing as prescribed by DoE.	500.000



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No.	Description of Violation	Administrative Penalty (AED)
49.	Failure of a licensee to publish the information related to its services as decided by DoE.	50.000
50.	Preventing or hindering the entry of DoE's authorised employees and judicial officers to the relevant sites, facilities, installations and buildings, or their access to any documents or information as they deem necessary.	100.000
51.	Delay or failure to provide reports, information, documents, or data requested by DoE in the manner and on the dates determined by DoE.	AED 10.000 per day with a maximum of AED 100.000
52.	Changing, destroying or hiding any document, information, data or documents requested by DoE.	250.000
53.	A licensee's failure to maintain the documents and records related to the licensed activities as determined by DoE.	100.000
54.	Failure or delay by a power producer to provide the required production capacity to cover the expected needs of water and electricity at all times, as decided by DoE.	10.000.000
55.	Failure of a power producer to provide an adequate water and energy capacity to the licensed transmission companies to meet the necessary needs as decided by DoE.	10.000.000
56.	Failure of a power producer to comply with the economic purchase methods for the new or additional energy production, the fuel or any other products or services related to its licensed activities.	10.000.000
57.	Failure of a power producer to provide the new or additional energy production through a competitive bidding without an acceptable excuse.	10.000.000
58.	Non-compliance of the power producer with the DoE's instructions on the generation annual requirements plans.	5.000.000
59.	Refusal or delay by the power producer to purchase the generated power and water from the licensed generation companies without an acceptable excuse.	1.000.000



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No.	Description of Violation	Administrative Penalty (AED)
60.	Non-compliance of a licensee with the DoE's requirements on the overall share of each licensee in the energy sector.	1.000.000
61.	Failure of the licensed generation company to fulfill its commitment to placing all its facilities for central control by a transmission licensed company.	5.000.000
62.	Failure of the licensed generation company to submit its terms to provide the ancillary services.	1.000.000
63.	Failure of a generation licensed company to comply with the terms of the contracts concluded with the power producer.	1.000.000
64.	Failure of the licensed transmission company to apply and maintain a proper financial settlements system.	1.000.000
65.	Failure of the licensed transmission company to submit its terms related to connecting and using its own transmission system.	1.000.000
66.	Failure of a licensee to adopt the economic purchase approach for the products or services related to its licensed activities.	1.000.000
67.	Failure of a licensee to publish rules on bills payment, service suspension, the services provided to for the elderly and people of determination, the efficient use of water and electricity, and complaints handling process.	100.000
68.	Failure of a licensee to comply with the conditions to maintain separate accounts for the various parts of its business, and prohibit the exchange of financial support between those parts.	5.000.000
69.	Late or non-payment of fees and costs due to DoE.	AED 2.000 per day with a maximum of AED 50.000
70.	Failure of the licensee to comply with the policies, regulations, decisions, instructions, circulars, and manuals issued by DoE regarding emergency, crises and business continuity management.	500.000



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No.	Description of Violation	Administrative Penalty (AED)
71.	Failure of real estate developers to provide district cooling services in development projects in accordance with the provisions of the regulations for district cooling activities.	10.000.000
72.	Failure of the licensees to provide district cooling services as per the regulations for district cooling activities.	50.000 (not exceeding 5.000.000)