



SERVICES TO SPECIAL CUSTOMER

Prepared by:

Key Accounts Section Head

Reviewed by:

Customer Services Directorate Manager

Approved by:

Managing Director

Issued by:

IMS Representative

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Customer Services Directorate
Operating Procedure
For
Services to Special Customer
OP.CS/CSD.01

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AMENDMENTS SHEET

ISSUE/ REV. #	PAGE NUMBER	SUBJECT OF THE AMENDMENT	APPROVED BY <i>SIGNATURE</i>	DATE

1. PURPOSE

- a) Ensures compliance with the RSB Licensing Condition No.19, Provision of services to special customers, where AADC is required to make arrangements for persons occupying domestic premises who are elderly, disabled or chronically sick by which special services can be made available where appropriate.
- b) Complies with Federal Law No (29) of 2006 Concerning the Rights of Persons with Special Needs.
- c) Ensures compliance with GSEC Customer Services Manual - Second Edition 2015.
- d) Sets out the services AADC provides to “persons occupying domestic premises who are elderly, disabled or chronically sick.
- e) Sets out the practices to be followed by AADC in identifying and delivering services to special customers.

2. SCOPE

This Procedure is applicable but not limited to the following:

- All AADC identified special customers.
- Customer Service Centers including the Contact Centre and others offices where required.

2.1. **Communication plan**

To communicate to the customers and staff, AADC will follow GSEC Customer Communication and Awareness Manual - First Edition, 2016.

3. DEFINITIONS AND TERMINOLOGY

In this Procedure, the words and expressions shown in bold shall have the meaning assigned to each of them, unless the context otherwise requires

AADC: Al Ain Distribution Company

Bureau (RSB): Regulation and Supervision Bureau.

CC&B: Customer care and billing system.

Code: This Procedure for Services to Special Customers

CSD trained Agent: CSD agent whom got proper training on how to deal with special customers

SC: Service Center could be AADC Centre which give the needful service to the client

IMS: AADC Integrated Management system.

IBC: International Building Code.

ICC: International Code Council

GS's: Guarantee Standards.

GSEC: General Secretariat of the Executive Council

Special customer: A person who is occupying domestic premises, who is elderly, disable or chronically sick by which special services require for them.

Special Customer Categories:

Category	Definition
Life Support customer	Customers on Life Support: An AADC direct customers, or a person under a custodian of AADC customer, whose life/health may be threatened or in danger as a result of electrical/water supply interruption or disconnection
Blind or partially sighted:	This group of customers will not be able to read forms or gather information from brochures or websites. Customer Service Employees will have to give this group detailed instructions and information and may have to assist with filling out paper work. Customer Service Employees can also print enlarged documents to make them more readable. CSD Trained agent welcoming a member of this group, identifying himself when you approach the person, speak to them directly, speak normally and clearly, and never touch the person without asking permission

Hearing Impaired	This group of customers will have difficulty hearing verbal instructions. Customer Service Employees should ask the customer if another method of communication would be easier (e.g., writing using pen and paper) than talking. Customer Service Employees should also be clear and precise when giving directions, ensure their faces are easily visible and should attract the customer's attention before speaking. Serving the customer in a private office will allow Customer Service Employees to speak in a louder tone of voice while still protecting customer privacy. In the case where the customer uses sign language, Customer Service Employees should attempt to find a Trained co-worker who is able to communicate with customer in this manner.
Speech or language impaired:	This group may have a condition that causes slurring or stuttering, making it difficult to pronounce words or preventing them from expressing themselves. It is essential that Customer Service Employees remember that just because a person has one disability does not mean they have another (e.g., if a customer has difficulty speaking, do not assume they have an intellectual disability). CSD Trained agent should also ask questions that can be answered "yes" or "no" when possible and should ask the customer to repeat information when they do not understand.
Physical Disability:	This group of customers may have trouble travelling to Customer Service Centers and may have trouble approaching counters or service desks. This group of customers may be best served over the phone or through email. In the case that there is a need to come into Branches, accommodations should be made to ensure they have access to the facilities, minimal wait times and that they do not have to return unnecessarily. Accommodations could include booking appointments for these customers and calling/emailing them before the appointment with information on what documents they will need to bring with them.
Learning Disability:	This group may have trouble receiving, processing or expressing information. They may not be able to understand the information on our websites, in emails, or in brochures. Customer Service Employees should ask the customer how they can help them, try to find ways to provide information that works best for the customer and should be patient and let the customer explain what works best for them.

Eligibility Date: The date a Residential Customer is approved as a “Life Support Customers “.

Law No (2): Law No (2) of 1998 Concerning the Regulation of the Water and Electricity Sector in the Emirate of Abu Dhabi, as amended

License: The license issued by the Bureau to AADC to undertake the regulated activities of:

- (a) Distributing electricity and water; and
- (b) Supplying electricity and water to people and premises, in the authorized area specified within the License

Residential Customer: a Customer whose [account is so classified].

Planned Interruptions: Includes all new/ planned works and /or routine maintenance works carried out on the supply networks by either Transco (power transmission or Water Supply Company) or AADC distribution companies which necessitate an interruption of supply.

Unplanned Interruptions: Are those necessitated by emergency conditions on the network or supply pipelines.

IBC on building requirements in buildings: Standard ICC A 117 2015 regarding requirements for special customers in accessibility facilities to buildings, special toilet arrangements etc...

Renewal Date: The date of renewal of a Special Customer Classification List.

Review Date: The expiry date of any medication certificate or similar document lodged in support of the special customer’s application or renewal.

4. REFERENCES

- 4.1. Condition No. 19 of AADC license requirements.
- 4.2. Consultation on Code of practice for service to special customers CD/C01/018 (Issue.1) 01/08/2010.
- 4.3. Code of Practice on Disconnection.
- 4.4. Procedures for dealing with customers in financial difficulty.
- 4.5. Code of Practice on Guaranteed and Overall Service Standards
- 4.6. ISO 9001:2008 Quality Management System.
- 4.7. AADC Integrated Management System Manual, Issue 1 Revision 1.
- 4.8. Control of Documents IMS Procedure (IMS-P.GN.02).
- 4.9. ADWEA Personnel Policy Manual Revision 10 (June 2009 edition).

- 4.10. GSEC Customer Communication and Awareness Manual - First Edition, 2016.
4.11. GSEC Customer Services Manual - Second Edition 2015.

5. RESPONSIBILITIES

5.1. THE CUSTOMER SERVICES DIRECTORATE (CSD)

The Customer Services Directorate (CSD) is responsible for providing services to AADC's customers. The directorate has four departments; Sales Support, Customers Support, Services Support, Contact Center and three sections; System Section, Audit and Follow up and Metering Management Systems that work together towards delivering services (water and Power), starting from receiving new connection requests through bills collection, to the customers in the city of Al Ain.

5.2. Distribution of Procedure for Services to Special Customers

- 5.2.1. The IMS Representative shall control the distribution of the Procedure for Services to Special Customers. Controlled copy of this Procedure shall be issued in accordance with 'Control of Documents Quality Procedure (IMS-P.GN.02) specified in AADC IMS Manual.
- 5.2.2. The Customer Support Department shall manage all changes to the PSSC and forward it to the IMR Representative for further processing.
- 5.2.3. IMS Representative shall distribute all amendments to the PSSC to all controlled copyholders, and retrieve the obsolete pages or copies.
- 5.2.4. Uncontrolled copies of the PSSC may be issued to other authorities on demand for reference purposes.

5.3. Amendments to Procedure for Services to Special Customers

- All amendments to PSSC shall be prepared by the Customer Support Department, reviewed by the IMS Steering Committee and approved by the Managing Director.
- All amendments to PSSC shall be in line with the AADC IMS Manual.
- All amendments to PSSC shall be made in consultation with the RSB. AADC may survey the concerned customers prior to seeking the RSB consultation.
- AADC will review and update its Special Customers List on at least quarterly basis; such review process should be registered in the CC&B.
- AADC shall review Special customer's procedures Document every two years.

6. PROCESS

6.1. Charges

The services provided under this procedure are free of charges.

6.2. Registration of Special Customers

- 6.2.1. Where applicable, all supporting documents, actions, history, correspondence etc... shall be retained on the system for future reference.
- 6.2.2. Any Residential Customer assessed as a Special Customer will be included in AADC's Special Customer List.
- 6.2.3. The Special Customer classification will be clearly marked on each Special Customer entry in the Special Customer List.
- 6.2.4. The following details will be included for each Special Customer entry in AADCs Special Customer List according to CC&B :
- 6.2.4.1. Residential Customer name;
- 6.2.4.2. Account number;
- 6.2.4.3. Name of the Special customer, if not the Residential Customer and the relationship of the Special customer to the Residential Customer;
- 6.2.4.4. Description of the illness, disability or impairment;
- 6.2.4.5. The Eligibility Date and, if applicable, any Renewal Date(s);
- 6.2.4.6. The Review Date
- 6.2.4.7. The date of entry onto the Special Customer List;
- 6.2.4.8. Details of documents received in support of the Special Customer application or any renewal of that classification;
- 6.2.4.9. Preferred bill and notice format;
- 6.2.4.10. Preferred communication method.
- 6.2.4.11. Guardians of such customers must immediately notify AADC and update the system whenever the residency of those type of customers has changed.
- 6.2.4.12. SPECIAL CUSTOMER APPLICATIONS

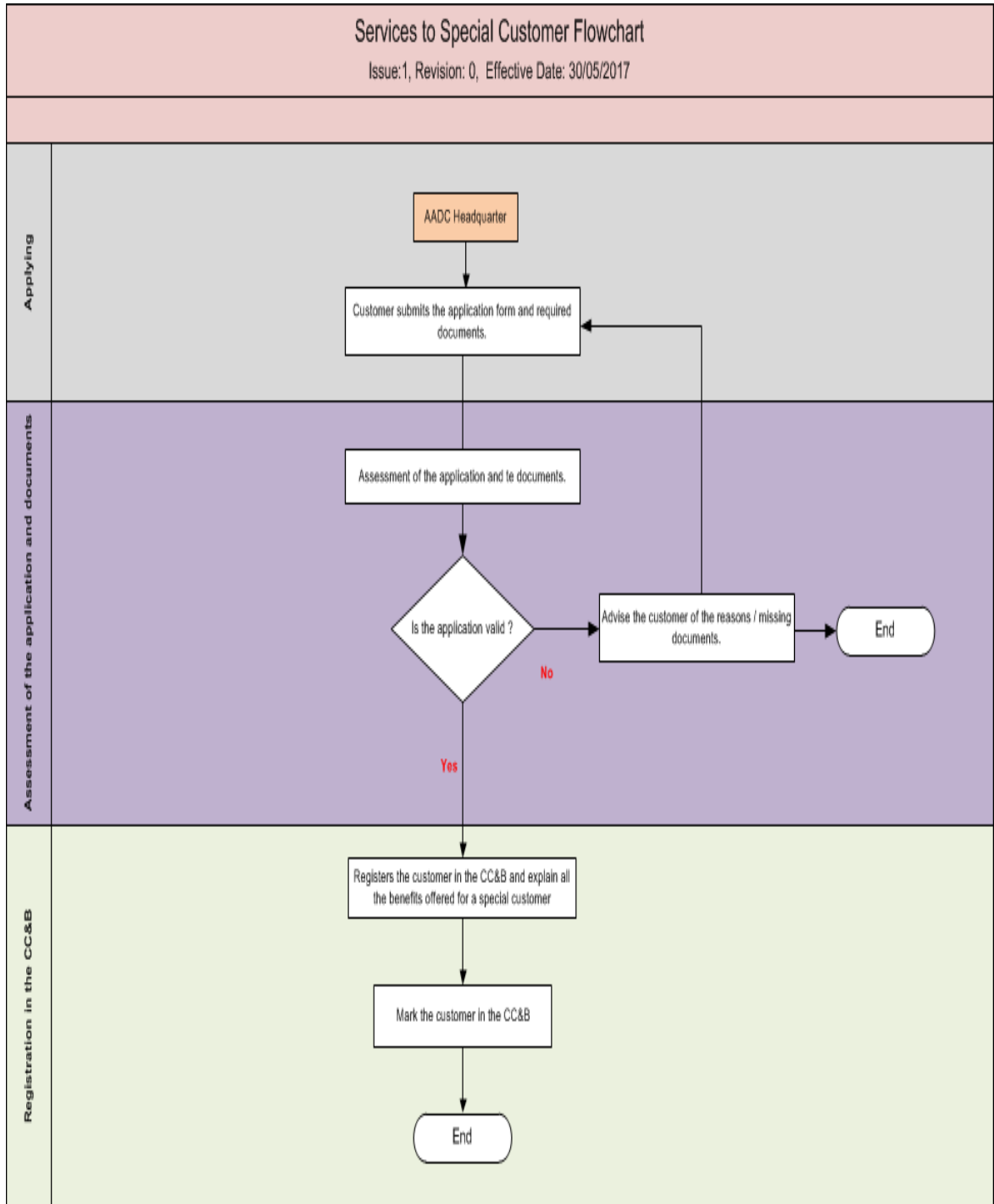
(a) Any Residential Customer & life support Customer wishing to be classified as a Special

Customer must complete a Special Customer application form **and** submit all the information and documents necessary for AADC. Customers on life support must follow the same registration. Except their authorized medical report /documentation shall clearly mention the danger they are imposed to by the disconnection especially to electrical/water supply.

- (b) On receipt of a life support Customer application, AADC shall assess eligibility for Special Customer classification within 7 working days.
- (c) AADC shall notify the applicant of the outcome of the Special Customer application within one week from completing the assessment of the application.
- (d) If the application is successful, AADC must give the applicant all details necessary to ensure the applicant is fully informed of:
 - (i) The services available to Special Customers and how to access the services;
 - (ii) AADC's Special Customer classification review process and the date of the next review;
 - (iii) How to renew the Special Customer classification.
 - (iv) The Special Customer's duty to notify AADC in the event of a change in circumstances which may affect the Special Customer classification or eligibility.
- (e) If a Special Customer application is unsuccessful, AADC must:
 - (i) Give reasons why the application was not approved.
 - (ii) Provide details on review options available to the applicant, the result of this reviewing could be passing to customer via suitable communication method.
- (f) AADC will record details of the Special Customer application and outcome on the Residential Customer's CC&B record.

Services to Special Customer registration Flowchart

FC. OP.CS/CSD.01



6.2.4.13. CONFIDENTIALITY

- (a) AADC shall keep confidential and not disclose any information it holds in relation to any Special Customer application or a Special Customer classification, other than as:
- (i) Required for duties and tasks related to the PSSC.
 - (ii) Authorized by the applicant or Special Customer;
 - (iii) Required by law or under its License;
 - (iv) Based on the RSB needs/requirements.

6.2.4.14. FALSE OR MISLEADING INFORMATION

- (a) AADC may take action against any person who is found to have submitted false or misleading information in relation to a Special Customer application or renewal.
- (b) Action may include, but is not limited to, disconnection of Supply, cancellation of a Supply agreement or legal action.

6.2.5. SUPPLY INTERRUPTION AND DISCONNECTION

6.2.5.1. PLANNED INTERRUPTION

- (a) AADC shall give at least 2 calendar days' notice to all Customers who may be affected by an interruption to their Supply as a result of planned works as per guarantee standards GS's.
- (b) Additionally, for life Support, AADC will:
- I. Contact each Special Customer at least 2 working days before any planned works which may interrupt Supply to that Customer.
 - II. Offer advice and assistance to each Special Customer during Supply interruptions.
 - III. In the case of planned works to its water network, for any Special Customer who needs a supply of water for medical reasons, if the interruption is likely to exceed 8 hours, AADC shall provide an alternative supply of water.
 - IV. In case of planned works on its electricity network, for any Special Customer who needs a supply of electricity for medical reasons, if the interruption is likely to exceed 1 hour, AADC shall :
 - a. In coordination with the client, AADC will be providing a mobile generator as an alternative supply; providing mobile generators is subject to

availability and the possibility of connecting the generator in the main electrical panel of the premises which SC engages or in the AADC nearest feeding point.

- b. Item b above shall be in line with AADC Emergency Management Procedure and interruption (electrical and water) emergency response plans.
- (c) AADC's method of contact will be in the form nominated by the Special Customer or otherwise in a form most suitable for each Special Customer who may be affected by a planned interruption.
- (d) AADC will keep a record of the method and format of delivery of the notice of planned interruption and note the Customer's CC&B record accordingly.
- (e) If a notice of planned interruption is delivery by hand, delivery can be to:
- (i) The Special Customer in person;
 - (ii) Their nominated representative; or
 - (iii) An adult living at the Customer's address. And must be noted by AADC representative
- Where possible, AADC shall obtain an acknowledgement of receipt from the person who accepts the notice.
- (g) AADC will not proceed with works which may disrupt Supply to the premises of a Special Customer if notice of the disruption has not been delivered to the affected Special' Customer at least 2 working days beforehand.

6.2.5.2. UNPLANNED INTERRUPTIONS

- a. In the event of any unplanned interruptions to Supply, AADC shall contact each Special Customer by the preferred or most suitable method in the circumstances and offer advice and assistance as required.
- b. Subject to Paragraph 6.4.2 (c), in the event that the unplanned interruption continues for more than 3 hours, AADC shall take necessary action within reasonable time to restore Supply to those who need it for medical reasons.
- c. Where AADC has contacted a Special Customer following an unplanned interruption and becomes aware that an alternative Supply is immediately required, AADC will make appropriate arrangements as soon as possible including providing a mobile generator subject to availability and the possibility of connecting the generator in the main electrical panel of the premises which SC engages or in the AADC nearest feeding point.
- d. Also, AADC shall recommends to the customer to have a standby generator and

have arrangement with the nearest medical center to the customer.

- e. In case a special customer requires water supplies, AADC shall immediately take appropriate arrangements to provide water tankers as soon as possible. AADC will further establish Priorities of water supply to the Special Customers according to their cases.

6.2.5.3. DISCONNECTION FOR NON-PAYMENT

- a) AADC shall not disconnect Supply to a Special Customer for non-payment of a bill unless it has the consent of the Bureau to do so.
- b) AADC may only make an application for the Bureau's consent to disconnect Supply to a Special Customer where there is compelling reasons to do so. AADC must submit evidence in support of as application to disconnect to the Bureau.
- c) The Bureau will provide a written response to an application to disconnect a Special Customer within 10 calendar days of receiving a completed application.
- d) If the Bureau approves an application to disconnect a Special Customer, AADC shall comply with all provisions of the Code of Practice on Disconnection before disconnection can be effected.

6.3. BILLS

6.3.1. BILL FORMAT

- (a) A Special Customer may choose a format preferred to receive bills from AADC. Alternatively, the Special Customer may elect to appoint a representative to receive bills on their behalf.
- (b) Once AADC has been advised of the Special Customer's preferred bill format, AADC shall ensure that the Special Customer receives all bills in that format until the Special Customer requests a change. The Special Customer's preferred bill format will be noted in the Critical' Customer List.
- (c) AADC may;
 - (i) Read bills over the phone
 - (ii) Send bills to the Special Customer's nominee.

6.3.2. PAYMENT DIFFICULTY

- (a) The Procedures for Dealing with Customers in Financial Difficulty shall apply where AADC knows or reasonably believes that a Special Customer is having difficulty paying their AADC bill.

6.4. ASSISTANCE TO SPECIAL CUSTOMERS

6.4.1. AADC WEBSITE

- (a) AADC shall provide an easy-to-navigate website for the public to access which provides up-to-date information regarding its services to Special Customers.
- (b) The websites shall be provided with such facilities that provide for those suffering from visual and hearing impairments.

6.4.2. HOME VISITS

- (a) AADC may provide a home visit service to Special Customers to provide advice and assistance to Special Customers regarding:
 - (i) The efficient use of electricity and water;
 - (ii) Managing electrical supply to medical equipment during disruption or disconnection and alternative sources of power and water.

6.4.3. CONTACT CENTRE & CUSTOMER SERVICE CENTRES

- (a) AADC shall have adequately trained staff available during operating hours in its Contact Centre and service centers to answer enquiries about services to Special Customers.
- (b) AADC shall have ready access to people skilled in communicating in sign language and reading and producing documents in Braille to support its services to Special Customers where appropriate.
- (c) AADC shall ensure that all its Customer Service Centers are readily accessible to Special Customers who are mobility or vision impaired.

6.4.4. AADC BUILDING ACCESSIBILITY:

All AADC buildings shall comply with the requirements of the IBC latest standard REF ICC A 117 2015 on the requirements of special customers such as car parking, General access, stairway, elevators, walkways doors threshold ,orientations, bathrooms workspaces and evacuation.

6.4.5. IDENTITY CARDS

- (a) All AADC representatives shall have an identity card which they must show to Special Customers without being asked.
- (b) AADC's identity card shall contain the following information:
 - (i) Name of the representative;
 - (ii) Name of the representative's company if an employee of aAADC contractor;
 - (iii) Color photo of the representative;
 - (iv) Date of expiry of the card;
 - (v) A telephone number to call to check the identity of the representative;
 - (vi) A unique card reference number.
- (c) AADC shall provide special large print and Braille identity cards for representatives to present to vision-impaired Customers.

6.4.6. POSITIONING & REPOSITIONING METERS

- (a) AADC is required to install meters in a place reasonably accessible to Customers.
- (b) AADC will, where possible, reposition meters upon the reasonable request of Special Customers (owners only).
- (c) Where a Special Customer requests a meter to be relocated to enable the Customer to have reasonable access to it and the relocation is possible, it will be done free of charge to the Special Customer.

6.4.7. INFORMATION PACK

- (a) AADC shall publish a guide on its services to Special Customers.
- (b) The guide shall include information regarding the efficient use of water and electricity and advice in the event of disconnection or interruption.
- (c) AADC shall review and update its guide on an annual basis.
- (d) The guide shall be published:
 - (i) In Arabic and English in addition to other languages in daily use in the UAE whenever possible to do so.
 - (ii) On AADC's website.
- (e) AADC shall produce video presentations for display in service centre, which

include Arabic, English and sub-titling promotion of services to Special Customers.

6.4.8. READING METERS

- (a) If a Special Customer requests it, AADC will make available a representative to attend premises to read meters.

6.4.9. STAFF TRAINING AND SPECIALIST STAFF

6.5.1. STAFF TRAINING

- (a) AADC shall ensure that it provides training to all staff likely to have contact with Special Customers on its services available to special Customers.

6.5.2. SPECIALIST STAFF

- (a) AADC shall establish a Customers team which will be primarily responsible for delivering AADC' services to Special Customers and for providing appropriate, on-going training to AADC customer-servicing staff.
- (b) AADC will notify all customer-servicing staff, whether office based or in the field, of the availability and contact details of the specialist communications staff in the Special Customers team. AADC will keep that information up-to-date at all times and notify all changes to customer-servicing staff as and when changes occur.
- (c) AADC will engage with specialist organizations to:
- (i) Invite them to participate in training AADC staff related to services to Special Customers; and
 - (ii) Build relationships for exchange of information and provide support for mutual customers.
- (d) AADC may introduce a special queue in the toll free number to deal with special customers.

6.5. COMPLAINTS AND BUREAU REVIEW

6.5.1. COMPLAINTS

- (a) Special Customers who are not satisfied with any AADC service may submit a

complaint to AADC under its Customer Complaint Handling Procedures:

- (b) AADC shall deal with the complaint in accordance with the procedures and timeframes set out in AADC's Customer Complaint Handling Procedures.

6.5.2. BUREAU REVIEW

- (a) If, after lodging a complaint with AADC, a Special Customer is not satisfied with the decision or AADC has failed to deal with the complaint within the time specified in its Customer Complaint Handling Procedures, the Special Customer may lodge a complaint with the Bureau.
- (b) Any complaints received by the Bureau from a Special Customer will be handled according to the Bureau's complaint review procedures found at www.rsb.gov.ae
- (c) The Bureau will consider and investigate, where necessary, a complaints from AADC Special Customers and make a decision within a reasonable timeframe.
- (d) AADC will co-operate fully with the Bureau where it receives a complaint from an AADC Special Customer and comply with any decision made by the Bureau.

6.6. REPORTING REQUIREMENTS

- (a) AADC shall prepare Semi-annual report detailing the services offered to Special Customers.
- (b) AADC shall submit its report on services to Special Customers to the Bureau on January and July each year.
- (c) AADC's report on services to Special Customers shall include 8.4 AADC monthly report templet
- 1) Customer name
 - 2) Customer location
 - 3) Special service needed
 - 4) Supply arrangement (single/multiple)
 - 5) Disconnection history (planned/not planned)
 - 6) Duration
 - 7) Notification (y/no) (date)
 - 8) Special Customer List
 - 9) Numbers and classes of Special Customers registered
 - 10) Number and classes of Special Customers added since last report

- 11) Numbers and classes of Special Customers de-registered since last report
- 12) ACCT_ID
- 13) Emirates ID
- 14) Premise ID
- 15) Customer Class
- 16) Customer Category
- 17) Case ID
- 18) Type of Disability
- 19) Services Provided
- 20) Status
- 21) Case Created Date
- 22) Case closed date
- 23) Final Result/Comments

(ii) Promotions and public awareness

- (a) Copies of any print material published since last report;
- (b) Audio-visual material produced since last report;
- (c) Web site additions or amendments since last report;

(iii) Liaison with other agencies and service providers

- (a) Number and type of contacts with other agencies providing services to Special Customers;

(iv) AADC specialist communicators

- (a) Names and position details of staff those are competent to read Braille;
- (b) names and position details of sign language communicators;

(v) Training

details of training undertaken since last report in relation to services to Special Customers (details to include (a) dates of training, (bi) duration and venue of training, (c) names and job title at time of training of each participant, (d) details of training provider.);

(vi) Meter reading and repositioning

- (a) Number of meter repositioning requests received;

(b) Number of meter repositioning requests auctioned;

(c) If number of (b) less than (a) comment on why there is a difference;

(vii) Advice and home visits

(a) Number of events where advice is given in relation to

(i) The efficient use of water and electricity;

(ii) Controls and adapters;

(iii) Any other matters.

(b) Number of home visits to Special Customers not covered in (a).

(viii) Any other services to Special Customers

(d) The reports will include commentary on ways in which AADC's processes for dealing with the Special Customers can be improved.

7. ANNEXES

7.1. ACCESSIBILITY STANDARDS

7.2. Services to Special Customer Application Form

7.3. Report Template