ELECTRICITY AND WATER SUPPLY AGREEMENT
TERMS AND CONDITIONS

اتفاقية تزويد خدمات المياه والكهرباء
الشروط والأحكام
اتفاقية تزويد خدمة المياه والكهرباء

1. الاتفاقية

في هذه الوثيقة، فإننا تعني بـ "التفاهم" إذا كان ذلك تفاهم شركة العين للتوزيع مهتمة، وتفويض تكون حصة المياه أو الكهرباء أو كلما ن преимуществ في شروط الاتصال والتفويض. التفويض يتضمن هذه الاتفاقية تفويض شركة العين للتوزيع وتفويض مهتمة وتفويض Companies' Reliability وتفويض عبد التفويض، وتفويض الملاحظات المطلوبة والرسوم المفروضة من قبل الشركة وتفويض الملاحظات المطلوبة بالتفويض، كما تشمل التفويض أيضاً المستندات والوثائق التي تتطلب تفويض الخدمات خلال هذه الاتفاقية، وتفويض ملاحظات الشركة وتفويض الملاحظات المطلوبة من قبل شركة العين للتوزيع وتفويض الملاحظات المطلوبة.

2. الشروط والاحكام المطبقة على الاتفاقية

لتلتزم هذه الشروط والاحكام على الاتفاقية التزوير، وتحتاج إلى التفويض بعدم الشروط، وتفويض الملاحظات المطلوبة، كما تشمل ملاحظات الشروط، وتفويض، وذلك لما تم فيهالمشروع. ملاحظات الشروط، وتفويض، وذلك لما تم فيهالمشروع.

3. جودة توزيع الخدمة

ستحرض دائياً على التأكد من أن جودة الخدمة المقدمة يتوافق مع جميع المتطلبات المحددة عليها في هذه الاتفاقية وأي فوقه، وتفويض، وتفويض، وذلك لما تم فيهالمشروع.

4. الحجم المعياري

إن حجم التيار الكهربائي الذي يتم تقديمه إليك سوف يكون متوازناً مع قواعد توزيع المياه، سواء كان ذلك عبر قطر واحد أو عبر ثلاثة أقطاب.

5. شبكة تزويد خدمة المياه

التفويض بعدم الشروط، وتفويض، وذلك لما تم فيهالمشروع.

6. التأمين

سوف تتحمل شركة العين للتوزيع من التفاعل وتفويض مبلغ تأمين على الخدمة عند تقدم طلب طلب تفضل الخدمة أو إذا أتاحت شركة العين للتوزيع بأن يبلغ المبلغ الحي الفيفرة المدعوم على الالتزام في حال لم يتم دفع الفيفرة من قبله في الفترة المحددة للسداد، سوف يتعين تأمين مبلغ التأمين الخاص بكم أو الرصد المبكر عند انتهاء هذه الاتفاقية، وتفويض إعادة من خلال إعلان، وتفويض، وتفويض، وذلك لما تم فيهالمشروع.

7. الرسوم والتفويض الخاصة بالمتعامل

ستقوم شركة العين للتوزيع بتحديد كافة تفويض دفعة水电 ويتم تقديم الشروط على التعرف المبكر على حساب المتعامل نفسه، وتفويض التفويض، وتفويض Companies' Reliability وتفويض عبد التفويض، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفويض الملاحظات المطلوبة، وتفاصيل الرسوم المفروضة من خلال موقعنا الإلكتروني (www.aacd.gov.eg) أو الطلب من

1. ELECTRICITY AND WATER SUPPLY AGREEMENT
2. TERMS AND CONDITIONS

1. The Agreement

In these terms and conditions, when we refer to "the Agreement" it means the agreement that AADC has with you, the Customer, to Supply your Premises with electricity and/or water on these terms and conditions. The Agreement includes these Terms and Conditions, your Application, any Essential Information you provide, our Charges, our Code of Practice on Disconnection and our Complaint Handling Procedure. The Agreement also includes all documents you have given us or may give us, in connection with your Supply at any time during the term of the Agreement. These standard terms and conditions have been reviewed and approved by the Department of Energy ("DoE"). You will be deemed to have accepted these standard terms and conditions from the date you start receiving electricity or water.

2. Terms and Conditions Applying to the Agreement

These are the Terms and Conditions which apply to the Agreement with you for us to Supply, and continue to Supply, your Premises with electricity or water or both, unless we make a separate written agreement with you otherwise.

3. Supply Quality

We will at all times ensure that the quality of our Supply to you meets all requirements set out in the Agreement and any Relevant Law, Licence, regulation or Code which applies to us.

4. Electricity Voltage

The electricity Supply voltage we provide to you will comply with the Distribution Code for electricity for single phase or three phase, as the case may be.

5. Water Supply Network

Our water Supply is provided through our piped network system or by road tanker on a temporary or permanent basis (including to certain areas where we do not have a piped network system).

6. Security Deposit

AADC will require the customer to pay a security deposit at the time of applying to open a Supply account or subsequently if AADC believes a Security Deposit is required.

AADC may use the security deposit to recover any amount owed to AADC by the Customer due to a failure by the Customer to pay his/her electricity or water bill within the required time period. AADC will promptly repay the customer the security deposit, or the balance remaining, at the end of the Agreement. It is repaid by crediting it to the customer’s final bill or by electronic transfer.

AADC may, from time to time, in accordance with procedures approved with DoE, adjust the amount the customer must provide as a security deposit.

7. Charges and Customer Bill

AADC will charge the customer for all electricity and water consumption that AADC Supply based on the applicable tariff applied to the customer’s account according to our service.

Charges will usually be according to the monthly readings of the customer’s Meter. Where it has not been possible to read the customer’s Meter, then AADC will estimate the bill based on the customer’s historic consumption or other relevant reference information.
Details of AADC’s charges are available on its website (www.aadc.ae) or in its branch offices.

The customer shall pay for the supply of electricity and water based on the prevailing tariff rates. AADC may modify tariff rates or any other charges as per the approved schedule published by The Distribution Companies from time to time for the relevant category. If there is any change to the Charges AADC will seek to inform the customer in reasonable time before any changes.

The customer shall be responsible for reviewing his/her monthly bill and in case of any discrepancies or dispute he/she shall notify AADC.

8. BILLS AND PAYMENTS

AADC will issue an electronic monthly bill for the Customer. The bill will be sent via email and SMS that has been provided by the Customer (unless the customer continues to be eligible for paper bills). In addition, a summary of the bill will be sent to any registered mobile. The Customer will be able to review his/her bills and accounts details online.

The Customer must pay the notified bill by the Bill Due Date. If the Customer does not pay any sum due by the Bill Due Date, then late payment interest and/or charges will be added until such payment is made. Details of applicable late payment interest and/or charges will be set out on the reverse of his/her bill, published on AADC’s website and in branch.

In the event that a Customer is experiencing payment difficulties, then, in AADC’s sole discretion, AADC may enter into a payment plan with that Customer. If the Customer does not comply with the timing or amounts agreed under any payment arrangement, then AADC can cancel such payment plan by notice to the Customer and request a late payment fee and/or late payment interest from the date of such notification.

Please note that a failure to pay your AADC bills on time could adversely affect your credit record maintained by Ethidah Credit Bureau. Any bank fees incurred by AADC in connection with a rejected cheque will be credited to a Customer’s account.

Subject to the Disconnection Code of Practice, AADC can disconnect a Customer from electricity and/or water for failure to pay.

AADC reserves all rights to take any administrative, legal or other action or any other steps it deems appropriate in accordance with any Relevant Law to cover sums owed under this Agreement.

9. METHODS OF PAYMENTS

For the Customer’s convenience there are several ways to pay bills. The customer can find the latest information on how to pay his bill on the reverse of his bill, our branch offices by visiting our website or contacting our Contact centre.

The Customer may select a preferred payment method each time he makes a payment; except for bill smoothing, payment arrangements (following a default) or preapproved payment methods. For bill smoothing and for customers who have entered a payment plan with AADC (due to historic non-payment issues), then such customer shall set up a direct debit arrangement with AADC.

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10. PAYMENT DIFFICULTIES

If a Customer has difficulties paying his or her bill, he should contact AADC immediately. AADC will discuss the available options taking into account the Customer’s historic payments, his/her consumption, the amount owed and whether the Customer should be provided with Special Services (under AADC Licence Condition 19). AADC can also provide advice and guidance on how to reduce electricity and water consumption.

10. PAYMENT DIFFICULTIES

If a Customer has difficulties paying his or her bill, he should contact AADC immediately. AADC will discuss the available options taking into account the Customer’s historic payments, his/her consumption, the amount owed and whether the Customer should be provided with Special Services (under AADC Licence Condition 19). AADC can also provide advice and guidance on how to reduce electricity and water consumption.
11. CONTACTING AADC

The Customer may contact AADC to discuss Service or any other products or service offered by AADC. The available communication channels and the related information are available on AADC’s website (www.aadc.ae).

12. OTHER SERVICES

AADC may be required to collect other fees due by the Customer. Any other fees due will be sent as a separate bill to the Customer’s electricity or water bills and will indicate on that separate bill, the payment calculation and methodology, the time period for such payment and any contact details for queries on such payments.

Certain customers are required to pay Municipality Fees – AADC will issue a separate Municipality Fees bill each month on behalf of the relevant Municipality. Municipality Fees are based on the rental contract value registered within the Municipality’s Tawtheeq system. You should therefore ensure that these details are accurate. Although bills will be issued each month to help Customers pay these fees on an installment basis, please note that you will still be liable to the full amount in the event you cancel your tenancy contract early. You should refer any queries on Municipality Bills to the relevant Municipality.

13. VAT

AADC has implemented the Decree of Federal Law No. (8) of 2017 of the Value Added Tax (VAT) on goods and services. This means that VAT will be implemented on AADC services as of 1 January 2018 at the rate of 5%. The amount of VAT paid will be shown separately on each Customer bill.

14. WHEN AADC CAN DISCONNECT YOUR SUPPLY

(A) AADC will apply the Disconnection Code of Practice (available on its website and upon request). It is each Customer’s responsibility to pay for the electricity and water supplied to their Premises. Disconnection of electricity and/or water can occur but will only occur as a last resort for non-payment. Note that AADC may disconnect the Supply if:

- We need to protect your health and safety, or the health or safety of our Representative or the general public or prevent damage to property;  
- You fail to pay your bill by Bill Due Date and you have not made special arrangements with us to pay your bill;  
- We have a proof that there has been tampering with a Meter or the Fittings on your Premises;  
- On two occasions in a row we are denied or cannot get access to your Premises or Meter to do what we need to do under the Agreement;  
- You ask us to disconnect your Supply;  
- We find out that you have given us Essential Information you know is wrong or misleading on your Application or afterwards in relation to your account;  
- We are required to by a Court Order, to comply with a direction given by a competent authority or by any Relevant Law;  
- We end the Agreement in accordance with Clause 35.

(B) There may be other circumstances when we may disconnect your Supply. Please see our Code of Practice on Disconnection for more details.

(C) AADC will notify the customer for any disconnection of supply with the relevant communication channels provided by the Customer prior to any disconnection.
15. RECONNECTION AFTER DISCONNECTION FOR NON-PAYMENT

If AADCo disconnect the Supply because of non-payment, AADCo will reconnect the Supply, if the customer:

(A) settled all his outstanding amounts with AADCo; or
(B) agree on a special payment arrangement or payment plan with AADCo; and
(C) pay any reconnection fee and, if required, any increase to the amount of the Security Deposit (see Clause 6 above).

16. CHANGES TO YOUR SUPPLY DURING THE AGREEMENT

(A) During the term of the Agreement, the Customer may request AADCo to make any change to customer Supply, for example, to change the Supply from single phase to three phase or to move a Meter to a new location. Any Customer application and any change to his Supply will become part of the Agreement.

(B) If the customer requests AADCo to make a change to his supply, the customer must pay the applicable charges related to:
• reviewing customer application to make a change;
• if AADCo approves customer application, any change AADCo’s makes to your Supply as a result.

17. WHAT YOU ARE RESPONSIBLE FOR

Customers are responsible for:

A. paying your bill on time;
B. making sure that we have safe and reasonably easy access to our Meter and Fittings at your Premises (including any AADCo appointed contractors, sub-contractors, employees or agents);
C. complying with all Relevant Laws relating to you and your Supply;
D. informing us when your personal information or circumstances related to a particular service changes;
E. telling us without delay if you move out of your Premises;
F. informing AADCo if you require Special Services from AADCo (including where a person residing in the Premises needs continuous access to electricity or Wholesome Water due to an illness, old-age or other justified reason);
G. for non-residential Customers – providing updated company documents or government authorizations, permits, licences or approvals (including renewed trade licences);
H. if customer are the owner of the Premises:
• making sure that all Fittings on your side of the Connection Point to your Premises are safe and comply with all Relevant Laws;
• ensuring only a licensed electrical contractor does electrical work on your Fittings and Fittings on your side of the Connection Point to your Premises.
I. if customer is not the owner of the Premises, telling AADCo if the owner has not made safe any Fittings past the Connection Point on his Premises which are not safe or has not complied with any Relevant Laws after you have told the owner about such things;
J. Promptly reply to queries in order to provide you with the best possible service;
K. telling us if:
• you have not received a bill from us for over a month;
• you think there is a mistake on your bill;
• no charges appear in your bill for electricity or for water you have used.

18. WHAT CUSTOMER MUST NOT DO

You must not:

A. carry out, or allow any person to carry out, illegal electrical works on your Premises;
19. IF CUSTOMER IS LANDLORD OR OWNER

(A) If customer are a landlord:
- you must not leave the Supply account in your name for premises you lease and then charge your tenant what you are billed for the water and electricity use or you think they use if the tenant's consumption is part of a larger bill;
- you must not ask us to disconnect Supply to your tenant's premises while they have a valid lease agreement with you;
- unless you have a lease agreement with your tenant which includes an allowance in the rent for water and electricity consumption, you must make sure that your tenant opens a Supply account for the leased premises in their own name;
- you must take immediate action to stop or prevent loss of electricity or water on Premises you own as soon as you become aware of the loss or the risk of loss, even if the loss is billed or would be billed to the Supply account of your tenant;

(B) If you are a landlord or you own the Premises where we Supply to you, you must have a Connection Agreement with us.

(C) If you own the Premises where we Supply water or electricity or both to you under an account in your name and someone else lives in, uses or occupies those Premises, you must not charge that person for any water or electricity they use. To do that is against the Relevant Law (including Law No. (2) of 1998).

(D) At closing of a tenant account, the responsibility for paying electricity and water charges will revert to the landlord until a new tenancy begins. The landlord may request disconnection of the electricity and/or the water at the premises (but this will not happen automatically).

(E) The responsibility for periodic inspection and testing of Electrical Installations lies with the Owner of the Premises who shall request the services of a Licensed Contractor at the intervals shown in the table below. The Owner must also ensure that any necessary rectification work is carried out.

<table>
<thead>
<tr>
<th>PREMISE CATEGORY</th>
<th>INTERNAL ELECTRICAL INSTALLATION</th>
<th>EXTERNAL ELECTRICAL INSTALLATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic</td>
<td>3 years</td>
<td>3 years</td>
</tr>
<tr>
<td>Non-domestic (Commercial, Industrial, Farms, etc)</td>
<td>2 years</td>
<td>1 year</td>
</tr>
<tr>
<td>Premises used by the public (schools, hospitals, hotels, malls, parks, tents, mosques)</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Special locations (construction sites, swimming pools and fountains, street lighting)</td>
<td>1 year</td>
<td>1 year</td>
</tr>
</tbody>
</table>

If you are a landlord, you must:
- ensure that your tenant does not use your Supply account for their own premises;
- inform us if you allow someone else to use your Supply account for their own premises;
- make sure that your tenant pays for their own electricity and water consumption;
- ensure that your tenant has a valid lease agreement with you;
- make sure that your tenant does not use your Supply account for their own premises.

If you are a landlord or you own the Premises where we Supply to you, you must:
- ensure that you have a Connection Agreement with us;
- make sure that you pay for your own electricity and water consumption;
- make sure that you have a valid lease agreement with your tenant;
- make sure that you do not use your Supply account for your own premises.

If you are an owner of the Premises where we Supply to you, you must:
- ensure that you have a Connection Agreement with us;
- make sure that you pay for your own electricity and water consumption;
- make sure that you have a valid lease agreement with your tenant;
- make sure that you do not use your Supply account for your own premises.

If you are a landlord or you own the Premises where we Supply to you, you must:
- ensure that you have a Connection Agreement with us;
- make sure that you pay for your own electricity and water consumption;
- make sure that you have a valid lease agreement with your tenant;
- make sure that you do not use your Supply account for your own premises.

If you are an owner of the Premises where we Supply to you, you must:
- ensure that you have a Connection Agreement with us;
- make sure that you pay for your own electricity and water consumption;
- make sure that you have a valid lease agreement with your tenant;
- make sure that you do not use your Supply account for your own premises.
20. IF CUSTOMER IS A TENANT

إذا كنت مستاجرًا، ولم تكن حًا على عقد إيجار يتضمن سدادكم بل اعمارتك المباشة أو الحاكم، فإنكم جاهزون عليه:
A. التーズ الخديعة بالاستلام، أو أي شيءٍ من ذلك.
B. التوزيع المباشة للإيجار، أو أي شيءٍ من ذلك.
C. لا يتوزع التوزيع المباشة، أو أي شيءٍ من ذلك.
D. يتم تحويل عدد الأسايس إلى حساب توزيع الخدمة الخاص بكم.

21. IF CUSTOMER BREACH THE AGREEMENT

في حال اغلاق الشروع أو أخلاق الشروع، يجوز للارأب العين للتوCUR:
A. أن تحدد أحد أو جميع الإجراءات التالية:
   1. فصل الخدمة.
   2. إلغاء هذه الاتفاقية.
   3. فرض غرامة أو رسوم أخرى تعويض.
   4. زيادة مبلغ التأمين على الخدمة المتصلة.
   5. ومن ثم يتم التوزيع ببطاقات أو نقود أو غير ذلك.

22. LIABILITY FOR BREACHES

بلا تغيير الحقوق، إذا كان أي شخص قد يكون كجزء من بيئة، المشتري أو المباعة خصوصاً، فإنهم يتحملون جميعًا مسؤولية بلا تغيير.

23. PROTECTION OF CUSTOMER’S SENSITIVE EQUIPMENT

في حالات تهدئة الخدمة، يمكن أن تنتج توزيع الخدمة الخاصة بالمشتري.

24. SUPPLY THROUGH THIRD PARTY

إذا كان هناك اجازات في الحدوى والحاجة، يمكن أن تنتج توزيع الخدمة الخاصة بالمشتري.

25. INTERRUPTIONS IN SUPPLY

إذا كان هناك اجازات في الحدوى والحاجة، يمكن أن تنتج توزيع الخدمة الخاصة بالمشتري.
26. NOTICE OF INTERRUPTIONS

If AADC plans to interrupt customer Supply, AADC will give at least 2 calendar days notice before they do. If customer Supply is interrupted because of an emergency AADC will give whatever notice is reasonable in the circumstances.

27. METERING

The customer need a Meter on his Premises to measure how much water or electricity or both AADC Supply to him. Unless otherwise agreed in writing, AADC will be permitted to install, maintain, or periodically read or check any installed Meter in a Customer’s Premises.

28. FAULTY METER

If the Customer believes that the installed Meter is not working properly; then he or she can approach AADC for a Meter check request. Customer will be informed at the time of making such request what the Meter check applicable charges are:

- Meter Not Faulty - If AADC check the Meter and find that it the Meter is not faulty, AADC will charge the Customer for checking the Meter as per the applicable charges.
- Meter Faulty – on occasion, the Meter may not to be working properly (i.e. it is faulty) AADC will not charge the customer for checking the meter, and will replace the customer Meter and make adjustments, if applicable, on the next bill after such Meter check.

29. ACCESS TO CUSTOMER PREMISES

(A) AADC has a right and regulatory obligations to access AADC’s Metering equipment in order to ensure this is safe, working properly and to ensure efficient billing practice. The Customer must therefore make sure that AADC has safe and fairly easy access to your Premises to install, read, test, service or replace AADC’s Meters.

(B) Under this Agreement, the Customer has agreed to grant necessary access to AADC’s Meter located on the Customer’s premises. The Customer shall provide and facilitate access by AADC, including obtaining any entry permission and approval required for AADC’s staff/representative access.

(C) Under this Agreement, Customer has also agreed to permit access to Customer Premises in order to:
- restore Supply in your area because of an unplanned interruption;
- protect or prevent danger or damage to people or property;
- remove any Meters, Fittings, or other equipment;
- do research about the demand for water and electricity.

(D) Our Representatives will carry proper identification at all times when entering your Premises on our behalf. You may contact AADC Contact Centre if you have any questions or need to check authorizations for access.

(E) AADC will not be responsible for any delay or interruption in Supply if the Customer delays in granting access authorization.

30. EVENTS BEYOND CUSTOMER OR AADC CONTROL

If either of AADC or the Customer is unable to perform any obligations under the Agreement because of an Event Beyond Control then the Agreement will remain in force and together our obligations (other than customer obligation to pay any outstanding Charges) will be put on hold without liability until the Event Beyond Control is over. Both parties must make reasonable efforts to put an end to any Event Beyond Control as soon as possible.

26. الإخطار بفترات الانقطاع

إذا حلّت شركة العين للتوزيع لفصل الخدمة عن العميل، فإذًا فسوف يتم إخطار العميل مسبقًا قبل يومين على الأقل من فصل الخدمة. إذا كان فصل الخدمة مسبقًا، فإن Company يهتم بمتابعة الخدمة بانتظام في إطار الخدمة المذكورة أعلاه. في حالة عدم تلبية إخطار متصل، يمكن للشركة العين للتوزيع بمجرد توقف الخدمات والصيانة وأخذ القرارات الدورية وفحص العداد الخاص بممتلكات العميل.

27. الإعداد المعطّل

إذا اعترف العميل أن العداد لا يعمل بصورة صحية يمكن إبلاغ شركة العين للتوزيع لفصل الخدمة. سيتم تقديم هذا النتل للرسوم الرسمية للفصل العداد تلقائيًا. النتل للرسوم الرسمية للفصل العداد.

أما في حالة وجود عطل عند فصل العداد، فسوف تقوم شركة العين للتوزيع باستخدام وسيط يتم إجراء التسويات المالية المناسبة في القانون اللازمة مما قد يختصّية إرسال رسوم إضافية.

29. الوصول إلى المنشآت الخاصة بالمتعامل

تمكّنا شركة العين للتوزيع للتخفيش التفاعلي والتحليق في الوصول إلى أجهزة الخدمة في المنشآت، لضمان سلامة عمل الخدمة والاتصال. فضلاً، يتطلب الوصول إلى المتعاملات إمكانيات متميزة في مدارك الشركة بتصحيح الدخول والوقت والمواعيد المطلوبة. بسوات هذه الإتفاقية فإن المتعامل قد يطلب الوصول لموقع عائلة شركة العين للتوزيع أو بعملها على الوجهة المطلوبة في مشفى أو مكان يلتزم فيه أو قريب أو متصل.

إذا تجاوز هذا الإتفاقية فإن المتعامل قد يطلب أيضًا على دخول شركة العين للتوزيع للتطبيقات الناشئة من بيني.

إذا تجاوز هذا الإتفاقية فإن المتعامل قد يطلب أيضًا على دخول شركة العين للتوزيع للتطبيقات الناشئة من بيني.

إذا تجاوز هذا الإتفاقية فإن المتعامل قد يطلب أيضًا على دخول شركة العين للتوزيع للتطبيقات الناشئة من بيني.

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إذا تجاوز هذا الإتفاقية فإن المتعامل قد يطلب أيضًا على دخول شركة العين للتوزيع للتطبيقات الناشئة من بيني.

30. الأحداث التي تكون خارجة عن نطاق سيطرة العميل أو شركة العين للتوزيع

إذا كان أو منatte فإن الشركة ليست مسؤولة عن تنفيذ التزاماتها الوزارية في هذه الاتفاقية. إن هذه الاتفاقية تشير أن ما قد يحدث خارجًا عن نطاق السيطرة، فإن هذه الاتفاقية تظل سارية المفعول. سوف يتم تعليق التزامات العميل (باستثناء التزام أمان) بسوا إذا لم يكن هناك أي تأثير على إتمام الاتفاقية. وإزالة الحق في تأثير النتائج من المالتجارن، والعمل، والشركات، والمنظمات لتأجيل أوقات، ومقابل، وعمليات ممكنة.
31. FEEDBACK, COMPLAINTS OR DISPUTES

If the Customer has feedback, a complaint or a dispute, then the Customer should contact AADC in the first instance. AADC will handle any complaint in line with its Complaint Handling Procedure. If the complaint or dispute is not resolved to the Customer’s satisfaction using AADC’s Complaint Handling Procedure then the Customer may ask for an independent review of the matter by the Department of Energy. Please see AADC Complaint Handling Procedure that is published on its website (www.aadc.ae) for more information; or visit DoE website for more information related to the appeal complaint procedures (www.doe.gov.ae) or contact them via email address (customercare@doe.gov.ae).

32. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

(A) If, through AADC lack of care, customer property is damaged and AADC ought to have expected that the damage was reasonably likely if AADC did not take care, then AADC will pay the costs of either repairing or replacing the damaged property. dependent on AADC’s choice.

(B) AADC will not be liable to a Customer for any other loss or damage if:
   - AADC breach any obligation AADC owe to Customer for any other reason;
   - caused by another Person being careless or not doing what he must do; or
   - caused by an Event Beyond Control.

(C) If, for any reason AADC cannot rely on the above to exclude AADC liability, then AADC liability will be limited to:
   - AED 30,000 for any single event or series of related events occurring on a network system; or
   - a total of AED 30,000 for any single event or series of related events occurring on a network system that affects more than one customer.

(D) The limitation on AADC liability in respect of property damage does not apply if, through AADC lack of care, customer or anyone at customer’s premises with his consent is injured or killed.

32. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

(A) If, through AADC lack of care, customer property is damaged and AADC ought to have expected that the damage was reasonably likely if AADC did not take care, then AADC will pay the costs of either repairing or replacing the damaged property. dependent on AADC’s choice.

B) AADC will not be liable to a Customer for any other loss or damage if:
   - AADC breach any obligation AADC owe to Customer for any other reason;
   - caused by another Person being careless or not doing what he must do; or
   - caused by an Event Beyond Control.

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   - AED 30,000 for any single event or series of related events occurring on a network system; or
   - a total of AED 30,000 for any single event or series of related events occurring on a network system that affects more than one customer.

(D) The limitation on AADC liability in respect of property damage does not apply if, through AADC lack of care, customer or anyone at customer’s premises with his consent is injured or killed.

33. CHANGES TO THE AGREEMENT

AADC may make changes to this Agreement from time to time. AADC will give customer at least 30 days prior notice of any changes to the Agreement. AADC may give the Customer notice in a number of ways, including notification on your bill, , SMS, email or telephone (taking into consideration any Customer requested communication preferences). Such notice period may not apply if AADC are required to make changes to this Agreement by any Relevant Law.

34. HOW THE CUSTOMER MAY END THIS AGREEMENT

Customer may end the Agreement at any time, provided that Customer:

(A) Gives AADC instructions to close your account in writing or by phoning AADC contact centre or via website request on AADC website;

(B) complete AADC account clearance process; and

(C) settle any outstanding sums due for Supply.

35. How AADC May End The Agreement

If the customer does not meet his obligations under the Agreement, AADC may disconnect his service. If AADC do, AADC will send a written notice to the customer explaining what is wrong, what he needs to do and when it must be done by. If the customer does not comply with this notice AADC may end this Agreement immediately.

35. How AADC May End The Agreement

If the customer does not meet his obligations under the Agreement, AADC may disconnect his service. If AADC do, AADC will send a written notice to the customer explaining what is wrong, what he needs to do and when it must be done by. If the customer does not comply with this notice AADC may end this Agreement immediately.

36. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

(A) If, through AADC lack of care, customer property is damaged and AADC ought to have expected that the damage was reasonably likely if AADC did not take care, then AADC will pay the costs of either repairing or replacing the damaged property. dependent on AADC’s choice.

(B) AADC will not be liable to a Customer for any other loss or damage if:
   - AADC breach any obligation AADC owe to Customer for any other reason;
   - caused by another Person being careless or not doing what he must do; or
   - caused by an Event Beyond Control.

(C) If, for any reason AADC cannot rely on the above to exclude AADC liability, then AADC liability will be limited to:
   - AED 30,000 for any single event or series of related events occurring on a network system; or
   - a total of AED 30,000 for any single event or series of related events occurring on a network system that affects more than one customer.

(D) The limitation on AADC liability in respect of property damage does not apply if, through AADC lack of care, customer or anyone at customer’s premises with his consent is injured or killed.

37. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

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   - AADC breach any obligation AADC owe to Customer for any other reason;
   - caused by another Person being careless or not doing what he must do; or
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(C) If, for any reason AADC cannot rely on the above to exclude AADC liability, then AADC liability will be limited to:
   - AED 30,000 for any single event or series of related events occurring on a network system; or
   - a total of AED 30,000 for any single event or series of related events occurring on a network system that affects more than one customer.

(D) The limitation on AADC liability in respect of property damage does not apply if, through AADC lack of care, customer or anyone at customer’s premises with his consent is injured or killed.

38. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

(A) If, through AADC lack of care, customer property is damaged and AADC ought to have expected that the damage was reasonably likely if AADC did not take care, then AADC will pay the costs of either repairing or replacing the damaged property. dependent on AADC’s choice.

(B) AADC will not be liable to a Customer for any other loss or damage if:
   - AADC breach any obligation AADC owe to Customer for any other reason;
   - caused by another Person being careless or not doing what he must do; or
   - caused by an Event Beyond Control.

(C) If, for any reason AADC cannot rely on the above to exclude AADC liability, then AADC liability will be limited to:
   - AED 30,000 for any single event or series of related events occurring on a network system; or
   - a total of AED 30,000 for any single event or series of related events occurring on a network system that affects more than one customer.

(D) The limitation on AADC liability in respect of property damage does not apply if, through AADC lack of care, customer or anyone at customer’s premises with his consent is injured or killed.

39. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

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   - AADC breach any obligation AADC owe to Customer for any other reason;
   - caused by another Person being careless or not doing what he must do; or
   - caused by an Event Beyond Control.

(C) If, for any reason AADC cannot rely on the above to exclude AADC liability, then AADC liability will be limited to:
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40. AADC LIABILITY TO CUSTOMER IF THINGS GO WRONG

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   - a total of AED 30,000 for any single event or series of related events occurring on a network system that affects more than one customer.

(D) The limitation on AADC liability in respect of property damage does not apply if, through AADC lack of care, customer or anyone at customer’s premises with his consent is injured or killed.
36. IF AADC END THE AGREEMENT

If AADC end this Agreement, AADC may, if AADC have not already done so, stop Supplying the customer with electricity and water. However, even once the Agreement has ended, the following clauses will remain in effect until their purpose is served:

(A) Clause 7 Error! Reference source not found., Charges & Customer Bill, to the extent that AADC are entitled to keep customer deposit, if any, to cover amounts he owes to AADC or until AADC need to provide the customer with a refund;

(B) Clause 8, Bills and Payment, to the extent it relates to amounts the customer owe AADC but not yet paid by him;

(C) Clause 17 Error! Reference source not found. and 19, Customer Responsibilities, in relation to the Supply equipment, to the extent it relates to equipment not owned by the customer and his responsibility for breaches;

(D) Clause 29 Error! Reference source not found., Access to Customer Premises, to the extent necessary for AADC to take final readings and to remove our equipment;

(E) Clause 32, AADC Liability To the customer if Things Go Wrong.

37. STATUTORY POWERS AND CHANGES TO THE AGREEMENT

Nothing in the Agreement affects any rights or powers AADC or the Customer has under any Relevant Law.

38. Applicable Law

This Agreement is governed by and construed in accordance with the federal laws of the United Arab Emirates as applied in the Emirate of Abu Dhabi and the laws of the Emirate of Abu Dhabi. The Customer and AADC agree that the courts of Abu Dhabi shall have exclusive jurisdiction to review any disputes in relation to this Agreement.

39. Term of the Agreement

The Agreement will come into effect on the date you receive electricity and water from AADC and will continue until it is ended by the Customer in accordance with Clause 34 or ended by AADC in accordance with Clauses 35 and 36.

40. DISCLOSURE OF INFORMATION

The Customer agrees that AADC may share Customer information with:

A. AADC's employees, agents and/or professional advisors;

B. other companies within AADC's group of companies (including any parent or subsidiary companies of such parent company);

C. other third party contractors who provide services to AADC which require the processing of customer information;

D. relevant authorities upon request; or

E. other third party payment providers who provide services that may be of interest to customer.

AADC will also share customer personal data where AADC are under a legal obligation to do so, for example where AADC are required to share information under statute or because of a court order or otherwise under any Relevant Law.

37. The malolattias القانونية والتغييرات في هذه الاتفاقية

لا يوجد في هذه الاتفاقية ما يؤثر على أي حقوق أو مسؤوليات ملحوظة للطرفين موجب أو قانون أو دولة.

38. القانون المعول به

تتعلق الاتفاقية وتقدر بما يتعارض مع القوانين الاتحادية السارية لدولة الإمارات العربية المتحدة، والقوانين والأنظمة المحلية. يرجع كل مخالفة هذا الاتفاقية إلى الحكم في إمارة أبوظبي. يتعين على المخالفة إعادة المخالفات ذات الصلة.

39. مدة الاتفاقية

تسرى الاتفاقية من تاريخ توقيعنا طبل حتّى جرس على الخدمة وتمiguiente نافذة لحين إع铅ها من قبلكم وفقاً للبنيد 34 أو قبلنا وفقاً للبنيد 35 و36.

40. الإفصاح عن المعلومات

وفقاً لمدة الاتفاقية فإن المتعاملين يوافق على أن شركة العين للتويز قد تشارك معلومات معيّنة.

A. المعلوماتersh رابطة أتريبي للتويز والمزايا والاستثمار المحليين.

B. شركات أخرى ضمن مجموعة الشركات التي تمتلكها شركة العين للتويز (بما في ذلك أو رؤية أو تابعة).

C. مشاركون خارجيين يحملون خدمات شركات العين للتويز ويتطلب الخدمات التي يقدمها ملاحة معلومات المتعاملين.

D. الملاحظات crawler إلى العملاء.

E. محرك خدمات الدفع الذين يقدمون خدمات قد تكون في مصلحة المتعامل.

كما ستقوم شركة العين للتويز بمشاركة بيانات المتعاملين في حال كانت الشريكة تقوم بذلك قانوناً على سبيل المثال أن يطلب من شركة مشاركة بيانات المتعامل بوجوب النظام الأساسي أو بوجوب أمر من المحكمة أو أي قانون آخر.

36. إذا قام شركة العين للتويز بإنهاء هذه الاتفاقية

إذا قام بإنهاء هذه الاتفاقية، فإننا يمكن أن نündig إلى وقت توقيعهم بالكهرباء والملعب في حالة عدم قمتهما بذلك بعد وعلى الرغم من إنهاء هذه الاتفاقية فإن المسؤولية القانونية ستموت في سياق جميع التشريعات والروتين المستحقة على تبجيبي الاتفاقية. وعلي الرغم من إنهاء هذه الاتفاقية، تبقى البنود التالية سارية حتى تبجيبي الغرض منها:

1) البنود 7 والقانونة الخاصة بالعملاء: يجب للشركة أن تحتفظ بسجل التأبب للتقضية المستحقة على حساب المتعامل وإرجاع المبالغ التي يجب إرجاع المتعاقب

2) البنود 8 والقانونة السداد: بالقدر الذي يتعلق بالمبالغ المستحقة لنا والذي لم يتم دفعه حتى الآن من جانبكم.

3) البنود 17 و 19، حدد المسؤولية القانونية، فيما يتعلق بالمبالغ الخاصة بتوصيل الخدمة والتقرب الذي يتعالج بالمبالغ غير المملوكة لكم ومسؤولكم عن المبالغ

4) البنود 29 والقانونة الخاصة بتكم: يقدر الضريبة الحالية المعلوقة إلى المبالغ العائدة للمعاملة المطلوبة للشركة.

5) البنود 32 مسؤولتنا لتجارة المتعامل في حال حدوث خطأ.
41. FINES

AADC is the sole legal distribution of water and electricity and electricity services to the residency of the Emirate of Abu Dhabi, with exception of Al Ain area, as per Law No (2) of 1998 Concerning the Regulation of the Water and Electricity Sector in the Emirate. To be provided with the said services, applicants must agree to abide by the following terms and conditions:

A. Customer agrees to pay water and electricity consumption bills on monthly basis using one of the agreed different payment channels. The applicable amount fine will be levied on him for each bounced cheque. In case of non-payment, power and water services will be disconnected after prior notification reconnection charge will be applied.

B. Customer agrees not to change, modify or manipulate any of AADC’s assets. Applicable fine of will be levied on him for committing any of the previous violation besides estimated consumption fees for the period of manipulation (as per the approved & published by The Distribution Companies).

C. Customer agrees not to supply other with the services, from after meter point, without consulting AADC, otherwise applicable fine (as per the approved & published by The Distribution Companies) will be levied on him besides estimated consumption fees and any costs of other damages.

D. Customer agrees not to supply other with the services, from after meter point, without consulting AADC, otherwise applicable fine (as per the approved & published by The Distribution Companies) will be levied on him besides estimated consumption fees and any cost of other damages.

E. Customer agrees not to reconnect services without consulting AADC, otherwise applicable fine (as per the approved & published by The Distribution Companies) will be levied on him, deposit confiscation and payment of all other dues.

F. Customer agrees to ensure that Clearance Certificate has been issued at the end of his tenancy contract, otherwise he will be charged fees of any future consumption or fines levied on the same account.

All fees referred to above are in accordance with the approved fees and published by the distribution companies from time to time and announced on the website.

42. SOLAR ROOF INSTALLATION

A Customer may install a rooftop solar system at his/her premises (subject to receiving all necessary permits, approvals and licences). In particular, the Customer should comply with the Small-Scale Solar Photovoltaic Energy Netting and Electricity Wiring Regulations (and should review the Installation of Solar PV Systems Guidance Document available on DOE and AADC websites). Where a Customer has installed such a system, the Customer should notify AADC and AADC will be apply a Net Metering arrangement to this (in accordance with Regulations issued by the DOE from time to time).

43. TRANSFER OF CUSTOMER ACCOUNT

A Customer or his authorized representative or heirs and beneficiaries may in writing request that the day to day management of a Customer’s account be handled by a family member or another third party (upon provision of suitable documentary evidence and ID). This could include if the Customer is temporarily out of the country, is sick or otherwise incapacitated or too elderly. The Customer will ultimately remain liable for any non-payment. If the Customer has died, then his/her heirs or beneficiaries may request the transfer of his/her account to another family member.

44. PERMITTED USE

A residential Customer or a premise registered for residential use may not use any electricity or water for non-residential purposes (including for commercial, industrial or business purposes). See also Clauses 17 and 18 above regarding what a Customer should and should not do.

41. الغرامات

حيث أن شركتنا للإيرادات في الجهة المصرفية فاقت شركة أخرى في مدة الأعباء، فسأنيحتمل ضررًاً، في حالة عدم الامتثال، وفي حالة عدم الامتثال، في حالة عدم الامتثال، في حالة عدم الامتثال، في حالة عدم الامتثال، في حالة عدم الامتثال.

1. يلتزم المتعامل صاحب الحساب بتسديد قيمة استكمال المياه والكهرباء إلى المستلم المقترف لدى شركة الدفع عبر شبكة شرعية. وفي حالة نقص السداد عن طريق عمل، يمكن السداد من خلال شراء مدى السداد والتوقيع على تصنيف المتعامل عبر مستحق مقابلة، وكذلك في حال عدم السداد في الوقت المحدد، سيفت مستحق دفع المدة المحددة والتحديدة المتعامل سيفت مستحق دفع المدة المحددة والتحديدة المتعامل، حيث يتحدد الجهاز المطلوب للمرة الأولى، حيث يتحدد الجهاز المطلوب للمرة الأولى.

2. يلتزم المتعامل بعدم القيام بأي تغييرات على أي أصول الشركة، وفي حالة ملاحظة هذا الالتزام، يلحق للشركة فرض متحلياً واجبة السداد مقابل الأصول المقلوبة والمتخياطة المطلوبة. يحق للمعاملة عند توصيل الخدمات إلى الجرّاء دون الرفع إلى الشركة، ففي حالة وجودها، فإنه يحق الامتثال على ملاحظة الالتزام، بالإضافة إلى الامتثال المطلوب للاستلام المبرم، والتحديدة المطلوبة.

3. يلتزم المتعامل بعدم تزوير الظرف قبل الدفع إلى الشبكة، وفي حالة وجودها، فإنه يحق الامتثال على ملاحظة الالتزام، بالإضافة إلى الامتثال المطلوب للاستلام المبرم، والتحديدة المطلوبة.

4. يلتزم المتعامل بعدم إعداد المدة بعد الطلب، وفي حالة وجودها، فإنه يحق الامتثال على ملاحظة الالتزام، بالإضافة إلى الامتثال المطلوب للاستلام المبرم، والتحديدة المطلوبة.

5. يلتزم المتعامل بالاستخدام الصحيح لإعداد الاتصال أثناء التقارير، وفي حصول الأغلب ذلك يكون مسألة أمام القانون على أي استلام، مستقبل، وأي ملاحظات على اتفاقية بعد هذا الحساب.

جميع الروس المشارك إذا أعله حسب الرسوم المحددة التي تنشرها شركات التأمين بعض الأثر والمنعل عن في الموقع الإلكتروني.

42. تركيب اللوحات الشمسية

يمكن للمتعامل تثبيت نظام للطاقة الشمسية في منشأة (بشرط الحصول على تصاريح والترخيص والوائح اللائحة). كما يجب للمتعامل احتساب لقاعدات تطبيقات نظام قياس الطاقة الشمسية المبنية والمتبcca والمتبcca، وبعد الإعلان. وللإشراف الفنى أن تقوم الشركة بالدفعة حسب الأداء، وتحديث إعدادات، وتحديث إعدادات، وتحديث إعدادات، وتحديث إعدادات، وتحديث إعدادات، وتحديث إعدادات.

43. نقل حساب المتعامل

يمكن للمتعامل أو مثلاً أو ورثة أو المستفيدين منه أن يطلبوا نقل الأذاعات للمعامل بتقديم أحد أو مثلاً أخر (بشرط تقييم الأذاعات المطلوبة بتقديم إعدادات)، ويتم ذلك بإذن من حالة وفاة المتعامل أو بعد أن يتم النقل. وفي حالة وفاة المتعامل يجوز لورثة أو المستفيدين منه أن يطلبوا نقل حسابه إلى أحد أفراد العائلة (بشرط تقديم الوثائق اللازمة).

44. الاستخدام الموضوع به

لا يسمح للمتعامل في FORCE السكنية أو المنشأة المسجلة للاستخدام السكني أن يستخدم أي نوع آخر غير السكنية، بما في ذلك الأراضي التجارية أو المشاريع التجارية. يرجى الرجوع إلى البنود 17 و 18.
45. Definitions

"Application" means the Application For New Customers completed and signed by you, together with all documents you submitted to it with your account.

"Bill Due Date" means 30 calendar days from the date of an issued Bill to a Customer (unless agreed otherwise with that Customer, including as part of any payment arrangement).

"DoE" means the Department of Energy, established under Law No. (11) of 2018.

"Charges" means our current standard tariffs and charges for Supply to you as amended by and approved by the Bureau from time to time and includes any penalty payment, reconnection fee, compensation or other non-consumption charge for which you are liable under this Agreement.

"Complaint Handling Procedure" means the customer complaint or dispute handling procedure published by us from time to time.

"Connection Agreement" means an agreement setting out the terms and conditions of connecting to our network.

"Connection Point" means either (i) the point at which your Premises connect to a circuit breaker, switch, fuse, or other isolating device on our electricity supply network or (ii) the point at which your Premises connected to a Meter, stop valve or other isolating device on our water supply network.

"Distribution Code" means either (i) the Electricity Distribution Code, Version 3, dated 30 November 2005 as may be amended from time to time; or (ii) the Water Distribution Code, Version 2, dated November 2002 as may be amended from time to time.

"EIBOR" means the Emirates Interbank Offer Rate published by the UAE Central Bank.

"Essential Information" means any information or documents required by us to identify you, confirm your identity or residency status or other essential information we may require for your account pursuant to Abu Dhabi or UAE laws, regulations or directives.

"Event Beyond Control" means an event or circumstance that is beyond either Customer or AADC control and includes (but is not limited to) floods, hurricanes, earthquakes, lightning strikes, fires, transmission faults, lack of electricity generation or water production and labor strikes.

"Fittings" means either or both (i) electrical fittings, being switches, relays, fuses, wiring and equipment used to deliver or use electricity on the load side of your Connection Point; or (ii) water fittings, being that part of the water connection arrangement between our distribution system or network up to and including your ground storage tank or roof cistern and may include a pipe, Meter, valve or any other relevant equipment to facilitate the water supply connection.

"Meter" means the equipment we will install or have installed at your Premises to measure the quantity of electricity or water or both we Supply to you.

"Municipality Fees" means published municipality fees determined by the relevant municipality from time to time.

"Net Metering" means an arrangement of energy metering under which rooftop solar system installed at a Customer premise delivers solar power simultaneously with the power supplied by AADC to that premise and the net consumption after off-setting the power generated by the solar power system is measured and displayed for the applicable billing period.

"Normal Business Hours" means 07:00-15:00 any Sunday to Thursday which is not a public holiday in the public sector in the Emirate of Abu Dhabi.
'Our Representatives' means any of our employees, contractors or agents who are acting on our behalf or with our authority.

'Person' means either a legal entity or an individual who is at least 18 years of age.

'Premises' means your premises or any other location we provide you with Supply.

'Relevant Law' means any laws, regulations, industry rules, standards and codes of practice applying from time to time in the Emirate of Abu Dhabi.

'Recycled Water' means treated liquid effluent produced by a wastewater treatment system or facility that is suitable for reuse.

'Supply' means supply of electricity or water or both (as the case may be) and any associated services.

'Terms and Conditions' means the current terms and conditions applying to the Agreement at any given time.

'Third Party Assets' means any equipment, property, device, pipe, wiring or other item not owned or controlled by us.

'Water' means Wholesome Water and/or Recycled Water (as the case may be).

'Wholesome Water' means water that is in compliance with the Water Quality Regulations and is supplied for drinking, washing, cooking or food production.

'Working Day' means a day other than a Friday, a Saturday or a public holiday in the public sector in the Emirate of Abu Dhabi.

'Maintenance' means any of the work, repairs, maintenance, replacement and improvement works that are necessary to keep the Premises in a good and habitable condition.

'Person' means any individual who is at least 18 years of age.

'Supply' means supply of electricity or water or both (as the case may be) and any associated services.

'Terms and Conditions' means the current terms and conditions applying to the Agreement at any given time.

'Water' means Wholesome Water and/or Recycled Water (as the case may be).

'Wholesome Water' means water that is in compliance with the Water Quality Regulations and is supplied for drinking, washing, cooking or food production.

'Working Day' means a day other than a Friday, a Saturday or a public holiday in the public sector in the Emirate of Abu Dhabi.