



Distribution

طاقة للتوزيع

GUIDE TO GUARANTEED SERVICE STANDARDS

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



8002332



contactcentre@taqadistribution.com



www.taqadistribution.com

Definitions And Terminologies

1 DOE

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

2 Service Standard

These are our commitments, which describe the level of service you can usually expect to receive in clear and measurable terms. They can address any aspect of the service experience, such as timeliness, quality & so on.

3 Domestic Customer

This reference is used when the purpose of the supply is wholly or mainly for the 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 or hostel, or such other premises where the resident is not the account holder.

4 Non-Domestic Customer

This reference is used when the purpose of the supply is wholly or mainly for any supply lines, cables or pipes.

5 Critical Customer

This reference is used when your life/health may be threatened or in danger as a result of electrical/ water supply interruption or disconnection. It includes hospitals and emergency centres, any centre for the disabled, elderly or chronically sick, supply-sensitive government agencies and palaces.

6 Standard Electricity Connection

This reference is used to describe any connection that does not require the network to be constructed/ reinforced or extra civil work from a normal connection arrangement, such as road crossing, asphalt cutting or third-party No Objection Certificate (NOC).

Definitions And Terminologies

7 National Centre of Meteorology

This is a centre that aims to merge the source of meteorological and seismic information. It monitors the changes that occur in the atmosphere, providing meteorological services and engineering seismic to all sectors in accordance with applicable laws and regulations in the country.

8 Exemption

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).

9 Standard Water Connection

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

10 Non-Standard Connection

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

11 Remote Areas

Areas where reconnections of supply cannot be planed within 3 hours due to factors out of our control.

What Are Our Guaranteed Service Standards?

- Your experience and satisfaction are our top priority. That is why, at TAQA Distribution, we have set a list of standards that we need to meet to guarantee quality of services.
- If at any point, you are not satisfied with our services, we would like you to share your concerns with us, so we can investigate and address it appropriately as per the case to guarantee your continuous satisfaction.



TAQA Distribution Responsibilities To Meet The Standards

- 1 Your power must be connected within **26 calendar days** and your water within **11 calendar days**. This Guaranteed Service Standard covers the time it takes to complete all the steps in the connection process based on the last approved application where applicable.
- 2 We will respond to your queries within **3 working days** from the date you have registered your inquiry.
- 3 We will respond to your complaints within the agreed timelines for the 8 categories of complaints stipulated in the [Customer Complaint Handling Procedures](#).
- 4 We will restore your power within **6 hours** from the time you have notified us - if one of our own fuses fail.
- 5 If your service needs to be interrupted for a technical reason, we will notify you at least **2 calendar days** before the interruption.



TAQA Distribution Responsibilities To Meet The Standards

- 6 We will reconnect your service within **3 hours** of the outstanding amount being settled. If the payment is made after **12:30 PM**, then the measure shall be taken from **7:30 AM** the next day, even if the next day is a weekend or a public holiday.
- 7 We will restore your supply within **12 hours** for power and **24 hours** for water from when we are (or should reasonably have been) aware of the fault.
- 8 If you make a complaint about the poor quality of water being supplied to you, we must investigate and report back to you within **24 hours**, and resolve the issue in **5 working days**.
- 9 We will take actual meter reading at least once every **2 months**. An estimated reading can be provided to you for a single month, but not 2 consecutive months.



Important Note

Feel free to contact us first if you have concerns about the service we have provided, and we will do our best to resolve the issue. If you are not satisfied after we have responded, you can then contact the Department of Energy:



دائرة الطاقة
DEPARTMENT OF ENERGY

Department of Energy (DOE)

Phone: 800 555

Email: info@doe.gov.ae

Website: www.doe.gov.ae

1.1

POWER CONNECTION

POWERING COMMUNITIES



1.1 POWER CONNECTION

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

If you request a power connection to an existing network of a new, additional, or altered service, this will be provided within **26 calendar days** after the connection application is initiated - following all the steps in the connection process for standard connections.

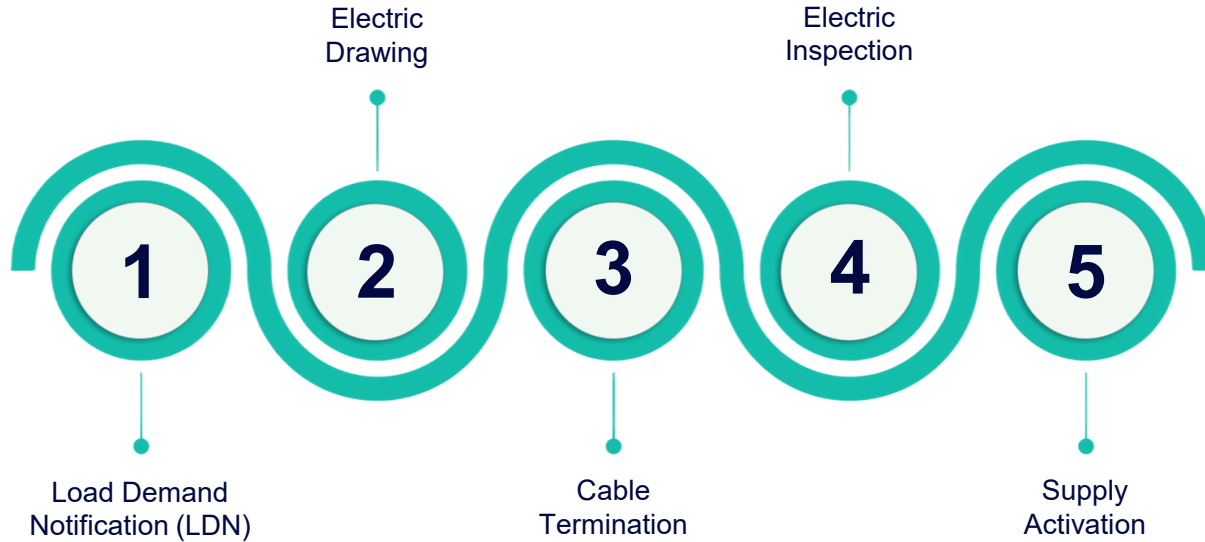
26

Calendar Days



1.1 POWER CONNECTION

The steps of the power connection service:



1.2

WATER CONNECTION

POWERING COMMUNITIES



1.2 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 **11 calendar days** after the connection application is initiated - following all the steps in the connection process for standard connections.

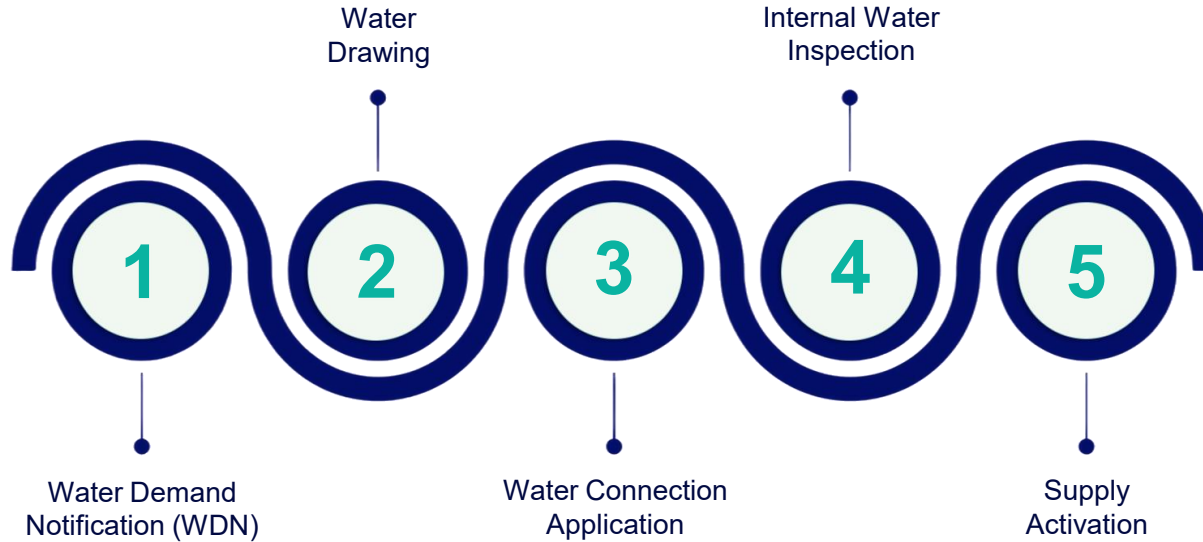
11

Calendar Days



1.2 WATER CONNECTION

The steps of the water connection service:



2.

ACCOUNT INQUIRIES



2. ACCOUNT INQUIRIES

How long should I wait for an account request to be dealt with?

If you contact us through a call, our website, mobile app and website chat, social media, or email for any questions or request for information, we must respond to you within **3 working days**.

3

Working Days



3.

ADDRESSING YOUR COMPLAINTS



3. ADDRESSING YOUR COMPLAINTS

If I place a complaint, how long does it take to resolve it?

There are 8 types of complaints. The resolution timescale depends on each one.



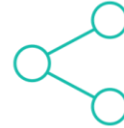
Interruption of
Service

1 Day



Quality of
Supply

5 Days



New
Connection

14 Days



Bills

14 Days



Procedures

14 Days



Employees

14 Days



Contractors

14 Days



E-Services

14 Days

4.

NOTIFYING YOU ABOUT PLANNED INTERRUPTIONS

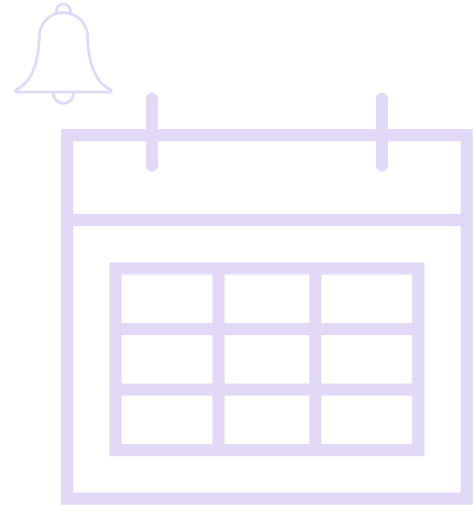


4. NOTIFYING YOU ABOUT PLANNED INTERRUPTIONS

Will I be informed in advance if my water or power is going to be shut off?

We care about keeping you updated and well informed. That's why when a planned interruption of power supply is required, you will be given **at least 2 calendars days'** notice in writing (SMS and email).

When a planned interruption of water supply that exceeds **6 hours** per planned interruption is required, you will be given **at least 2 calendar days'** notice in writing (SMS and email).



4. NOTIFYING YOU ABOUT PLANNED INTERRUPTIONS

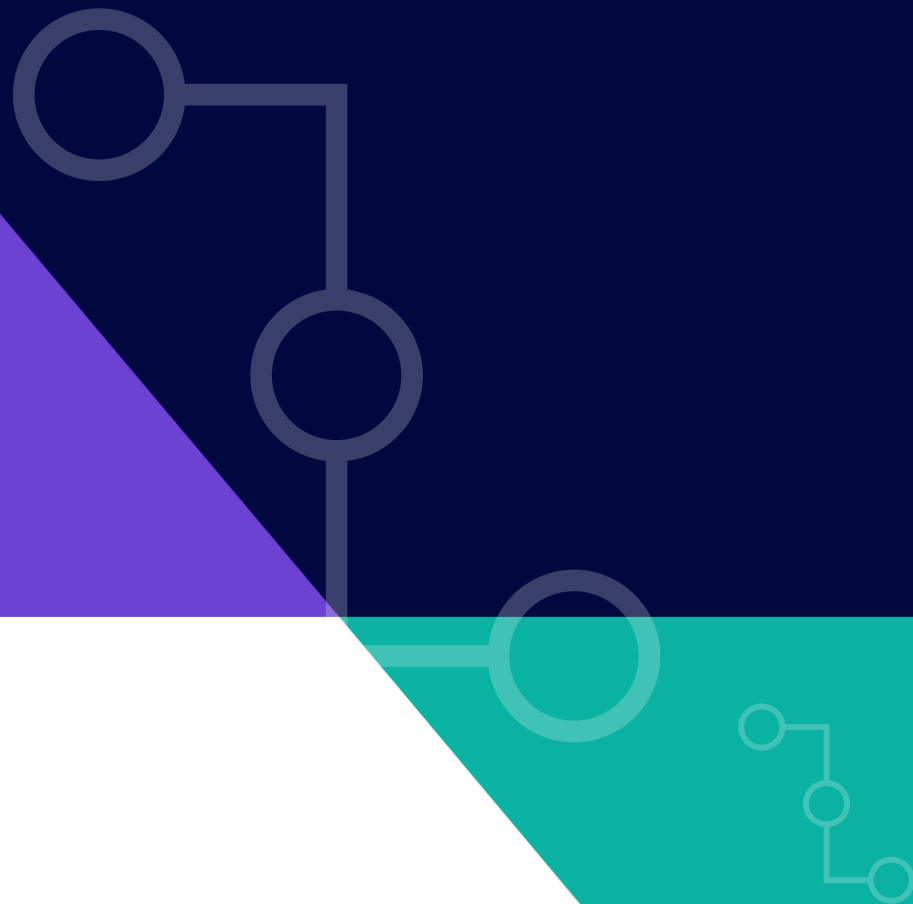
Important Note:

If you are 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 are registered, we will make every effort to see that your supply isn't disconnected unnecessarily. We will notify you in advance of planned outages for maintenance work and provide backup power.

	Requirements:	Case ID or Account ID		
	Channels:	 Contact Centre	 TAQA Distribution Branches	 TAQA Distribution Website

5.

RECONNECTION AFTER PAYMENT



5. RECONNECTION AFTER PAYMENT

My service has been disconnected because I did not pay my bill. What should I do?

If your service has been disconnected for not paying your bill, and you have now paid the outstanding amount or agreed on a payment plan to clear the debt, and met any other reasonable conditions that were imposed, we will reconnect the supply within **3 hours**.

If the payment is made after **12:30 PM**, then the measure shall be taken from **7:30 AM** the next day, even if the next day is a weekend or a public holiday.



6.

REPLACEMENT OF SERVICE FUSE



6. REPLACEMENT OF SERVICE FUSE

My power went off. I called the emergency number and was told that it was because of a service fuse failure. How quickly can this issue be resolved?

If the power supply is interrupted (unplanned interruption) and the cause is due to service fuse failure, we must attend the site within **6 hours** following the supply failure notification to replace or reinstate the service fuse.



7.

RESTORING SUPPLY

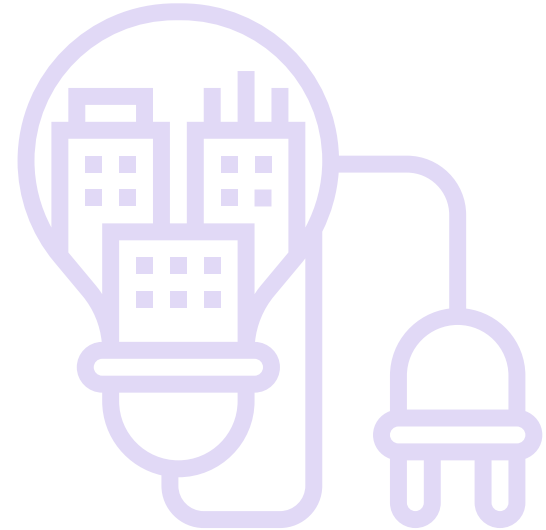
POWERING COMMUNITIES



7. RESTORING SUPPLY

How long does it take to restore the water and power supply?

If there is a fault on our power or water distribution system (unplanned interruption), the supply must be restored within **12 hours** for power and **24 hours** for water from when the company was (or should have been aware) of the fault.



8.

WATER QUALITY

POWERING COMMUNITIES



8. WATER QUALITY

What do I do if the water being supplied to my house is of poor quality?

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

We must report back to you within **24 hours** through email, SMS or our contact centre for any water quality issue related to physical parameters, such as colour, smell, taste, hardness, turbidity, pH, chlorine and so on.

If the issue is related to other water quality parameters, tests should be carried out within **5 working days** or sooner and reported to you.



9.

METER READING (RESIDENTIAL)



9. METER READING (RESIDENTIAL)

What do I do if my reading does not occur every month?

As a residential customer, your meter should be read monthly whether by actual reading or estimated reading.

We must collect actual reading at least once every **2 months**. We can provide an estimated read for a single month, but **not 2 consecutive months**.



9. METER READING (RESIDENTIAL)

What do I do if my reading does not occur every month?

Important Note:

Regular meter reading ensures that you are informed about your actual usage in a timely manner

	Requirements:	Case ID or Account ID		
	Channels:	 Contact Centre	 TAQA Distribution Branches	 TAQA Distribution Website



THANK YOU



@taqadistribution



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