



شركة العين للتوزيع
Al Ain Distribution Company



دائرة الطاقة
DEPARTMENT OF ENERGY

2023 ANNUAL REPORT FOR GUARANTEED STANDARDS SERVICE ...

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➤ Introduction

AADC has minimum standard service that should be meet the standards. In addition, these standards are set to guarantee a level of service that is reasonable to expect from AADC to deliver to the Customers. There many types of payment methods that related to each of GSS such as Payment method of Proactive and reactive. However, If AADC fails to meet the level of service required, it must compensate the customer subject to certain exemptions, as applicable.

➤ **AADC Responsibility to meet the standards.**

- **Electricity service** to AADC network within 30 working days.
- **Water service** within 13 working days from the date of receiving the customer application.

All customer enquiries or requests for information received by and falling under AADC's responsibilities must be actioned with a substantial response within 3 working days from the receipt of the query.

However, all customer enquiries or requests for information received by and falling under AADC's responsibilities must be actioned with a substantial response within 3 working days from the receipt of the query.

➤ **Objective**

The objective of this procedure is to ensure that customer services are provided in a consistent manner and meet the standards listed in the procedure and that the customer is compensated in case of delay.

➤ **Responsibility**

Al Ain Distribution Company is responsible for compensating the customer in case of delay in providing the service according to the time specified for each service.

➤ Compensation approach there are two types of Compensation

- **Proactive** AADC automatically pays a Customer without a claim or any supporting evidence. If AADC fails to pay, a customer can lodge a claim or a complaint to receive compensation.
- **Reactive** AADC customer should lodge a claim together with any reasonable supporting evidence required by AADC. If AADC fails to meet any of the Guaranteed Service Standards, the customer will obtain compensation and/or an apology depending on each standard requirement.

➤ Payment Details

- Where **Proactive payment** is due to the Customer, AADC must notify the Customer within 10 working days that a credit has been applied to that Customer's account.
- Where **Reactive payment** is due, the customer has the right to claim within 20 calendar days, while AADC shall credit the amount within 10 working days after a valid claim.

➤ Compensation Plan

Distribution Companies to publish communication internally and externally in reference to this document - communication plan to be reviewed and agreed with the DoE.

➤ Process to claim for any Compensation

If you are unsatisfied about any aspect of AADC service, AADC should be made aware of it to address the matter and rectify it. Firstly, you should contact AADC via appropriate channels “AADC Contact Center or Branches”. All the important details should be provided, such as dates and the nature of the issue, as soon as possible. AADC will then investigate the problem and aim to rectify the matter to your satisfaction. If, having contacted AADC, you still feel that AADC has not met the level of service expected, as outlined in the DoE’s Guaranteed Service Standards, then you may be entitled to compensation.

Important note Always contact AADC first if you have concerns about the services. If you are not satisfied with the service after you have dealt with AADC with your concerns, Further support can be found in contact us at:

Department of Energy (DOE)

Email: customercare@doe.gov.ae

Website: www.doe.gov.ae

➤ Type of GUARANTEED SERVICE STANDARDS

GSS 1.1

Electricity Connection

- Where a customer requests an electricity connection to an existing network of a new, additional or altered service, this will be provided within the target for the year when the connection application is initiated and follows all steps in the connection process for Standard Connections. Recognizing there are several steps / applications in the connection process, the duration of each step is based on the last approved application
- Failure to meet this Standard requires a payment credit of **AED 1000** to the Customer. This applies only to applications which go through the entire process and result in customer connection. For connection applications which are stopped before the end of the process, the Customer is not entitled to any compensation
- Compensation is **Proactive**
- **Inspection** processes have been streamlined to ensure that inspections and case closures occur on the same day.
- Efforts have been made to expedite cable laying by maintaining regular follow-ups with the contractor. Additionally, instructions have been issued to submit survey reports within a two-day timeframe.
- **Service Activation** (SA) distribution has been optimized for the activation team, and communication protocols have been refined to ensure prompt case closure upon fuse installation.

GSS 1.2

Water Connection

- Where a customer requests a water connection to an existing network of a new, or additional connection, this will be provided within the target for the year when the connection application is initiated and follows all steps in the connection process for Standard Connections. Recognizing there are several steps / applications in the connection process, the duration of each step is based on the last approved application.
- Failure to meet this Standard requires a payment credit of **AED 1000** to the customer. This applies only to approved applications which go through the entire process and result in customer connection. For connection applications which are stopped before the end of the process, the customer is not entitled to any compensation.
- Compensation is **Proactive**
- For the first connection stage (**Inspection**) we speed up the distribution of applications ensuring inspection on the same day or the next day at the latest.
- For the second connection stage (**Connection**) we automated the distribution of the application to facilitate its rapid submission to the contractor.
- The continued awareness for the employees about the consequences of the delay and the penalties resulting from it helped speeding up the work.

GSS 2

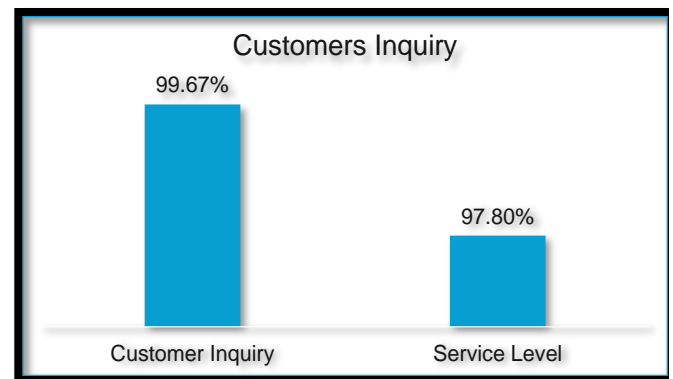
Customer Account Enquiries

- All customer enquiries or request for information received and falling under Licensee's responsibilities must be responded to with a substantive response within 3 working days from the registration of the query on the Licensee CC&B System.

Compensation

- Failure to meet this Standard requires a brief apology (by SMS, Robo Call and by email or by other means approved by the DoE).
- No compensation would otherwise be payable to the customer (although the customer would be free to escalate the failure of the Licensee to a complaint which would then be dealt with under GSS3).

- In year 2023 AADC has answered 354,303 customers inquiry and **99.67%** of them were answered without a delay.
- AADC has answered **97.8%** of customer's calls with Contact center without exceeding the wait time of 20 seconds.



GSS 3

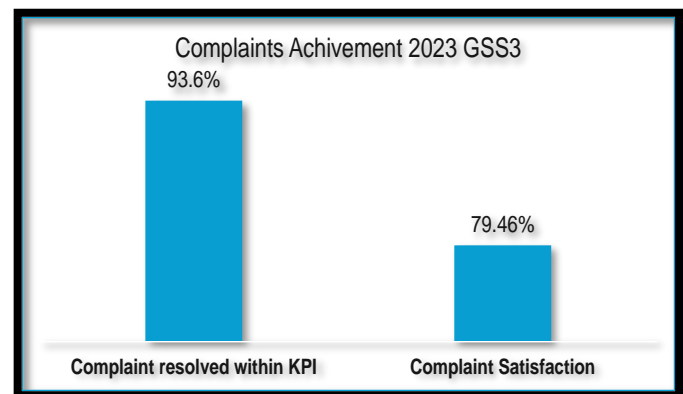
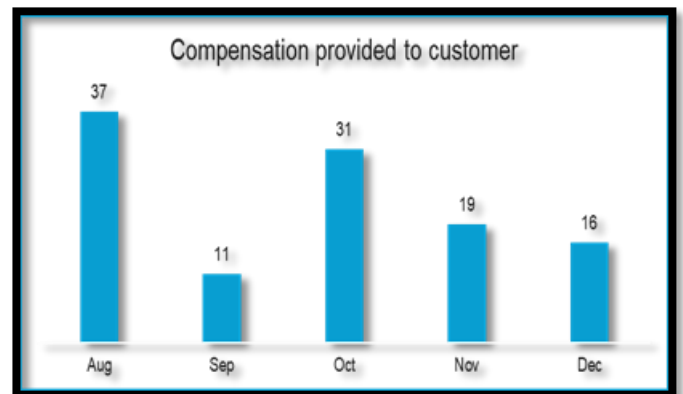
Customer Complaints

- As a specific performance standard, the Licensee must send a Substantive response to the customer within the agreed timescales for the eight different MAIN categories of complaints set out in the Customer Complaint Handling Procedures

Compensation

- Failure to meet this Standard requires a brief apology (by SMS and email) and a payment to be credited to the Customer account **AED 100**
- Compensation is **Proactive**.

- In the year, 2023 AADC has resolved 93.6% of the total complaints within the targets with a satisfaction rate of 79.46%. A total of **114 customer** were compensated under the Guaranteed service standards for the delayed resolution on their complaints.
- We are continually working on improving complaint management process and committed to provide our customers an effortless customer experience.



GSS 4

Appointments

- When a Customer requests a visit to their premises or a Licensee needs access to the Customer's premise, a Licensee will offer an appointment on a specific date and time within 24 hours of a Customer request. Any appointment provided shall be for a time window of 3 hours. A Licensee will guarantee to arrive at the Customer premise within the promised appointment window.
- If for any reason a Licensee is unable to keep the appointment, notification must be made to the customer at least 24 hours before the start of the arranged time window.

Compensation

- Failure to meet this Standard requires a brief apology (by SMS and email) and a payment to be credited to the Customer account **AED 100**.
- No compensation is payable if the Customer cancels the appointment or the Customer is not at their premises at the arranged time
- Compensation is **Proactive**. (on hold)

GSS5 Electricity

Notification for Planned Interruption

- When a Planned Interruption of electricity supply is required, a customer will be given at least 2 calendars days' notice in writing (SMS and email) or by such other manner as approved by the DoE.

Compensation

- Failure to meet this Standard requires a brief apology (by SMS and email) and a payment to be credited to the Customer account **AED 100**.
- Compensation is **Reactive**.

- GSS5.E1 Notification for Planned Interruption Failure Rate exceeded 20% (32.9%). This is accumulative value which was resulted of +20% Failure Rates for Q1 (37%) and Q2 (70%). Deep Root Cause Analysis were conducted by Injazat and supported by EOMD-OPL, lead to system errors related to "Vocalcom". Repetitive corrective actions and rectification attempts failed to clear the issues. Therefore, replacement of Vocalcom by Reson8 was decided and accordingly the issue was cleared within Q3 (18.7%). Please note that Q4 Failure Rate is as low as 5.4%.

GSS5 water

Notification for Planned Interruption

- When a Planned Interruption of water supply that exceeds 6 hours per planned interruption is required, Customer will be given at least 2 calendar days' notice in writing (SMS and email) or by such other manner as approved by the DoE.

Compensation

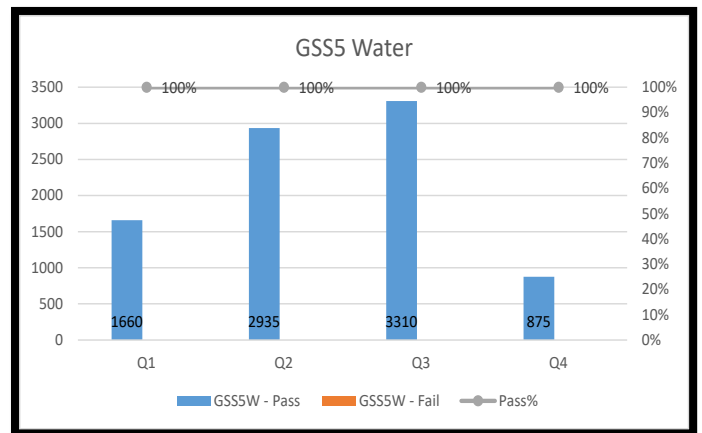
- Failure to meet this Standard requires a brief apology (by SMS and email) and a payment to be credited to the Customer account **100 AED**
- Compensation is **Reactive**.

✓ Current Performance and Approach

- The Contractors are made aware that the allowed time period for planned shutdown will be in the range of 5.5 hours. The preparatory works shall be carried out prior to the shutdown and this is checked and confirmed by AADC staff also.
- In case Shutdown plan is exceeding 6 hours, SMS and Notice is provided to affected customers before 48 hours and the shutdown will be scheduled accordingly only to ensure the guaranteed service standard is complied with.
- Hence, we are able to achieve 100% Pass.

✓ Future Action Plans

To continue with the approach and to raise awareness of the same to all Contractor prior to planning of shutdowns.



GSS6

Reconnection following non payment

- Where a Customer has been disconnected by a Licensee for Non-payment of account, and the Customer pays the outstanding account or agrees with a Licensee a payment arrangement to clear the debt, and meets any reasonable conditions the Licensee may impose, the Licensee will reconnect the supply within 3 hours.
- If at the time of payment, there are not 3 hours left in the current day then the measure shall be taken from the commencement of the next day from 07:.00 Am irrespective whether the next day is a weekend or a public holiday.

Compensation

- Failure to meet this Standard requires a brief apology (by SMS or email) and a payment to be credited to the Customer's account with its value AED 100. The licensee must obtain approval should get the DoE approval for the message form/ text.
- Compensation is **Reactive**

✓ Operational excellence

- An assessment of each case is done to identify the root cause to prevent recurrence.

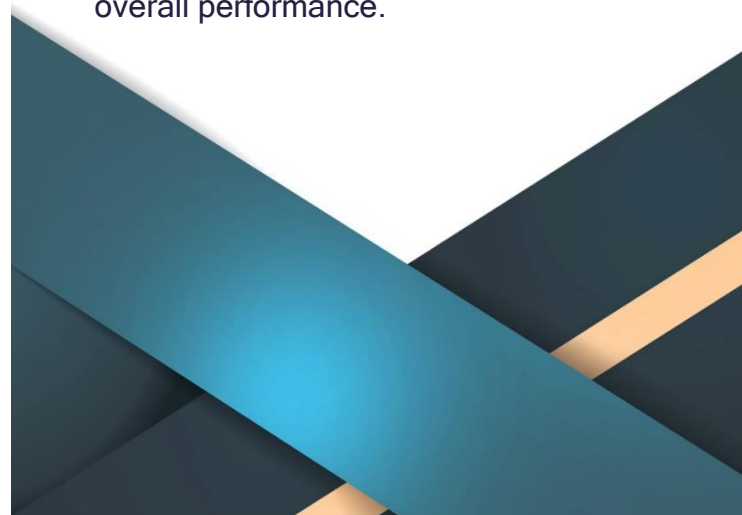
✓ KPI enhancement

- Accountability of KPI on all levels of operation
- Ongoing enhancement of operational performance.

✓ Management focus

- Involvement in the management of operational performance.

GSS supported emphasized customer satisfaction as a driving force of performance which in turn improves overall performance.



GSS 7

Replacement of Service Fuse

- If the electricity supply is interrupted (unplanned interruption) and the cause is due to a Licensee's Service Fuse failing, the Licensee is required to send a competent person to replace or reinstate the Service Fuse. The Licensee should attend the site within six hours following the supply failure notification.

Compensation

- Failure to meet this Standard requires a brief apology (by SMS and email) and a payment to be credited to the Customer account **AED 100**.
- For those customers who are interrupted for more than 12 Hours due to fuse service issue, they will be compensated as per GS.8 and will not be considered in GS.7 compensation scheme
- Compensation is **Proactive**.

- Identifying the areas with most frequent outages and ensure the availability of the technicians in the vicinity of those areas which significantly accelerated our ability to restore power in a timely manner, reducing downtime and ensuring uninterrupted service for our customers (GSS 7).
- Enhancing Operational Management through keeping all emergency unit staff on call to ensure they can be reached 24/7 as per business needs (GSS7).
- Reinforcing the peak hours shift by allocating more staff to handle the increased workload, thereby ensuring that all complaints reports are processed within the designated time frame (GSS 7).

GSS 8 Electricity

Restoring Supply

- If there is a fault on a Companies electricity distribution system (Unplanned Interruption), the supply must be restored within (12 hours for Electricity Supply) from when a Company was (or should reasonably have been) aware of the fault.

Compensation

- Failure to meet this Standard requires a payment credit of and **AED 100** to each affected Domestic Customer to be credited to customer account.
- A payment credit of **AED 200** is applicable to Non-Domestic Customers to be credited to customer account for any failure.
- Where any Customer has claimed for four or more Unplanned Interruptions in that calendar year, the amount of compensation for the fifth and successive Unplanned Interruption shall be doubled.
- For each additional 12 hours or part thereof, a customer should receive a further payment equivalent to the first payment made.
- Compensation is **Reactive**.

- Identifying the Root-Cause of Interruptions by studying each complaint report to determine whether the interruption is related to the customer or AADC (GSS 8).
- Ensuring the availability of the necessary equipment and new technologies that aid in carrying out the required work promptly and efficiently and reducing the duration of interruptions (GSS 8).
- enhancing service reliability and restoring power supply promptly to our customers, by incorporating Time Domain Reflectometry (TDR) devices into our fault identification process, allowing to minimizing downtime.

GSS8 water

Restoring Supply

- If there is a fault on a Companies water distribution system (Unplanned Interruption), the supply must be restored within (24 hours for Water Supply) from when a Company was (or should reasonably have been) aware of the fault.

Compensation

- Failure to meet this Standard requires a payment credit of and **AED 100** to each affected Domestic Customer to be credited to customer account.
- A payment credit of **AED 200** is applicable to Non- Domestic Customers to be credited to customer account for any failure.
- Where any Customer has claimed for four or more Unplanned Interruptions in that calendar year, the amount of compensation for the fifth and successive Unplanned Interruption shall be doubled.
- For each additional 12 hours or part thereof, a customer should receive a further payment equivalent to the first payment made.
- Compensation is **Reactive**.

✓ Current Performance and Approach

The Current performance is around 94%. However, there are 6% failures in GSS8 as some complaints are resolved after 24 hours. Hence, we are able to achieve 100% Pass.

✓ Root Causes

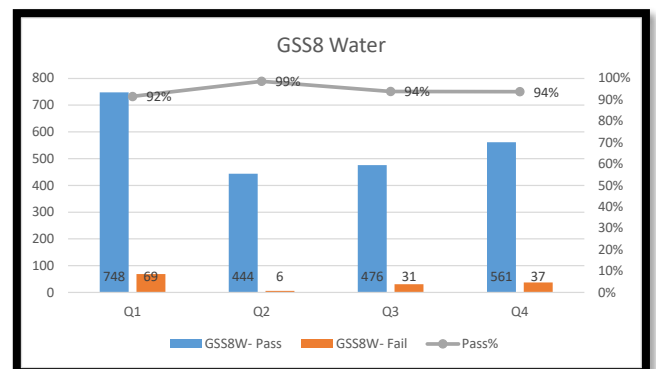
This is mainly caused by the long Repair time of GRP/HDPE pipes, breakages close to road crossings requiring additional NOC, breakages close to plots/properties requiring co-operation from plot owners and extended exposing/excavation of pipelines near the rupture to replace the failed pipeline.

✓ Correction Action

- Internal Isolation of the breakage to reduce affected customers during shutdown.
- Improving the Response Time to Repair mains.
-

✓ Future Action Plans

Pressure Management through Water Control Center and RPs to reduce the number of failures and improving the response time to repair.



GSS 9

Water Quality

- If a customer complains of poor water quality at the point of network entry into their premises, then a Licensee investigation inspector should make a site visit and carry out tests. A Licensee should report back to the customer within 24 hours by email and SMS or via Company's Contact Centre for any water quality issue falling under Table A (per Water Quality Regulation).
- If corrective work to a Licensee's network or further testing is required for any water quality issue falling under Tables B - H (per Water Quality Regulation), it should be carried out within 5 working days or sooner if health and safety implications are found in the report having been submitted. In this case, corrective action should be taken immediately.

Compensation

- Failure to meet this Standard requires a payment of **AED 100** to each affected Domestic Customer to be credited to customer account for any failure during 2020.
- A payment of **AED 150** is applicable to Non-Domestic Customers to be credited to customer account for any failure during 2020.
- Compensation is **proactive**.



✓ Overview

- The total number of complaints received was 8, all were residential complaints.
- All complaints were resolved within time.

✓ Root causes of the complaints

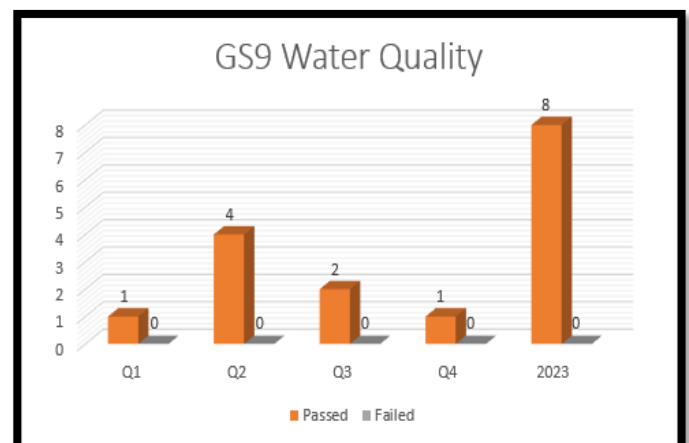
- Connection from old network
- Shutdown and change in the source of supply

✓ Correction actions

- Shifting of connections to newly laid network
- Flushing of Network

✓ Future action plans

- Old network replacement plan
- Enhanced preventive flushing activity.



GSS 10

METER READING RESIDENTIAL

- Each Residential Customer's meter should be read on a monthly basis whether via actual reading or estimated reading.
- The Distribution Companies must take actual reading at least once every two months. An estimated reading can be provided to a customer for a single month, but not two months.

Compensation

- Failure to meet this Standard required the payment of an amount **AED 100** to each customer, to be credited to the customer's account.
- Compensation is **Reactive**.

✓ Operational excellence

- Identify commonalities and frequency of obstacle types
- Identify areas of improvement in operational performance

✓ KPI enhancement

- Prioritizing customer satisfaction

✓ Management focus

- Showcasing operational efforts in upholding GSS standards

We are looking forward to upholding the GSS standard and continuous improvement of our performance.

CONCLUSION

In conclusion, the 2023 Annual Report for GUARANTEED SERVICE STANDARDS includes a detailed breakdown of compensation across various classifications. The report encompasses the compensation approach, category, and specific monthly details for each classification. Notably, under GSS3, a proactive approach, 150 cases were created, with 114 claimed cases, and a total compensation of AED 11,400 disbursed from June to December. The report also outlines cases and compensation for other classifications such as GSS 7, which had 148 cases created. This comprehensive overview highlights the commitment to addressing customer concerns and providing compensation in accordance with the GUARANTEED SERVICE STANDARDS.