شركة العين للتوزيع
Al Ain Distribution Company

GUIDE TO
Close Account and Last Readings Requests

Contact Center **8009008**
Website **www.aadc.ae**

Note: Please refer to AADC if you have a concern about AADC Close Account request or any further clarification.

Guide To Close Account and Last Readings Request:

What is the Close Account Request?

A customer is seeking an account clearance certificate following the settlement of the outstanding balance on their account and intends to proceed with closing it.

What is the Last Readings Request?

The customer has requested a certificate after settling the most recent due amount on the account, even though the account is still active.

Scope

The procedure for closing accounts and obtaining final readings is applicable to all residential, commercial, industrial, and agricultural accounts that fulfill the requirements

Submitting the Request

1-	The closure of the account should be initiated via the e-service account or AADC SmartApp. The entire process through this channel is automated, extending from the submission to the issuance of the certificate.

2-	Requests for final readings must be registered using the e-service, the toll-free number, web chat and web form.

Requirements

Close Account Request:

- Must have an active e-service/mobile app account.
- Maintain an active utility account with AADC.
- Ensure the outstanding amount on the account is zero.
- The account owner must be a tenant, not a landlord.

Last Reading Request:

- Maintain an active account number/meter number.
- Ensure the account is updated with Emirates ID information.
- Provide accurate answers to verification questions.
- Specify the reason for applying.
- The request must be submitted by either the account holder or an authorized person.

Type of Request

| Request Type		Water/electricity connections status	Account status
Close account		Disconnected	Stopped
Last Readings	1	Disconnected	Active
	2	Connected	Active

Request Processing Procedure:

Upon receiving a Close Account or Last Readings request to AADC, the Meter Readers undertakes the following tasks:

1. Collects the meter readings.
2. Disconnects water/electricity services if necessary, based on the request type.
3. Conducts any required meter maintenance or replacement.
4. Approves the entered meter readings.
5. Update the meter status in the Customer Care and Billing System (CC&B) according to the clearance type.
6. Completes the Bill Final Charge step.

Upon completion of the Bill Final Charge step, the following actions take place:

1. AADC will stop/keep the account based on the request type.
2. Generates the bill, incorporating the final consumption, request fees, and a 5% VAT addition.
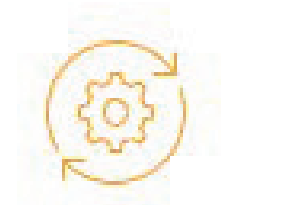
Certificate Issuance Process

For both Close Account and Last Reading requests, after the final bill is settled, the system automatically sends the certificate to the customer's registered email address.

Fees

The fee for both the Close Account and Last Meter Reading requests is 100 AED for each request, excluding VAT.

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Thank You

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