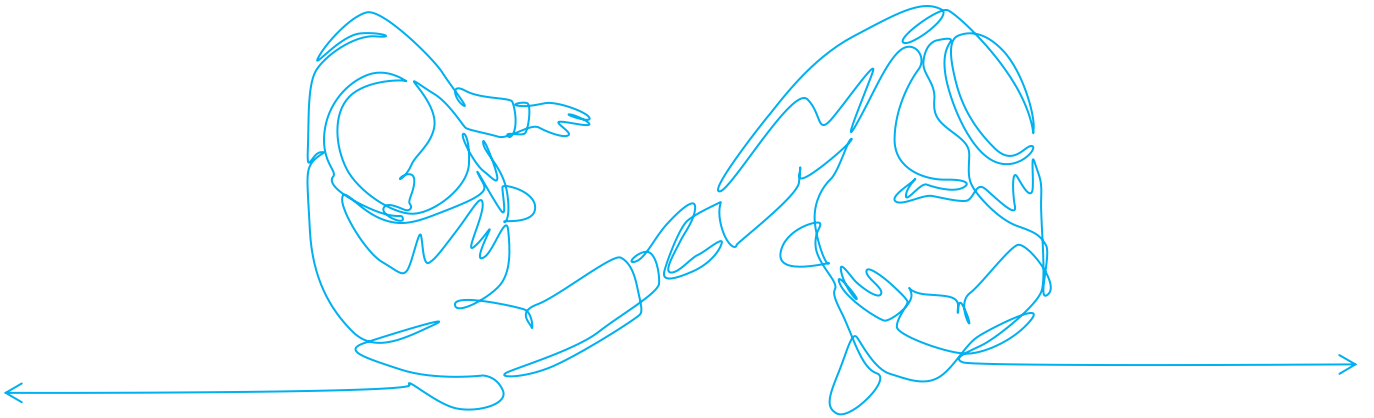


# Customer Service Charter for Residential Customers - Abu Dhabi



**Document Control**

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## 1 Introduction

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National Central Cooling Company PJSC (“**Tabreed**”) is a partner of choice for public and private sector organizations across the GCC, a company recognized for providing award-winning, high quality, efficient and environmentally friendly district cooling solutions to our customers.

This document is applicable to Tabreed and its subsidiaries. Tabreed conducts billing, collection and end user metering through its wholly owned subsidiary, Tasleem Metering & Payment Collection - Sole Proprietorship L.L.C (“**Tasleem**”). Tasleem has been appointed as an agent for billing, collection and metering, for Tabreed and is the point of contact and interface for individual residential Customers, whereas Tabreed is the focal point for government, commercial bulk offtaker customers (Bulk Offtaker).

## 2 Purpose

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The customer service charter for residential customers in Abu Dhabi (the “**Charter**”) provides Tabreed Customers clear and transparent information regarding Tabreed’s complaints handling procedure, disconnection procedure and customer in default procedures. It has been developed in consultation with the Abu Dhabi Department of Energy (**DoE**) to comply with District Cooling Regulation for the Emirate of Abu Dhabi.

## 3 Scope

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The Charter applies to residential customers (the “**Customers**”). Bulk Offtakers are not part of this document.

## 4 Responsibility for Implementation

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Tabreed and its subsidiaries are responsible for the implementation of this Charter in compliance with the District Cooling Regulations. Tasleem is the interface for Customers.

## 5 Customers’ Rights and Responsibilities

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Customers’ rights include the following:

1. Each Customer will be treated with sensitivity and respect.
2. If a Customer is facing financial hardship, Tabreed will work with the Customer to:
  - a. Provide information and advice regarding the payment arrangements available;
  - b. Choose from the payment arrangements in accordance with their circumstances and capacity to pay;
  - c. Provide a confirmation for any payment agreement entered into which sets out the terms and conditions of the arrangement; and
  - d. advise on the historical overdue and the basis of the overdue amount and shield the Customer from:
    - i. Disconnection or restriction of supply; and

- ii. Additional reconnection costs, where Customer have entered into a payment arrangement and are meeting their commitment to it.

Customer responsibilities include the following:

1. Registering with Tabreed or its appointed billing agent and payment of the security deposit;
2. Ensuring that Tabreed or “Tabreed’s representative” always have safe access to the Customer Premises;
3. Paying bills on time and committing to agreed payment arrangements;
4. Providing all the required documents including new documents when documents have expired;
5. Informing Tabreed or its appointed billing agent of any changes to their account information or contract details;
6. Immediately Informing Tabreed or its appointed billing agent if the Customer moves out or sells the Premises; and
7. Informing Tabreed or its appointed billing agent if the Customer has not received a bill for over a month or if there is a suspicion of an error on the bill.

## 6 Amendments

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The procedures in this document may be amended by Tabreed with the DoE approval.

## 7 Definitions and Terminology

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The following words shall have the meanings assigned next to each of them unless the context indicated otherwise:

|   |   |
|---|---|
| <b>Abu Dhabi</b>                              | capital of United Arab Emirates   |
| <b>Complaint</b>                              | An expression of dissatisfaction reported to Tasleem which includes billing complaint, procedure complaint, delay in providing new service, employee complaint, e-service complaint, service quality complaint and contractor complaint.  |
| <b>Customer Relationship Management (CRM)</b> | A system for managing Tabreed’s relationships and interactions with Customers and potential Customers.  |
| <b>Customer</b>                               | A person or entity that includes, but is not limited to Premises Owner, residential Tenants/Occupier or an owners’ association in relation to a Premise, that, in each case, benefits from air conditioning sourced from district cooling, that contracts with the Licensee [or its agents] and pays and/or is required to financially compensate such Licensee (directly or indirectly) for the provision of District Cooling services |

|   |  |
|---|--|
| <b>Customer in Default</b>                                  | A Customer who does not pay their invoices on the due date.  |
| <b>Customer with Critical Medical Condition</b>             | A 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 as evidenced by a medical report duly approved by a competent government entity in Abu Dhabi.          |
| <b>District Cooling or DC</b>                               | the cooling of facilities through centralised DC systems and networks using a cooling medium from the cooling plant producing the cooling energy.  |
| <b>District Cooling Regulation</b>                          | Any executive regulation or regulations and codes issued by the DoE for the district cooling sector in the Emirate of Abu Dhabi, as may be amended, supplemented or replaced from time to time.  |
| <b>DoE</b>  | The Abu Dhabi Department of Energy   |
| <b>Invoice due date</b>                                     | Fourteen (14) calendar days from the invoice issue date.   |
| <b>ISO (International Organization for Standardization)</b> | A worldwide federation of national standards bodies  |
| <b>KPIs</b>   | the key performance indicators   |
| <b>Licensee</b>   | an entity that holds a valid licence issued by the DoE to provide DC services  |
| <b>Offtaker</b>   | an entity that owns, operates or manages in bulk, a Premise that is connected to the DC network pursuant to either an indirect connection (i.e., using one or more heat exchanger stations to transfer cooling energy), or a direct connection (i.e., without the transfer of cooling energy through one or more heat exchanger stations); |
| <b>Payment Extension</b>                                    | Extension to the invoice due date for a short period of time.  |
| <b>Payment Plan</b>   | A plan that defines the number of instalments for the overdue invoice(s) to be paid in fixed amount for a fixed time period.   |
| <b>Premises</b>   | any land, building, apartment, home unit or other form of segregated accommodation within a building, structure or air-conditioned space.  |
| <b>Premises Owner</b>                                       | the developer and/or owner (whether freeholder or leaseholder) of a Premise.   |
| <b>Tasleem</b>  | Subsidiary of Tabreed that performs the billing and collection for the cooling services.   |

**Unit**

any defined part of a Premise, including an apartment, townhouse, home unit, retail unit, commercial unit or other form of segregated accommodation or dwelling within a Premise, which is leased or owned by a Customer.

## **8 Confidentiality**

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All the data collected by Tabreed or its subsidiaries is for our internal use. We will store, protect, and maintain the collected information and data relating to its confidential information of the Customers.

## **9 Responsiveness**

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Customer Complaints or applications for a Payment Plan will be acknowledged, recorded and responded to fairly, reasonably and in a timely manner. Our Customers will be kept informed about the progress of their Complaint/application, and advised about the outcome reached, reasons for the decision and any review options available.

## **10 Accountability**

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Accountability is made clear through the KPIs and our policy, procedures, and associated trainings.

## **11 Customer Focused Approach**

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Tabreed has a strong commitment to address any issues/requests raised within a reasonable timeframe.

## **12 Continual Improvement**

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Tabreed acknowledges that responding to Customer requests/ Complaints is essential for the continual improvement of service delivery and Complaint handling, therefore Tasleem is monitoring all the Customer requests/ Complaints on a daily basis.

## **13 Reporting**

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The Customer Service Department maintains appropriate reporting mechanisms, including details concerning the start and end time, the type of request, the individuals who have worked on it, call notes, and the outcome.

## **14 Charges**

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There are no charges levied on Customer Complaints, Payment Plans and Invoice due date extension requests.

## 15 Complaints Handling Process

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### 15.1 Lodging a Complaint

Customers can lodge Complaints, or request a copy of their Complaint, by either calling 800 TASLEEM (8275336), emailing [customerservice@tasleem.ae](mailto:customerservice@tasleem.ae), visiting Tasleem website [www.tasleem.ae](http://www.tasleem.ae) or visiting a Tasleem kiosk.

The Complaints can be assigned, tracked, and monitored by the Customer Service team.

### 15.2 Receipt and acknowledgment of Complaint

Our Customers will receive an acknowledgment receipt of every Complaint via SMS/e-mail. The acknowledgement will be made during the same day, if the day of the Complaint is a business day, or the following business day, if the Complaint is made during the weekend or a public holiday.

### 15.3 Complaints classification and KPIs

The Complaints classifications and KPIs are developed to resolve all our Customer's Complaints.

Seven different classifications have been identified for the Customer Complaints:

1. Billing Complaint
2. Procedure Complaint
3. Delay in providing new service
4. Employee Complaint
5. E-service Complaint
6. Service Quality Complaint
7. Contractor Complaint

#### 15.3.1 Billing Complaint

Billing Complaints include Complaints regarding billing accuracy, meter health, bill collections and allocations of invoice payments.

The Complaint is captured in the CRM and the KPI to resolve is seven (7) business days. If a Customer complains about their invoice accuracy, it may require input of the billing department, the metering department and may require a meter technician to assess the meter. Assessment of the Complaint and preparing recommendations may take longer to complete depending on the complexity of the issue.

Refer Appendix A for a simple illustration of the Billing Complaint process.

#### 15.3.2 Other Complaints

Refer to Appendix B for a simple illustration of all other forms of Complaints.

## 15.4 Complaints Response Escalation

The Customer service department will manage and respond to all Customer Complaints. The Customer service team will follow the following response escalation process:

- The first responder to the Complaint will be the Customer Service Agent.
- The second responder, if required, will be the Customer Service Team Lead.
- Only a Team Lead can further escalate to the Customer Service Manager.

All Customers have the right to pursue a Complaint with the DoE in case they are not satisfied with the Complaint resolution by Tabreed or Tabreed's representatives.

## 15.5 DoE Escalation Process

In instances where the Customer is not satisfied by the Complaint resolution by Tabreed or "Tabreed's representative", the complainant may submit a Complaint appeal to DoE.

The following Complaint escalation process shall be followed for resolution of Complaint appeals:

- DoE shall obtain Complaint reference number from the Customer and cross check the Complaint reference number with Tabreed or Tabreed's representative;
- DoE shall review the details concerning the Complaint and in case of any further clarification/ information is required, an email will be sent to Tabreed or "Tabreed's representative" on [customerservice@tasleem.ae](mailto:customerservice@tasleem.ae);
- Tabreed or "Tabreed's representative" shall provide the required information and send an update to DoE within five (5) working days;
- Once the case is evaluated, DoE shall communicate the final review decision to Tabreed or "Tabreed's representative"; and
- Tabreed or "Tabreed's representative" shall confirm the implementation possibility and possible action to be taken in compliance with the DoE decision. The DoE shall communicate the agreed decision to the Customer and Tabreed.

## 15.6 Customer satisfaction after closing the Complaint

Tabreed has implemented a Customer survey questionnaire (Voice of the Customer) application. Every Customer interaction including Complaint handling will result in an invitation for feedback from the Customer. The feedback will be assessed by the Customer Service team and follow up actions may be triggered depending on the outcome from the survey.

## 16 Customer in Default Process

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The Customer in Default procedure relates to the offering of extended payment terms for Customers who have difficulties in paying their invoices on time in line with the terms of the cooling service agreement.

Two different requests have been identified in this procedure:

- Payment Plan Request
- Payment Extension Request

### 16.1 Payment Plan Request

Payment Plans are offered by the Customer Service team once a Customer falls into default.

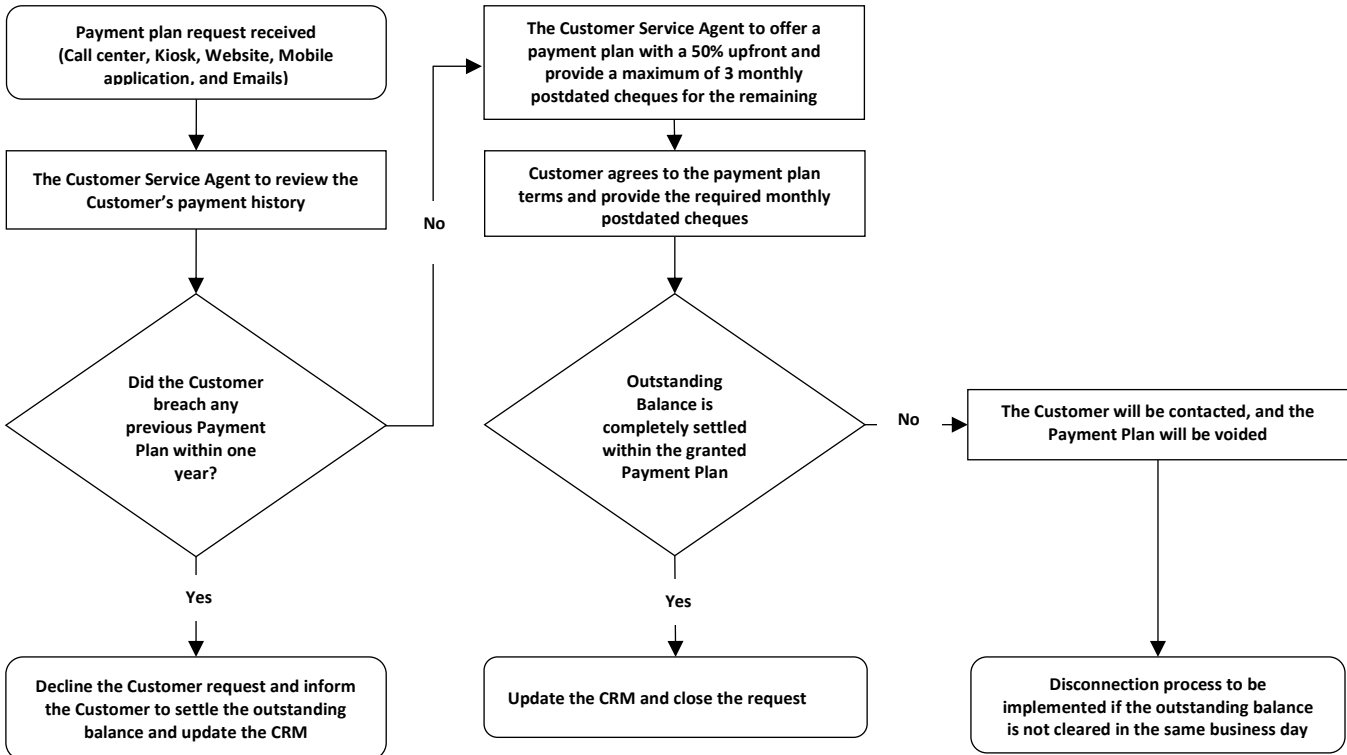
Customer Service will assess the Customers’ credit history in making timely payments, and if any Payment Plan was granted earlier on his/ her account.

Customer Service will have the ability to set up a Payment Plan for a period of up to a maximum of 3 months. Any Payment Plan with a duration of longer than 3 months will require Customer Service Manager approval.

If the Customer fails to meet the Payment Plan as per the agreement without prior notice, the Payment Plan will be voided, and the Customer will be subject to cooling service suspension. The Customer will be served with a final suspension notice as per the existing disconnection procedure for residential Customers.

### 16.2 Payment Plan Request Process

**Payment Plan Request Process Flow Chart**



### 16.3 Payment Extension Request

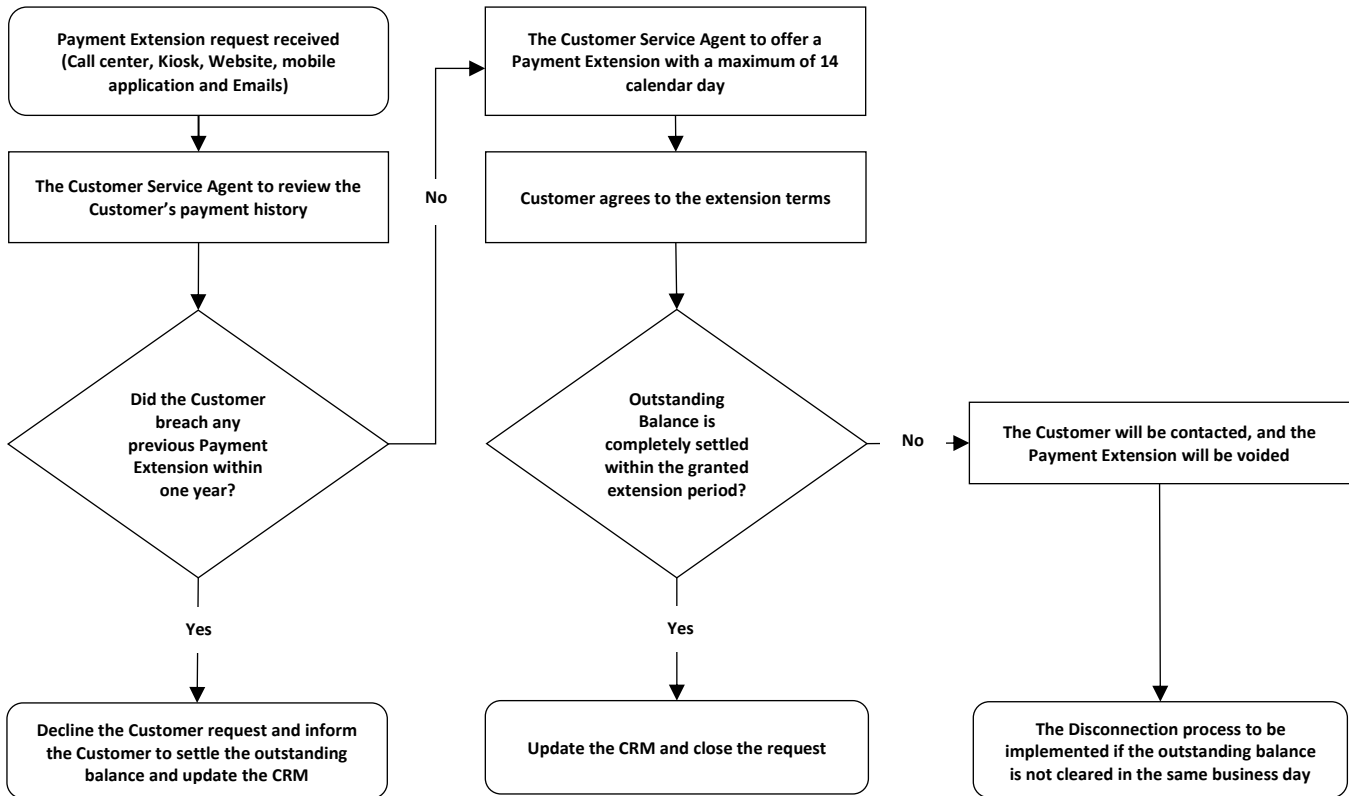
Payment Extension up to a maximum of fourteen (14) days can be applied to a customer who has requested an extended period to pay.

Customer Service will assess the Customers’ credit history in making timely payments, and if any Payment Extension was granted earlier on his/ her account.

If the Customer fails to meet the Payment Extension as per the agreement without prior notice, the Payment Extension will be voided, and the Customer will be subject to cooling service suspension. The Customer will be served with a final suspension notice as per the existing disconnection procedure for residential Customers.

### 16.4 Payment Extension Request Process

**Payment Extension Request Process Flow Chart**



## 17 Disconnection Process

The disconnection process relates to the suspension of cooling services to a Customer due to non-payment and other permitted reasons in line with the terms of the cooling service agreement.

Three different treatment types have been identified for disconnection:

- Standard disconnection process due to non-payment by Customers whose meter valves are accessible;
- Non-standard disconnection process due to non-payment by Customers whose meter valves are not accessible; and
- Disconnection of DC service due to reasons other than non-payment in accordance with the cooling service agreement.

### 17.1 Standard Disconnection Process due to Non-payment

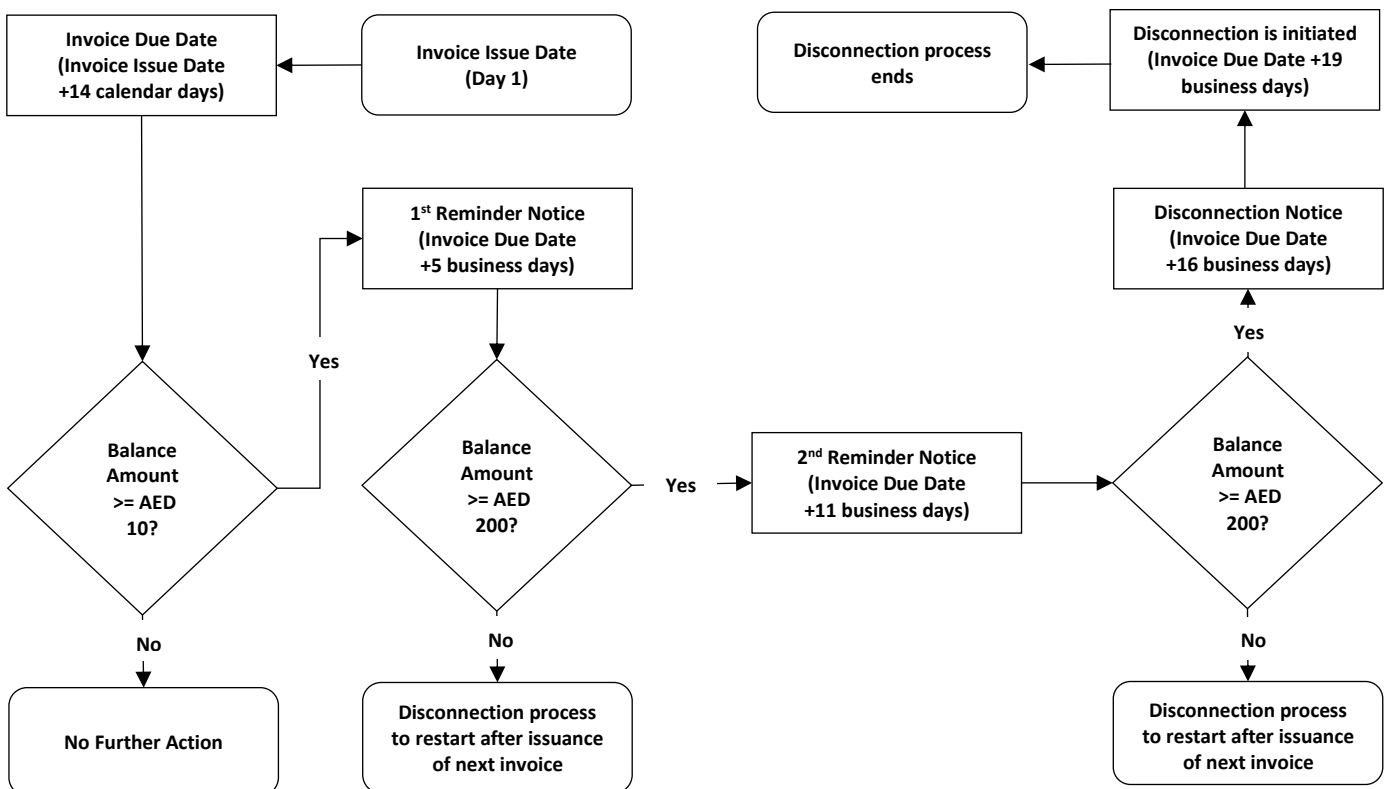
The standard disconnection process applies to all Customers where an overdue amount of greater than AED 200 exists on an account and the meter is accessible. The accessible meter means that the meter is located outside the Customer Premises.

The standard disconnection process is applicable to all meters including defective meters where estimate bills are being generated. Each of the below steps are covered when the Customer fails to pay their invoice by the invoice due date as per the suspension threshold set for each project:

| Step | Description                          | Business Days Since Invoice Due Date | Overdue Amount (AED) |
|------|--------------------------------------|--------------------------------------|----------------------|
| 1    | First Reminder (Email and SMS)       | 5                                    | 10                   |
| 2    | Second Reminder (Email and SMS)      | 11                                   | 200                  |
| 3    | Disconnection Notice (Email and SMS) | 16                                   | 200                  |
| 4    | Service Disconnection                | 19                                   | -                    |

### 17.2 Standard Disconnection Process Flow Chart

The below flowchart provides a simple illustration of the standard disconnection process:



### 17.3 Non-standard Disconnection Process due to Non-payment

The non-standard disconnection process is applied to Customers where the meters are not accessible as they are located inside the Customer’s Premises.

The non-standard disconnection process is followed when the overdue amount exceeds AED 4,000 and an external shut off valve along with a meter is required to be installed outside the unit. Subsequently, a reconnection fee due to late payment and external valve suspension fee shall be applicable to resume the district cooling service. The below steps are covered when the Customer fails to pay their invoice by the due date:

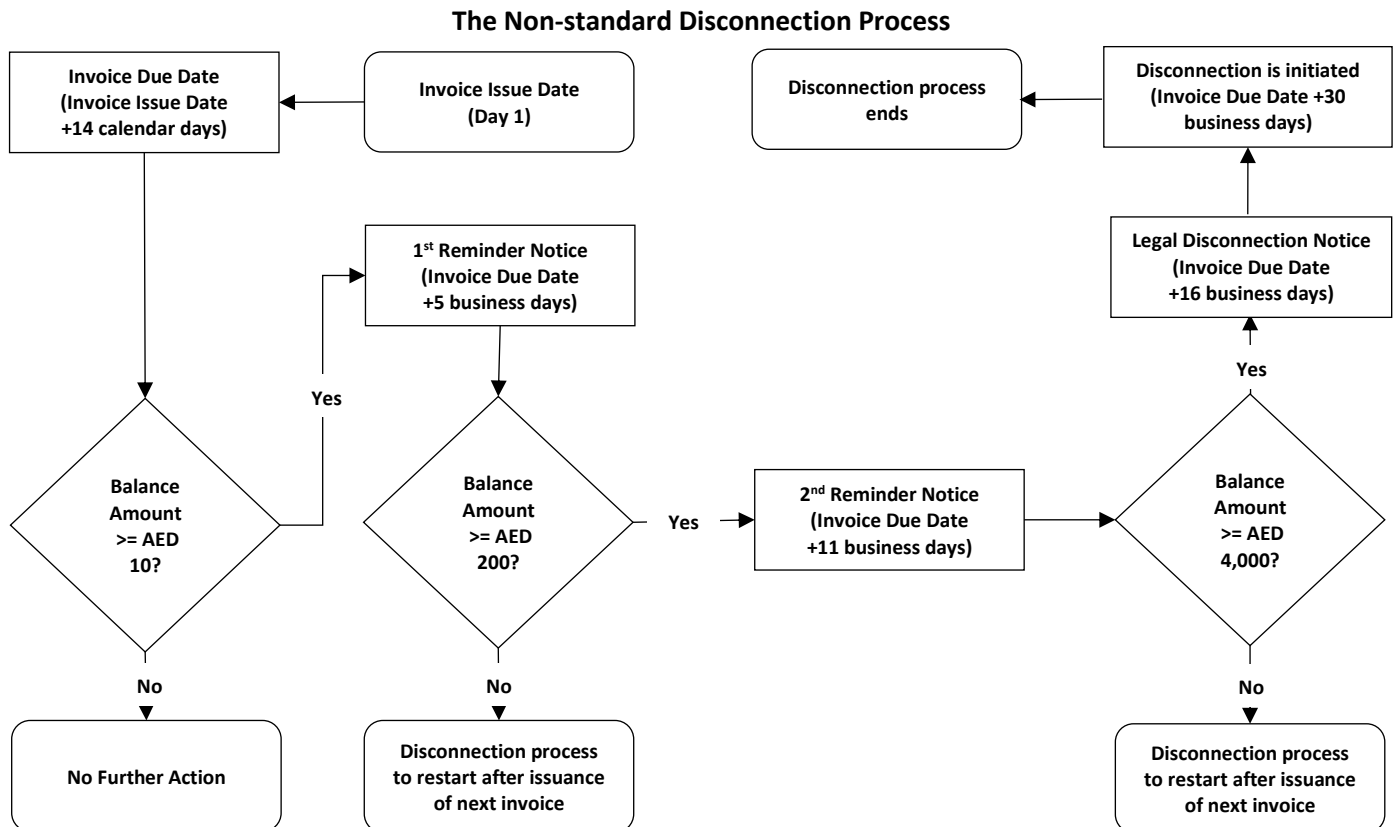
| Step | Description                                      | Business Days Since Invoice Due Date | Overdue Amount (AED) |
|------|--|--------------------------------------|----------------------|
| 1    | First Reminder (Email and SMS)                   | 5                                    | 10                   |
| 2    | Second Reminder (Email and SMS)                  | 11                                   | 200                  |
| 3    | Legal Disconnection Notice (Email, SMS and Call) | 16                                   | 4,000                |
| 4    | Service Disconnection                            | 30                                   | -                    |

Our Customer service team will deliver a legal disconnection notice from an independent legal office to the Customer’s premise, and the owner of the unit will be notified if the occupier is a tenant.

If all options have been exhausted and the site is to be disconnected, the metering team will contact the facility management responsible for that project and schedule the disconnection work to take place.

### 17.4 Non-standard Disconnection Process Flow Chart

The below flowchart provides a simple illustration of the non-standard disconnection process:



### **17.5 Disconnection of DC service due to reasons other than non-payment**

Disconnecting the cooling service will be initiated for Customers who have closed their accounts without any outstanding amounts. Also, disconnection can be initiated based on Customer request or other reasons. A few illustrative reasons are as follows:

- Court order or order of a competent authority;
- Customer request;
- Emergency;
- Disconnection to avoid danger or damage;
- Unoccupied Premises;
- Fraud or Illegality;
- Failure to update the account with Emirates ID information or other mandatory documents;
- Denial of access to meter;
- According to provision of the cooling service agreement; and
- Failure to renew tenancy contract with relevant municipality.

### **17.6 Meter Tampering**

After the disconnection of the cooling service, if meter tampering or valve opening is performed to access the cooling services, a penalty will be added to overdue charges & reconnection fees, and the cooling service will be disconnected again.

If the meter is damaged due to meter tampering and the meter requires replacement, a meter replacement fee shall be applicable.

### **17.7 Prohibited Conditions for Disconnection**

Disconnections are prohibited during the following periods:

- Summer period (first of June to the thirtieth of September);
- The holy month of Ramadan;
- Weekends (Saturday & Sunday) and outside business hours (after 4:30 pm); and
- Public holidays.

Disconnections will not be initiated for the following Customer types:

- Customers with Critical Medical Condition and center for people of determination or elderly people or any hospital/ clinic;
- Customers who have a pending Complaint with Tabreed or its representatives or an escalated Complaint with DoE; and
- Customers who have opted for a Payment Plan or approved for a Payment Extension.

### **17.8 Reconnection Process**

A Customer who is disconnected for non-payment will only be reconnected if all overdue charges and defined reconnection fees are paid.

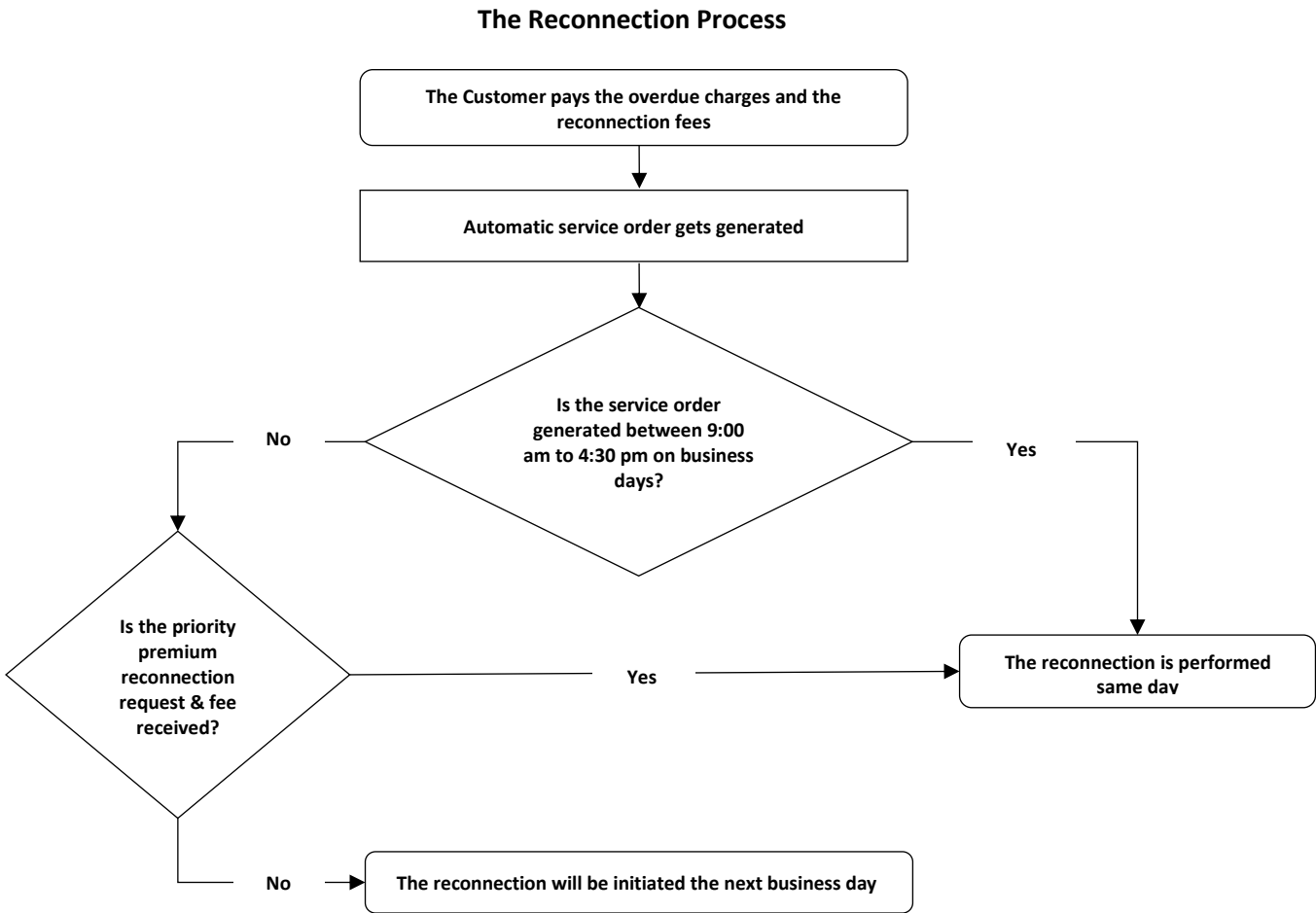
If the Customer pays the overdue charges and the reconnection fee via the online service (website or Mobile application), a reconnection service order will be generated automatically. If the service order for reconnection request is generated between 9:00 am to 4:30 pm on a business day, then the cooling service will be activated within the same business day, otherwise the reconnection shall be performed on the next business day.

Customers will also have the ability to request reconnection by calling 800 TASLEEM (8275336), emailing [customerservice@tasleem.ae](mailto:customerservice@tasleem.ae), visiting Tasleem offices and on the website, [www.tasleem.ae](http://www.tasleem.ae).

Customers can request a priority reconnection outside of normal business hours, however, an additional reconnection fee is applicable.

### 17.9 Reconnection Process flow chart

The below flowchart provides a simple illustration of the reconnection process:



### 17.10 Protecting Customers with Critical Medical Condition

Customers with a Critical Medical Condition who are medically dependent or depend on our services for critical medical support, such that loss of cooling may result in loss of life or serious harm, should inform us immediately if



he/she or someone living at his/her Premises is or becomes a medically dependent Customer. During Customer account registration process, Tabreed or “Tabreed’s representative” shall ensure inclusion of relevant clauses of Critical Medical Condition in the cooling service agreement. Further, a list of Customers with Critical Medical Condition shall be maintained.

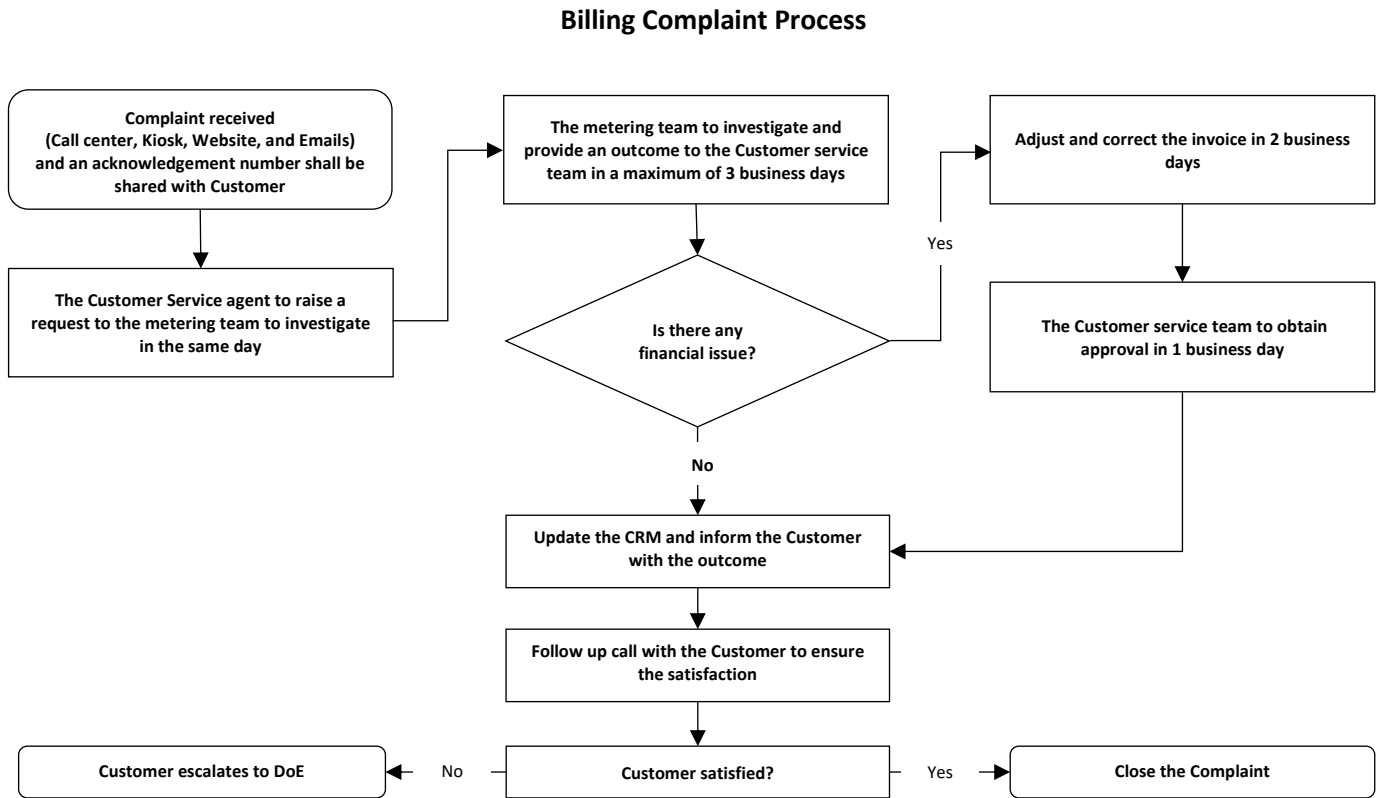
Disconnection will not be initiated for Customers with Critical Medical Condition and an alternative supply of cooling will be provided in the event of a disruption to the cooling network.

## 18 References

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- ISO 10001:2018: Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations.
- ISO 10002:2018: Quality management — Customer satisfaction — Guidelines for complaints handling in organizations.
- ISO 10003:2018: Quality management — Customer satisfaction — Guidelines for dispute resolution external to organizations.
- District cooling regulation, First edition, 2019.

## Appendix A: Process Flowchart for Billing Complaints



## Appendix B: Process Flowchart

The below process flowchart covers the following Complaints resolution process:

2. Procedure Complaint: Complaints regarding the procedure related to Complaints.
3. Delay in providing new service: Complaints regarding the delays in providing new service including activation.
4. Employee Complaint: Complaints in relation to any company employee related to Customer services.
5. E-service Complaint: Complaints regarding the online services for Customers.
6. Service Quality Complaint: Complaints regarding the cooling services quality.
7. Contractor Complaint: Complaints regarding the third-party contractors.

### Complaint Resolution Process

