



شركة أبوظبي للتوزيع
Abu Dhabi Distribution Co.

ADDC Plus Service Offerings

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Abu Dhabi Distribution Company (ADDC) has launched ADDC Plus, offering a range of new services to support the needs of our customers. This initiative will help ADDC provide a broader service including private network management and billing and payment solutions aimed at our large commercial, industrial and government customers in particular.

ADDC was granted consent by the Department of Energy on the 14th of April 2022 to provide the following new services to third-parties:



Contact Center, billing, retail and network Customer Relationship Management (BPCRM).



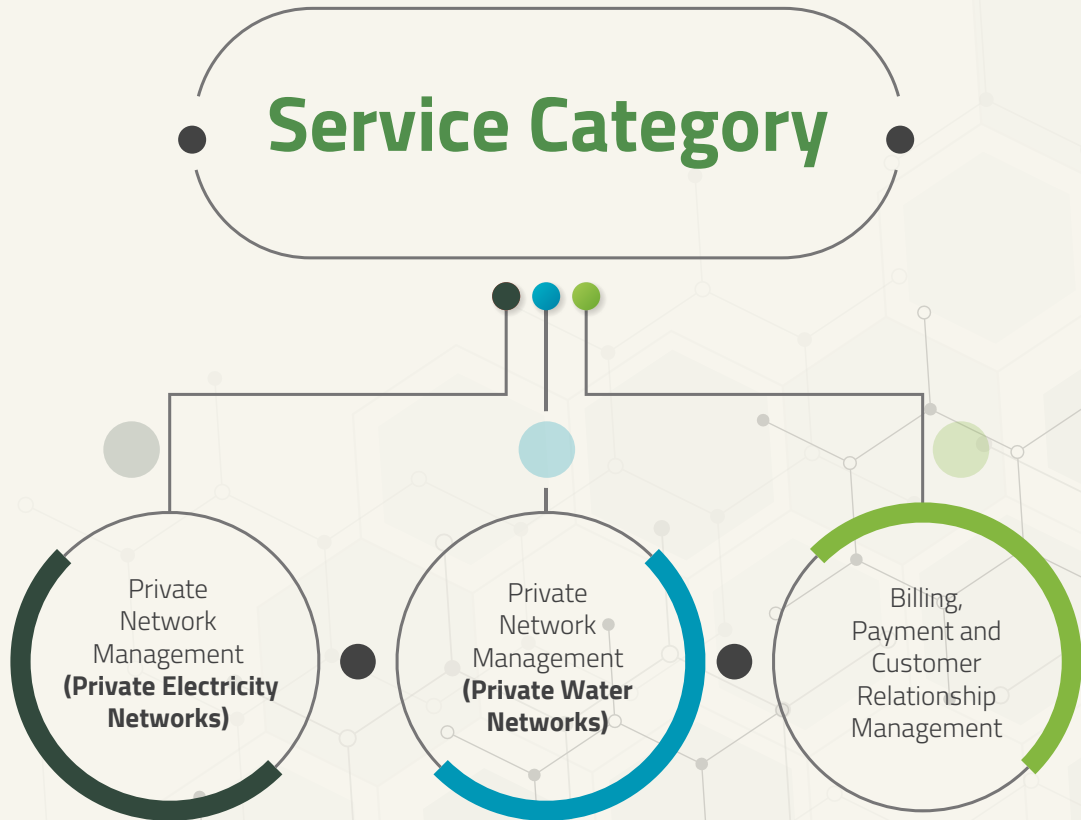
Designing, building, operations, network CRM and maintenance of Private Electricity Networks.



Designing, building, operations, network CRM and maintenance of Private Water Networks.



ADDC Plus has been created to offer these third-party solutions by leveraging the unique capabilities, customer relationships and investment in systems of our core, regulated electricity and water business. Capitalizing on our strong engineering, infrastructure and customer services expertise, ADDC Plus aim to deliver and meet the customers' high expectations.



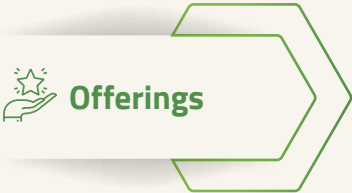
ADDC Plus Billing, Payment and Customer Relationship Management (BPCRM) services cater to large business entities (government or non-government). The BPCRM services comprise the following key subservices, which are summarized in table below:

Subservice Category	Subservice	Brief Description
Billing & Payment	Customer Account Data Management	This service shall set up of customer data in dedicated CC&B system or include customer data as new attributes in existing CC&B systems. Provide data extracts from CC&B to customers.
Billing & Payment	Billing	This service shall design, generate and collect customers' payments based on agreed tariffs with the client. The bill provision can be manual and/or automated dependent on client needs and can vary in frequency and format e.g. digital bill, add-on to existing bill, physical bills etc. This could also include informative billing, depending upon the client's requirements.
Billing & Payment	Payment & Credit Management	This service includes tracking the collection of payments and highlighting if customers are in arrears; including recommending to the client's customers a payment plan when requested.
CRM Services	CRM	This service shall cater to the customer care inquiries, complaints, service requests, handling complaints and triage for O&M, outbound customer outreach, physical centers such as kiosks and happiness centers, and priority customer care for VIP and government clients.
CRM Services	Channel Support	Based on the client's needs and selection of service channels, this service includes developing FAQs and customer informational guides, designing the customer communications, planning and designing the customer outreach and experience.

ADDC Plus

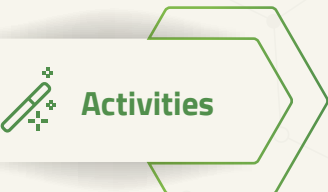


**Billing, Payment and
Customer Relationship Management**




Billing & Payment


Customer Relationship
Management




Customer Account
Management


Customer Enquires &
Complaints Management


Billing


Channel Support


Payment & Credit
Management

Private Network(s)

Means a third-party-owned electricity and water network. The operational and ownership boundaries of such private networks shall be defined in the relevant connection agreement between the third-party Customer and ADDC.



The services provided for network management consists of design, build, operate and maintenance for client networks, whilst also offering Customer Relationship Management services to address any network-related complaints and inquiries. The service is targeted at clients who have extensive behind-the-meter electrical distribution or water distribution networks such as mega-developments, airports, hospitals, hotels and ports. These services can be offered to clients with either existing network infrastructure, or to those looking to develop new network infrastructure.

Figure 1: Illustrative Private Electricity or Water Network

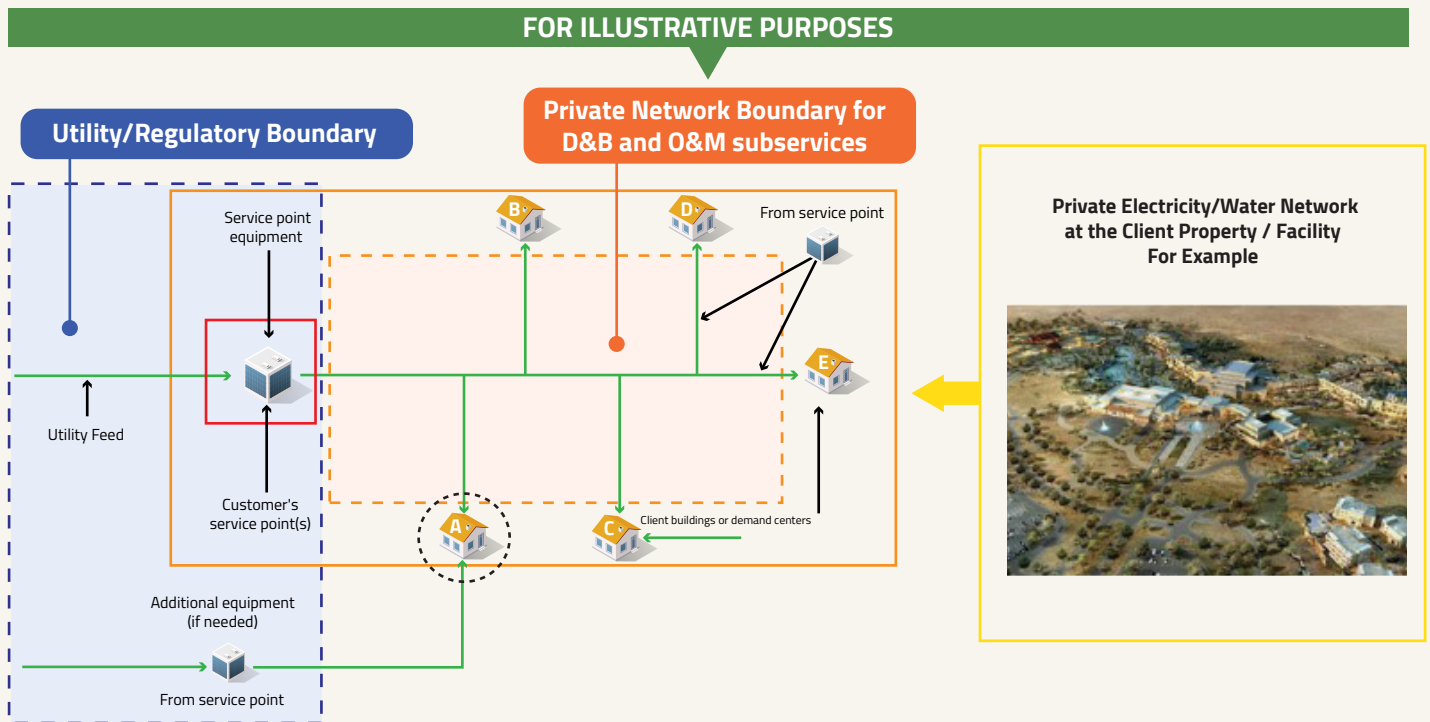


Figure 1 shows an illustrative diagram depicting the private network of the client with the proposed boundaries for the Design, Build, Operations, Maintenance, and network CRM subservices scope.

The utility demarcation point shall remain the same as before, i.e., at Service Point (SP) or Point of Common Coupling (PCC) level. The service point would follow the regulatory policies and regulations including but not limited to connection agreement and supply agreement. ADDC Plus' subservices boundary starts immediately after the utility/regulatory demarcation point and ends right before the connection point to panel or cabinet of the client's individual buildings, facilities, or load centers marked by the orange-dotted-box in **Figure 1**.

ADDC Plus' sub-services are expected to operate within the agreed boundaries and will not directly provide any service, equipment, material or labor to the client's assets, panels or equipment unless specifically agreed upon through the service contract. The network CRM services to be offered to the client are also limited in the boundaries of the O&M services, as they shall relate to addressing customer complaints and inquiries related to the O&M services being offered in that service area.

ADDC Plus

Private Electricity Network (PEN) Management



Service



Private Network Management
(Private Electricity Networks)



Offerings



Design & Build



Operations & Maintenance



Network Customer Relationship Management



Activities



Electricity Distribution Network Design



SCADA



Customer Inquiries & Complaints Management



Commissioning & Startup



Network Operations



Channel Support



Procurement Support for Contractors / Materials



Network Asset & Protection Maintenance



As-Built Documentation & Handover



Work Order Management



Network & Substation Construction



Emergency Response



Project Management



Engineering Support

ADDIC Plus

Private Water Network (PWN) Management



Service



Private Network Management
(Private Water Networks)



Offerings



Design & Build



Operations & Maintenance



Network Customer Relationship Management



Activities



Water Distribution Network Design



SCADA



Customer Inquiries & Complaints Management



Commissioning & Startup



Network Operations



Channel Support



Procurement Support for Contractors / Materials



Network Asset & Protection Maintenance



As-Built Documentation & Handover



Work Order Management



Network & Substation Construction



Emergency Response



Project Management



Engineering Support



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