



شركة العين للتوزيع
Al Ain Distribution Company

GUIDE TO GUARANTEED SERVICE STANDARDS

Contact Centre 8009008
Website www.aadc.ae

Note: Please refer to AADC if you have a concern about AADC Guaranteed Service Standards or any further clarification.

WHAT ARE GUARANTEED SERVICE STANDARDS?

These are the minimum standards of service that must be met by AADC. These standards are set to guarantee a level of service that is reasonable to expect from AADC to deliver.

If AADC fails to meet the level of service required, it must compensate the customer subject to certain exemptions, as applicable.



AADC RESPONSIBILITIES TO MEET THE STANDARDS

- Connect the Electricity service to AADC network within **30 working days** and 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.
- Respond to customer complaints within the agreed timelines for the Six different main categories of complaints stipulated in the Customer Complaint Handling Procedures.
- Restore customer electricity within 6 hours from when AADC was aware of the fault.
- Notify the customer that the service will be interrupted for a technical reason (planned interruption) least 2 calendar days before the date specified for the interruption.

- Where a customer has been disconnected for non-payment of account, and the Customer pays the outstanding account or agreed a payment arrangement to clear the debt, and meet any reasonable conditions AADC may impose, AADC will reconnect the supply within 3 hours.
- Restore customer supply within 12 hours for Electricity Supply and 24 hours for Water Supply from the time AADC become aware of a fault in AADC network.
- AADC will investigate and report back to the customer within 24 hours, when a complaint is made about the poor quality of the water supplied to the customer at the connection point to the network.
- 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 consecutive months.



COMPENSATION APPROACH

There are two types of compensations:

- **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 the compensation.
- **Reactive:** A customer should lodge a claim together with any reasonable supporting evidence required by AADC.

If AADC fails to meet any of Guaranteed Service Standards, the customer will obtain a compensation and/or an apology depends on each standard requirement.



PAYMENTS DETAILS

Where a **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 a **Reactive payment** is due to 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.



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 of 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 a concern about the services. If you are not satisfied after AADC has dealt with your concern, contact us at:



دائرة الطاقة
DEPARTMENT OF ENERGY

Department of Energy (DOE)

Email: customercare@doe.gov.ae

Website: www.doe.gov.ae

DEFINITIONS AND TERMINOLOGY

DOE

Department of Energy as established by Law No (11) of the year 2018.

Service Standard

Means Commitments that describe the level of service customers can usually expect to receive in clear and measurable terms. They can address any aspect of the service experience, such as the level of service that will be delivered, Customer Service, the quality that will be provided, etc.



Domestic Customer

A domestic customer is where the purpose of the supply is wholly or mainly for use within a residential premise, including (where applicable) a supply to a group of premises whose prime purpose is for a residential dwelling (such as apartment blocks). Excluding such premises where the purpose is for short term residence such as a hotel, guest house, hostel, or other such premises where the resident is not the account holder.

Non-Domestic Customer

Means any supply lines, cables or pipes not covered by the definition of a Domestic Customer.

Critical Customer

Critical customer includes life support customers whose life/health may be threatened or in danger as a result of electrical/water supply interruption or disconnection (which can include hospitals and emergency centers, any center for the disabled, elderly or chronically sick, supply-sensitive government agencies etc.).

Standard Electricity Connection

Any connection not requiring the network to be constructed/reinforced or extra civil work from a normal connection arrangement such as road crossing or asphalt cutting or third-party NOC.

National Centre of Meteorology

The NCM aimed to merge the source of meteorological and seismic information, monitoring the changes that occur in the atmosphere, providing meteorological services and engineering seismic information to all sectors in accordance with applicable laws and regulations in the country.

Exemption

Means allowing a person to carry out an Article 71 regulated activity without a licence, in accordance with Article (74) or Article (79) of Law No (2)

Standard Water Connection

Any connection of 50mm diameter or less that does not exceed 20m in length and does not require any extra civil works for normal connection (excavation, tapping and pipe laying) or route approval.

Non-Standard Connection

Any other connection not included in the standard connection definition above.

(Proactive)*

Where AADC automatically pays a Customer without a claim having to be made by that Customer or any supporting evidence required from such Customer.

(Reactive)**

A Customer should lodge a claim together with any reasonable supporting evidence required by the AADC.

Remote Areas

An area in which reconnections of supply cannot be attended to within 3 hours due to factors out with AADC control.

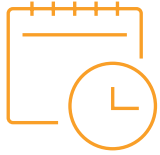
Remote Areas: Page No, 47

GSS 1.1

ELECTRICITY CONNECTION



GSS 1.1 ELECTRICITY CONNECTION



How long should it take to get my new electricity service line connected?

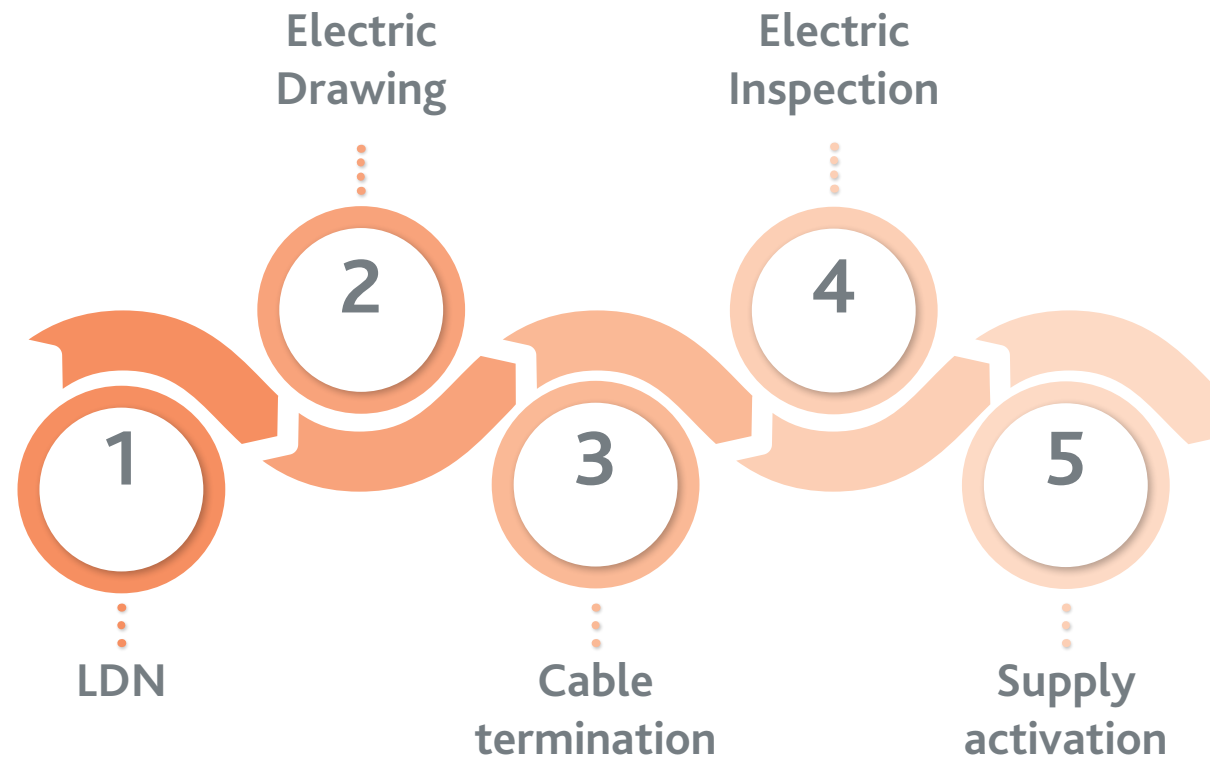
If you request an electricity connection to an existing network for a new, additional, or altered service, this will be provided within the target 30 working days follows all steps in the connection process.

Compensation for all categories of customers 1000 AED.



GSS 1.1 ELECTRICITY CONNECTION

Electricity
Connection
Service required
these
5 steps
to be completed.



GSS 1.1 ELECTRICITY CONNECTION



Compensation (Proactive)*

If AADC fail to meet this Standard, AADC should credit the customer account with an amount of AED 1,000. This applies only to applications which go through the entire process and result in customer connection.



Important Note:

For connection applications which cease before the end of the process, the Customer is not entitled to any compensation.

GSS 1.2

WATER CONNECTION



GSS1.2 WATER CONNECTION



How Long Should It Take To Get My New Water Service Line Connected?

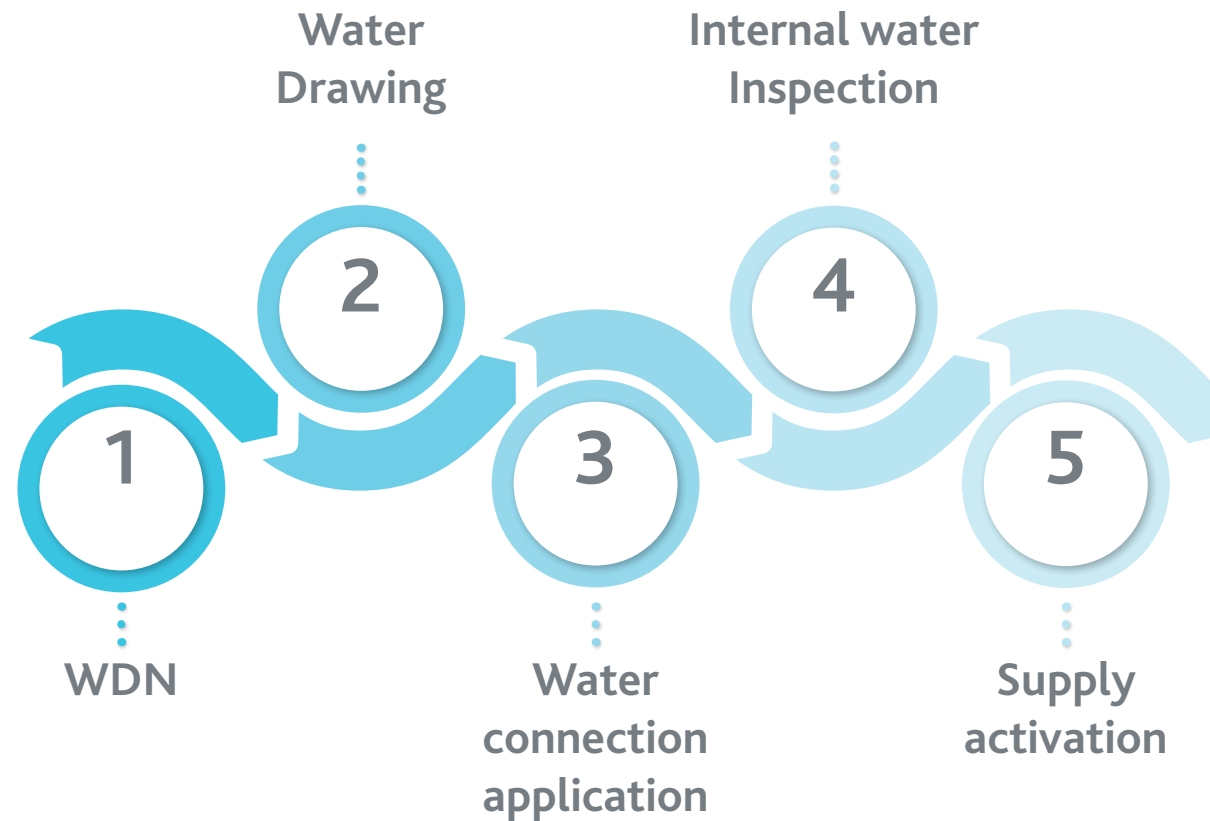
If you request a water connection to an existing network of a new, additional or altered service, this will be provided within the target of 13 working days following all steps in the connection process.

Compensation for all categories of customers 1000 AED



GSS1.2 WATER CONNECTION

Water Connection Service required these **5 steps** to be completed.



GSS1.2 WATER CONNECTION



Compensation (Proactive)*

If AADC fail to meet this Standard, AADC should credit the customer account with an amount of AED 1,000. This applies only to applications which go through the entire process and result in customer connection.



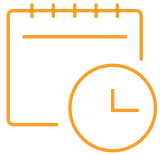
Important Note:

For connection applications which cease before the end of the process, the Customer is not entitled to any compensation.

GSS2 CUSTOMER ACCOUNT ENQUIRIES



GSS2 CUSTOMER ACCOUNT ENQUIRIES



How long should i have to wait for an account enquiry to be dealt with?

If you contact AADC through available channels (**calls / chat / email / website**) for any enquiries or request for information, AADC will respond to you with a substantial response within 3 working days from the receipt of the query.



Compensation

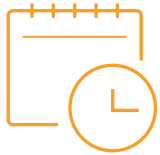
If AADC fail to meet this Standard a brief apology by SMS, Robo Call or by email to the customer is required.

No compensation would otherwise be payable to the customer (although the customer would be free to escalate the failure of AADC which would then be dealt with as per the complaint handling procedure).

GSS3 CUSTOMER COMPLAINTS



GSS3 CUSTOMER COMPLAINTS



How Long Should It Take To Resolve Your Complaint Case?

If you submit complaint case, AADC should respond within the agreed timescales for the six different main categories of complaints.

Main Complaint Categories



Delay in
providing new
service



Bills



Procedures



Employees



Contractors



E-Services

GSS3 CUSTOMER COMPLAINTS



Compensation (Proactive)*

If AADC fail to meet this Standard a brief apology (by SMS or email) is required and a payment of 100 AED should be credited to the Customer account.

GSS5 NOTIFICATION FOR PLANNED INTERRUPTION



GSS5 NOTIFICATION FOR PLANNED INTERRUPTION



Will I Be Told In Advance If My Water Or Electricity Will Be Shut Off?

When a Planned Interruption of electricity supply is required, a customer will be given at least 2 calendar days' notice in writing (SMS or email).

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 or email).

Compensation for all categories of customers 100 AED.



Compensation (Reactive)**

If AADC fail to meet this Standard a brief apology (by SMS or email) is required, and a payment of 100 AED should be credited to the Customer account.

GSS5 NOTIFICATION FOR PLANNED INTERRUPTION



Important Note:

If you're an individual or an establishment with critical care status, where a disruption to your power supply could put you or others at risk, you need to register with us. Once you're registered, we'll make every effort to see that your supply isn't disconnected unnecessarily. We'll notify you in advance of planned outages for maintenance work, and provide backup power.



Requirements:

Account ID



Channel:



Contact Center



AADC Branches



Claim due date:

During 20 calendar days from the time-of-service delay

GSS6
RECONNECTION FOLLOWING
NON-PAYMENT



GSS6 RECONNECTION FOLLOWING NON-PAYMENT



I Have Been Cut Off Because I Did Not Pay My Bill.

If your service is disconnected for non-payment of your account, when you pay the amount you owe, AADC will restore the service within 3 hours.

If there are less than 3 working hours remaining in the current day, then the measure shall be taken from commencement of the next working day starting from 07.00am irrespective of whether the next day is a weekend or a public holiday.

Compensation for all categories of customers 100 AED.

GSS6 RECONNECTION FOLLOWING NON-PAYMENT



Compensation (Reactive)**

If AADC fail to meet this Standard a brief apology (by SMS or email) is required and a payment of 100 AED should be credited to the Customer account.



Exemptions:

- Inaccessible meter where permission is restricted.
- No compensation for Critical accounts.
- Remote areas **

GSS6 RECONNECTION FOLLOWING NON-PAYMENT



Important Note:

No compensation is applicable if the reconnection was delayed due to customer related issues.



Requirements: **Case ID or Account ID**



Channel:



Contact Center



AADC Branches



Claim due date:

During 20 calendar days from the time-of-service delay

GSS7

REPLACEMENT OF SERVICE FUSE



GSS7 REPLACEMENT OF LOW VOLTAGE FUSE



My electricity went off. I called the emergency number and was told that it was because a low voltage fuse failed. How quickly will that get fixed.

If the electricity supply is interrupted (unplanned interruption due to fuse blow the fuse is replaced and will not be reused or reinstated) and the cause is due to low voltage fuse failure, AADC is required to send a competent person to replace or reinstate the low voltage fuse. AADC should attend the site within 6 hours following the supply failure notification.

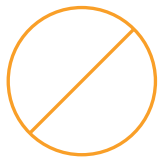
Compensation for all categories of customers 100 AED.

GSS7 REPLACEMENT OF SERVICE FUSE



Compensation (Proactive)*

If AADC fail to meet this Standard a brief apology (by SMS or email) is required and a payment of 100 AED should be credited to the Customer account.



Exemptions:

Standard does not apply if the National Centre of Meteorology or any authorized entities announce a weather warning that may have a critical impact and hazardous conditions, or customer related interruption, example Overload for customers who have been notified officially.



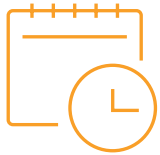
Important Note:

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.

GSS8 RESTORING SUPPLY



GSS8 RESTORING SUPPLY



How long will take to restore water and electricity supply?

If there is a fault on AADC electricity or water distribution system (Unplanned Interruption), the supply must be restored within 12 hours for Electricity Supply and 24 hours for Water Supply from when AADC was (or should reasonably have been) aware of the fault.



Compensation (Reactive)**

If AADC fail to meet this Standard a brief apology (by SMS or email) is required, and a payment of 100 AED should be credited to the Customer account. and 200 AED is applicable to Non-Domestic Customers.

GSS8 RESTORING SUPPLY



Exemptions:

Standard does not apply if the National Centre of Meteorology or any authorized entities announce a weather warning that may have a critical impact and hazardous condition, or third party fault.



Requirements: **Case ID or Account ID**



Channel:



Contact Center



AADC Branches



Claim due date:

During 20 calendar days from the time-of-service delay

GSS9 WATER QUALITY



GSS9 WATER QUALITY



What can i do if suspect the water is not drinking quality?

If you complain of poor water quality at the point of network entry into your premise, then a Water quality inspector should make a site visit and carry out tests.

AADC should report back to you within 24 hours by email, SMS or via AADC Contact Centre for any water quality issue such as colour, smell, taste, hardness, turbidity, pH, chlorine etc.

If the issue is related to other water quality parameters, it should be carried out within 5 working days or sooner.

GSS9 WATER QUALITY



Compensation (Proactive)*

If AADC fail to meet this Standard a brief apology (by SMS or email) is required and a payment of 100 AED should be credited to the Customer account.

A payment of AED 150 is applicable to Non-Domestic Customers.



Exemptions:

Where the investigating inspector finds the cause is due to the fault of the Customer or Customer's equipment then no compensation is due to the customer.

GSS10 METER READING (RESIDENTIAL)



GSS10 METER READING (RESIDENTIAL)



What can i do if my reading is not taken on monthly basis?

Each Residential Customer's meter should be read on a monthly basis whether via actual reading or estimated reading.

AADC must collect the actual reading at least once every two months. AADC can provide an estimated reading to the customer for a single month, but not for two consecutive months.

Compensation for Residential categories only 100 AED.



Compensation (Reactive)**

If AADC fail to meet this Standard a brief apology (by SMS or email) is required, and a payment of 100 AED should be credited to the Domestic Customer account.

GSS10 METER READING (RESIDENTIAL)



Exemptions:

AADC can agree in writing on a different meter reading frequency upon request.

If AADC was not able to collect the readings due to customer related issues, then no compensation is due to the customer.

GSS10 METER READING (RESIDENTIAL)



Important Note:

Regular readings ensures that residential customers are informed about their actual usage in a timely manner.



Requirements: **Case ID or Account ID**



Channel:



Contact Center



AADC Branches



Claim due date:

During 20 calendar days from the time-of-service delay

REMOTE AREA (NORTHERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC501	Masakin	40 KM
AADC502	Al Hayer Farm	45 KM
AADC503	Al Hayer Shabiat	50 KM
AADC504	Al Shwaib Farm	75 KM
AADC505	Al Faqa'a	71 KM

REMOTE AREA (NORTHERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC506	Ghummad Farm	55 KM
AADC507	Nahel Town	55 KM
AADC508	Al Shwaib	80 KM
AADC509	Nahel Town	55 KM
AADC511	Sayh Hirz	80 KM

REMOTE AREA (NORTHERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC521	Al Ajban Farm	110 KM
AADC522	Al Ajban Sayh Hirz	100 KM
AADC523	Sweihan Farm	80 KM
AADC524	Sweihan Road	45 KM
AADC525	Al-Saad Al-Twaisa Road Farms Sweihan	50 KM

REMOTE AREA (NORTHERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC526	Ghummad And Nahl Farmer	75 KM
AADC527	Sweihan Shabiat	70 KM
AADC528	Sweihan Road, Al- Sad Al-Twaisa, Left Until Sweihan	75 KM
AADC529	Sweihan Azab Until Abu Dhabi Road	80 KM

REMOTE AREA (EASTERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC538	Remah-Al Ankah/Al Khaznah	75 KM
AADC539	Remah-Al Ankah/Al Khaznah	65 KM
AADC542	Remah	55 KM
AADC543	Rawda	45 KM
AADC544	Al Saad/ Remah	60 KM
AADC548	Al Saad/ Abu Samra	45 KM

REMOTE AREA (EASTERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC551	Remah-Al Ankah	70 KM
AADC552	Remah-Al Ankah/Al Khaznah	80 KM
AADC553	Al Khaznah South / Rawda Palace	90 KM
AADC554	Al Khazneh North	95 KM
AADC555	Al Khaznah South Farms Until The Boundaries Of Alkatim	100 KM
AADC556	Remah Shabiat	55 KM

REMOTE AREA (SOUTHERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC572	Wagan East	95 KM
AADC571	Wagan West	93 KM
AADC565	Al Araad	80 KM
AADC562	Abu Krayyah	75 KM
AADC564	Abu Krayyah Shabiat	75 KM
AADC561	Al Dhahra	66 KM

REMOTE AREA (EASTERN REGION)

ROUTE	AREA	DISTANCE FROM THE AREA TO THE POWER HOUSE
AADC563	Al Dhahra Farm	66 KM
AADC576	Industrial Town	62 KM
AADC575	Um Elzumol	180 KM
AADC574	Al Qua'a	130 KM
AADC573	Al Wagan / Al Oya	120 KM



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Thank You

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