



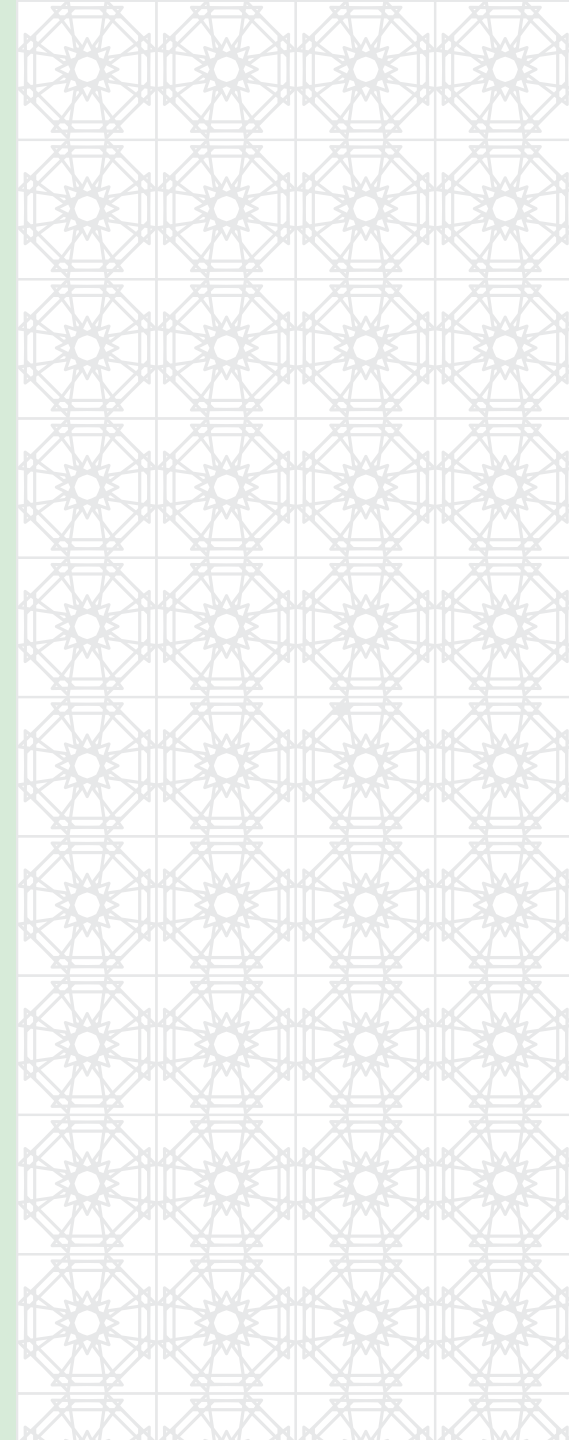
شركة أبوظبي للتوزيع  
Abu Dhabi Distribution Co.

# GUIDE TO GUARANTEED SERVICE STANDARDS

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Contact Centre **8002332**  
Email **Contactcentre@addc.ae**  
Website **www.addc.ae**

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



## WHAT ARE OUR GUARANTEED SERVICE STANDARDS?

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Your experience and satisfaction are our top priority. That's why, at ADDC, we've 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'd like you to share your concerns with us, so we can investigate and take responsibility as per the case to guarantee your continuous satisfaction.

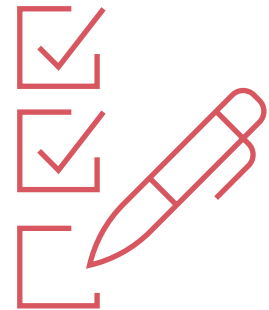


## **ADDC RESPONSIBILITIES TO MEET THE STANDARDS:**

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- Your electricity must be connected within 30 working days and your water within 13 working 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.
- We will respond to your queries within 3 working days from the date you've registered your inquiry.
- We will respond to your complaints within the agreed timelines for the 8 categories of complaints stipulated in the Customer Complaint Handling Procedures.
- We will restore your electricity within 6 hours from the time you've notified us - if one of our own fuses fail.
- If your service needs to be interrupted for a technical reason, we will notify you at least 2 days before the interruption.

- We will reconnect your service within 3 hours of the outstanding amount being settled. If the payment is made after 9 pm and there are less than 3 hours left in the current calendar day, then the measure shall be taken from 7 am the next day, even if the next day is a weekend or a public holiday.
- We will restore your supply within 12 hours for electricity and 24 hours for water from when we are (or should reasonably have been) aware of the fault.
- 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.
- 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 always 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've responded, you can then contact the Department of Energy:



دائرة الطاقة  
DEPARTMENT OF ENERGY

### Department of Energy (DOE)

Email: [customercare@doe.gov.ae](mailto:customercare@doe.gov.ae)

Website: [www.doe.gov.ae](http://www.doe.gov.ae)

## DEFINITIONS AND TERMINOLOGIES

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### DOE

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

### 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 and so on.



## **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.

## **Non-Domestic Customer**

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

## **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 centers, any center for the disabled, elderly or chronically sick, supply-sensitive government agencies and palaces.

## **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).

## **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.

## **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).



## **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.

## **Non-Standard Connection**

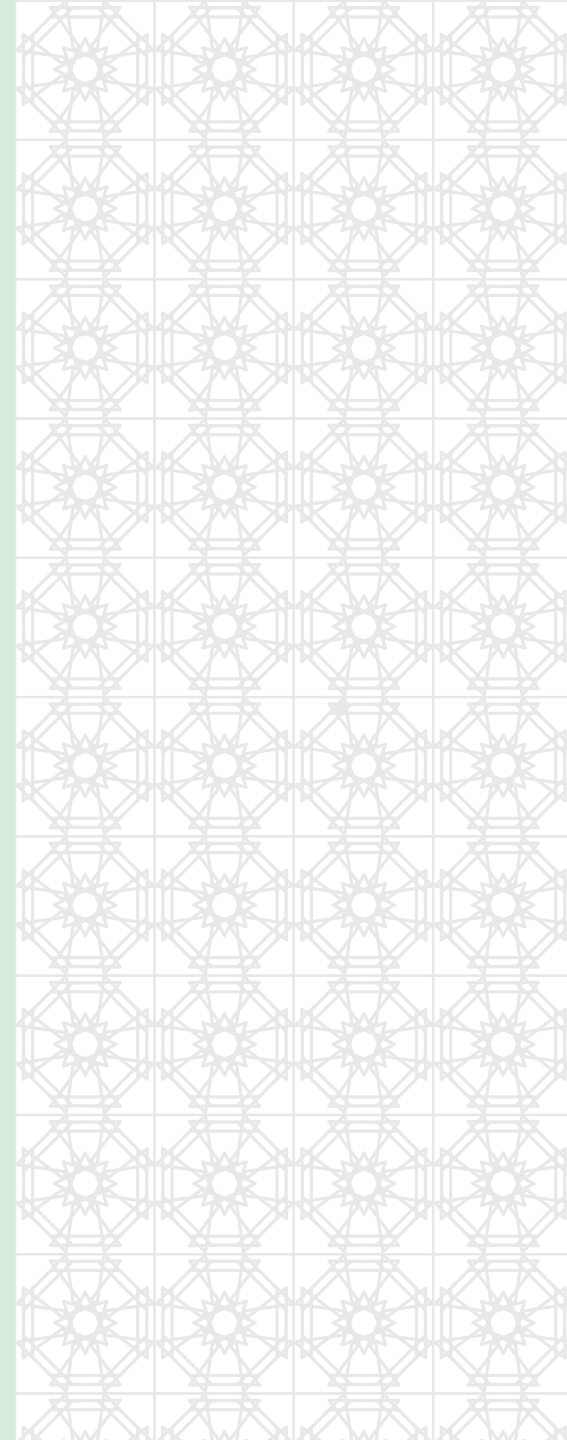
Any other connection not included in the standard connection definition above.

## **Remote Areas**

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

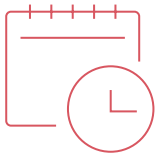
# 1.1 ELECTRICITY CONNECTION

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## 1.1 ELECTRICITY CONNECTION

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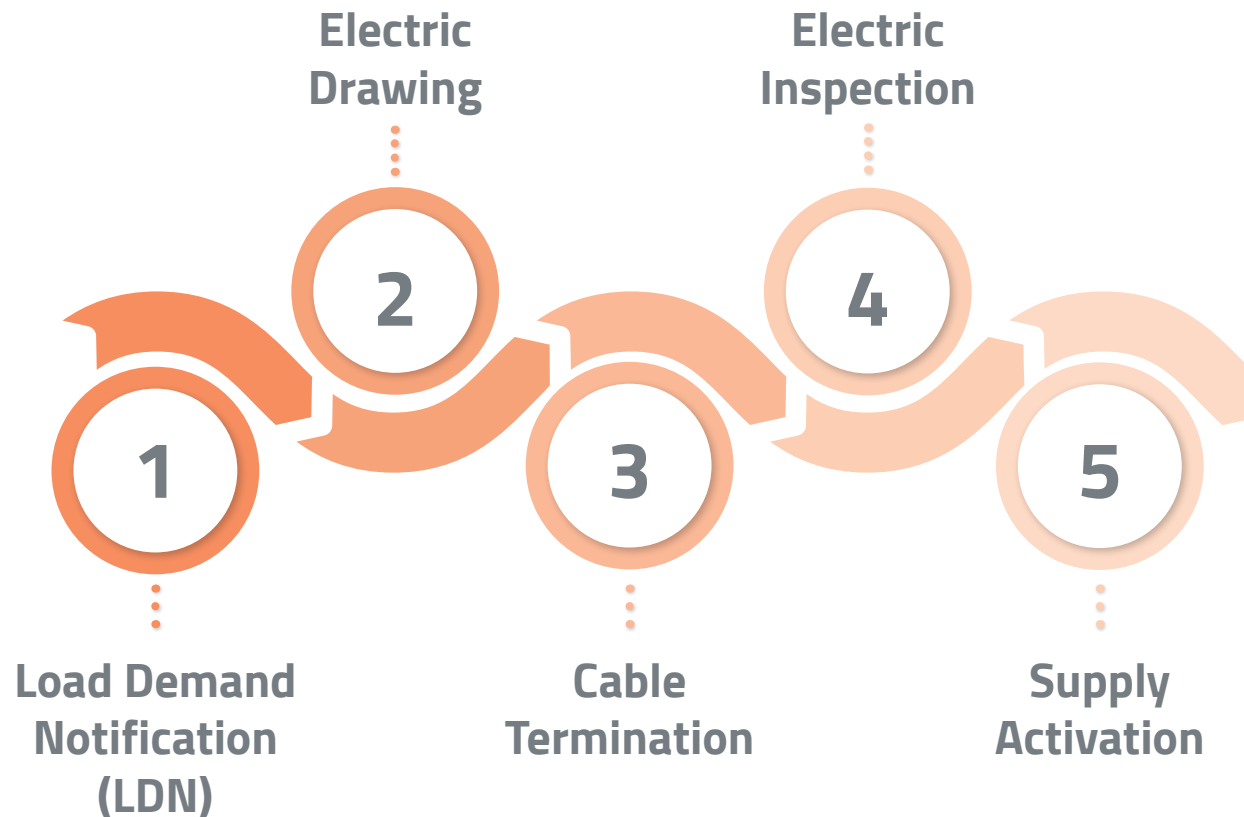
### **How long should it take to get my new electricity service line connected?**

If you request an electricity connection to an existing network of a new, additional, or altered service, this will be provided within 30 working days after the connection application is initiated - following all the steps in the connection process for standard connections.



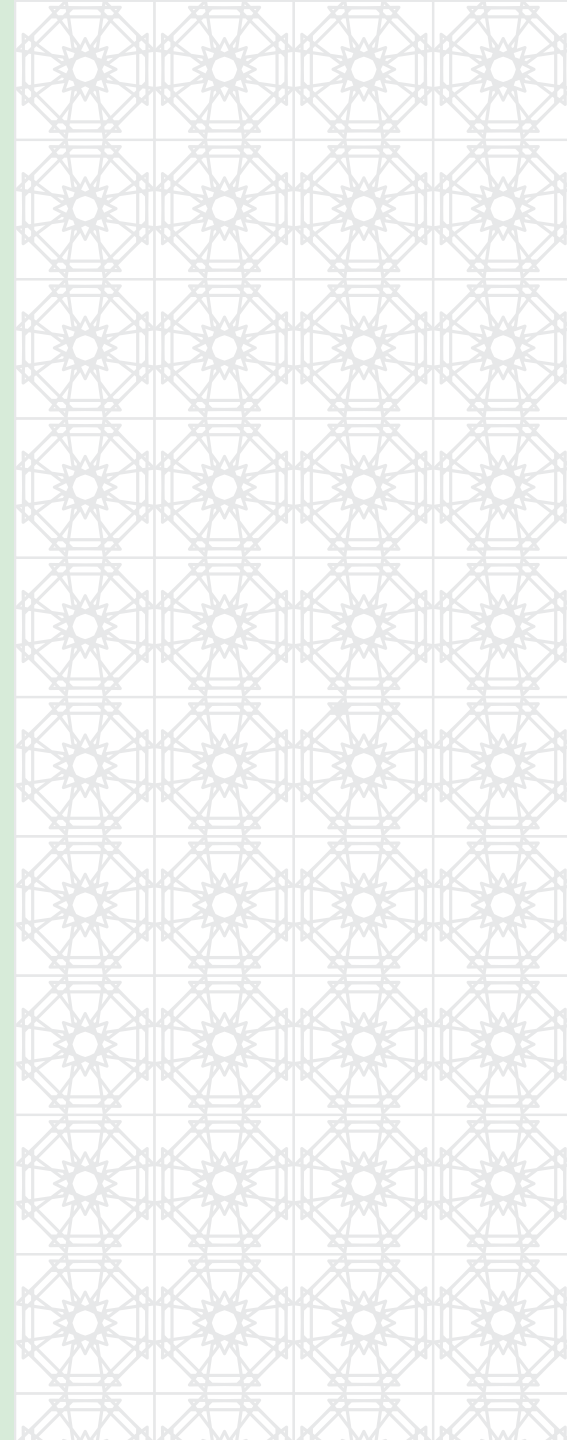
## 1.1 ELECTRICITY CONNECTION

The steps of the electricity connection service:



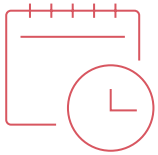
## 1.2 WATER CONNECTION

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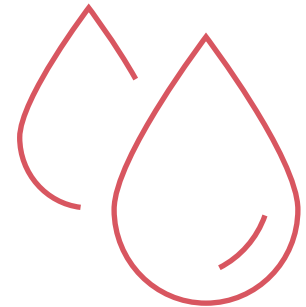
## 1.2 WATER CONNECTION

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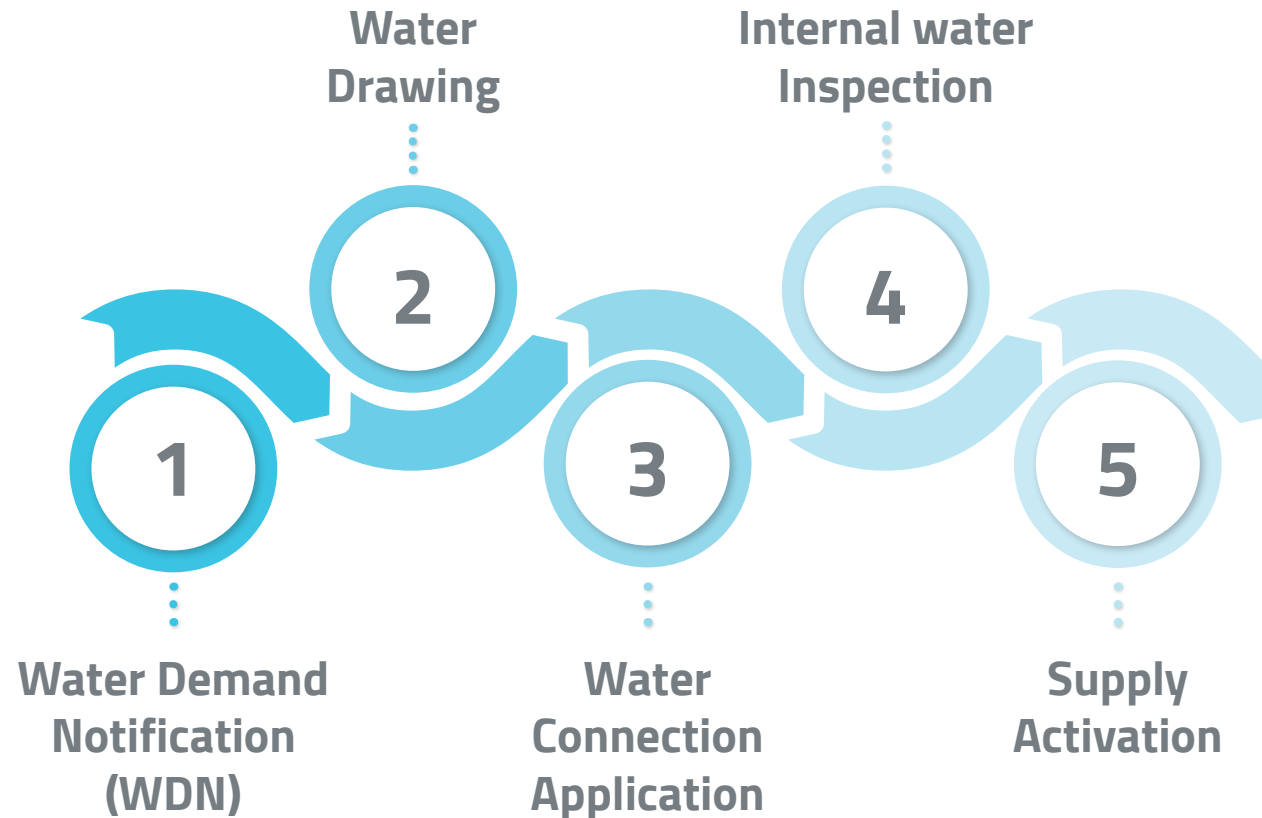
### How long should it take to get my new water service line connected?

If you request a water connection to an existing network of a new, additional or altered service, this will be provided within 13 working days when the connection application is initiated -following all the steps in the connection process for the standard connections.



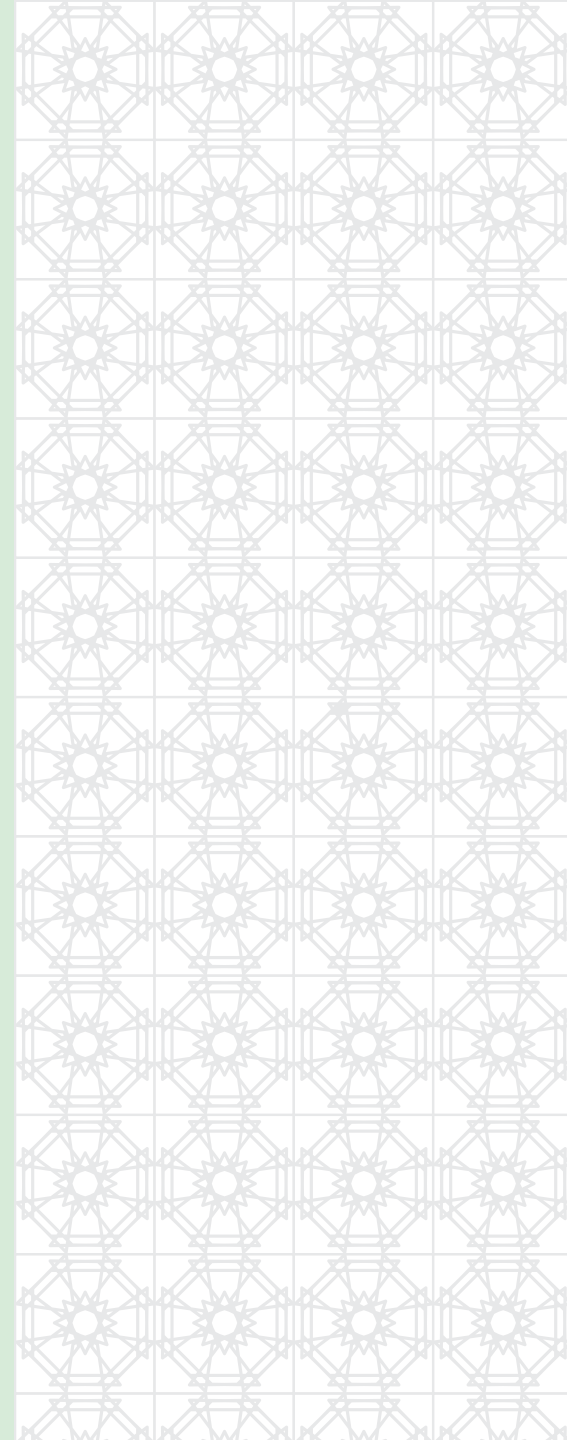
## 1.2 WATER CONNECTION

The steps of the water connection service:



## 2. ACCOUNT INQUIRIES

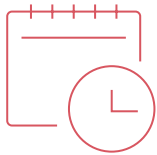
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## 2. ACCOUNT INQUIRIES

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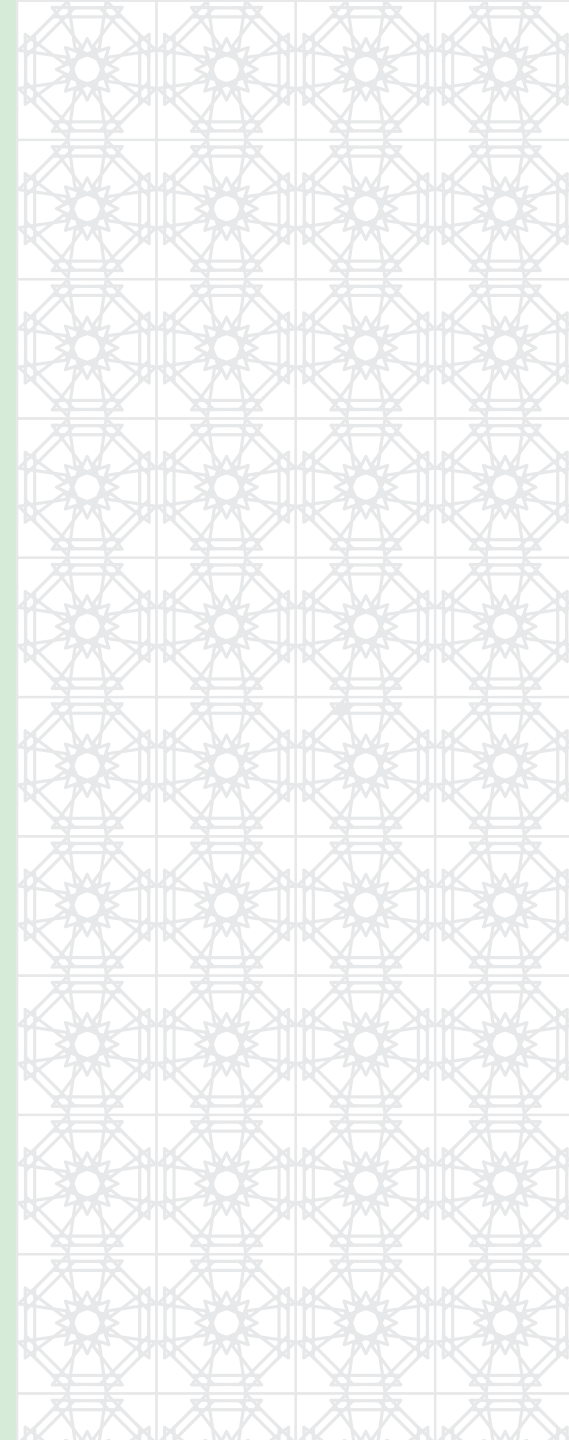


### **How long should I wait for an account request to be dealt with?**

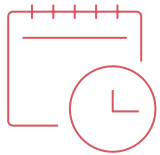
If you contact us through a call, chat, email or our website for any questions or request for information, we must respond to you within 3 working days.

# **3. ADDRESSING YOUR COMPLAINTS**

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## 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.

### Main Complaint Categories



**Interruption  
of service**



**Quality of  
supply**



**New  
connection**



**Bills**



**Procedures**



**Employees**



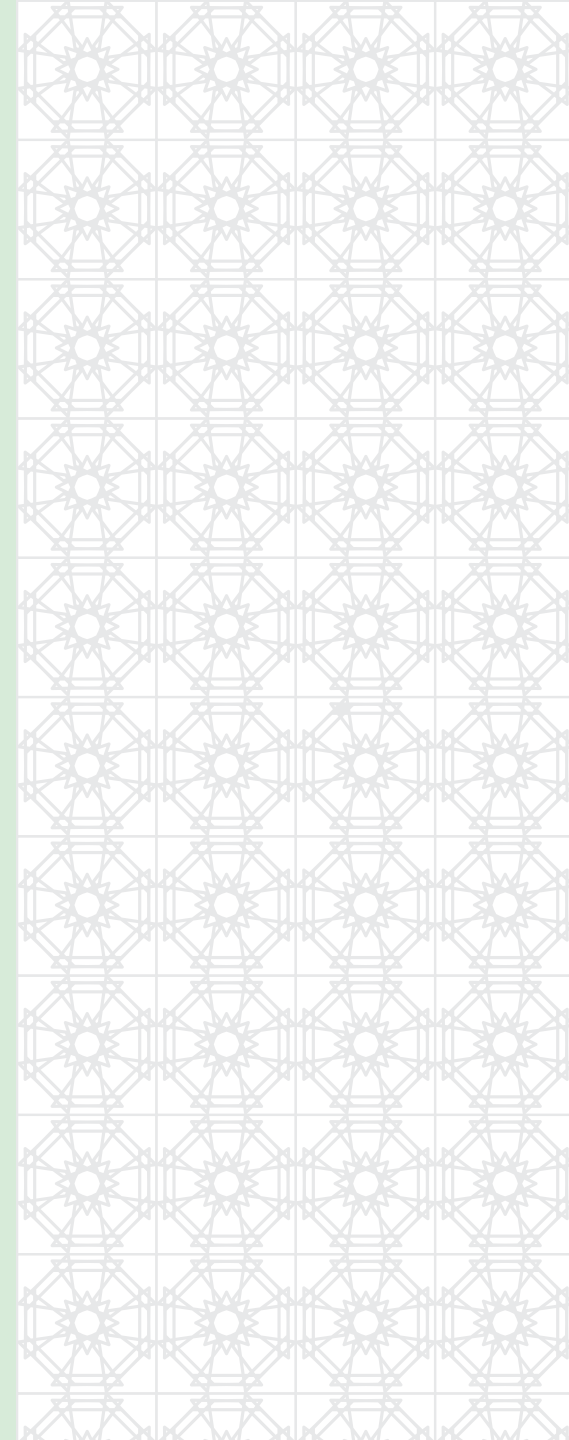
**Contractors**



**E-Services**

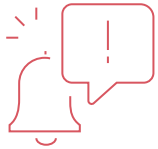
# **4. NOTIFYING YOU ABOUT PLANNED INTERRUPTIONS**

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

We care about keeping you updated and well informed. That's why when a planned interruption of electricity supply is required, you will be given at least 2 calendar 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'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**



Channels:



**Contact Center**



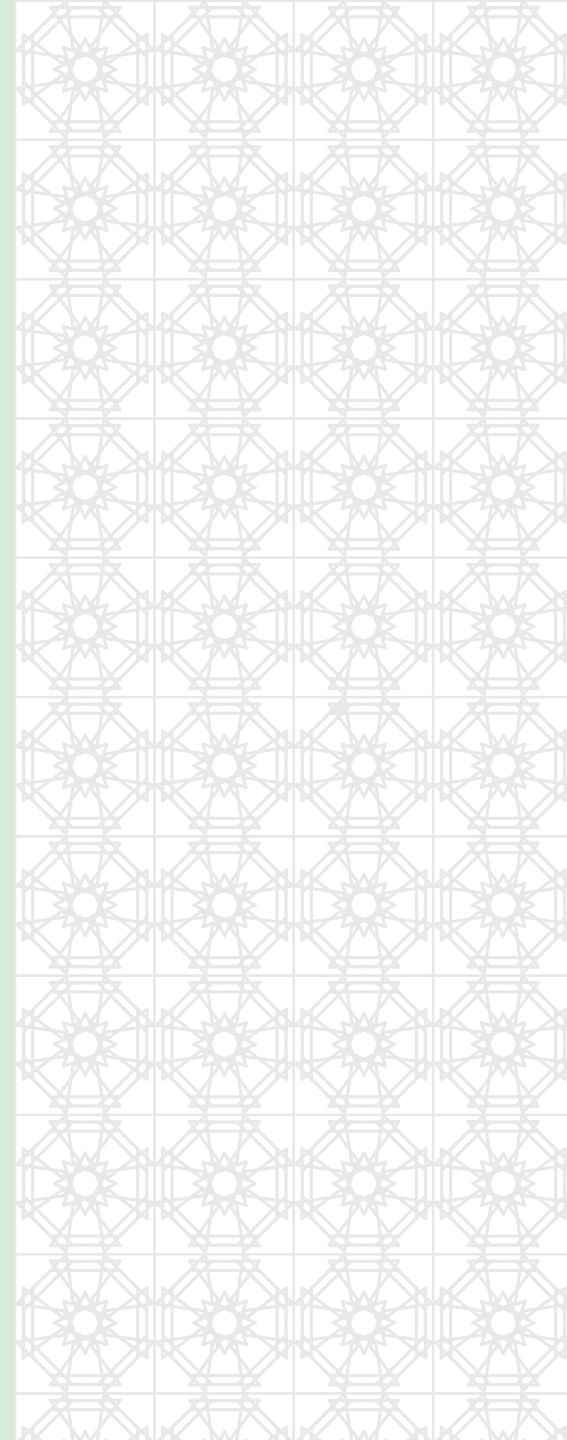
**ADDC Branches**



**ADDC Website**

# 5. RECONNECTION AFTER PAYMENT

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## 5. RECONNECTION AFTER PAYMENT

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### **I have been cut off because I did not pay my bill. What should I do?**

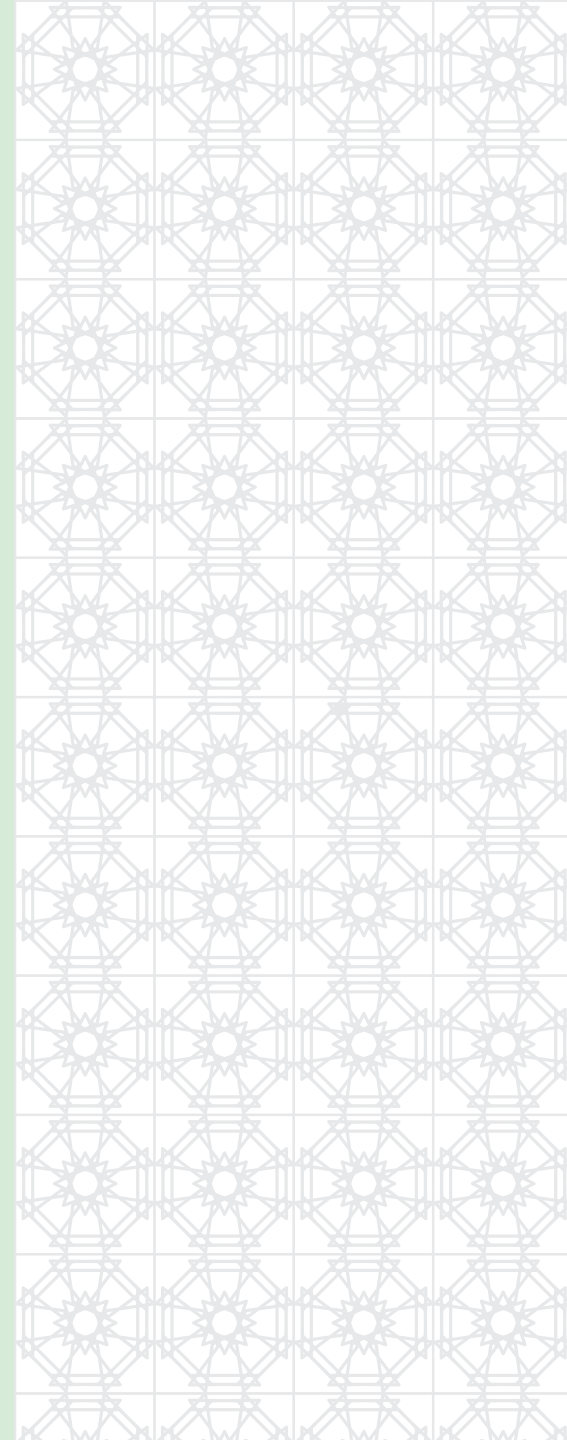
If you have been disconnected for not paying your bill, and have now paid the outstanding account or agreed on a payment plan to clear the debt, and met any other reasonable conditions that were imposed, we will reconnect the supply within 3 hours.

If the payment is made after 9 pm and there are less than 3 hours left in the current calendar day, then the measure shall be taken from 7 am the next day, even if the next day is a weekend or a public holiday.



## **6. REPLACEMENT OF SERVICE FUSE**

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## 6. REPLACEMENT OF SERVICE FUSE

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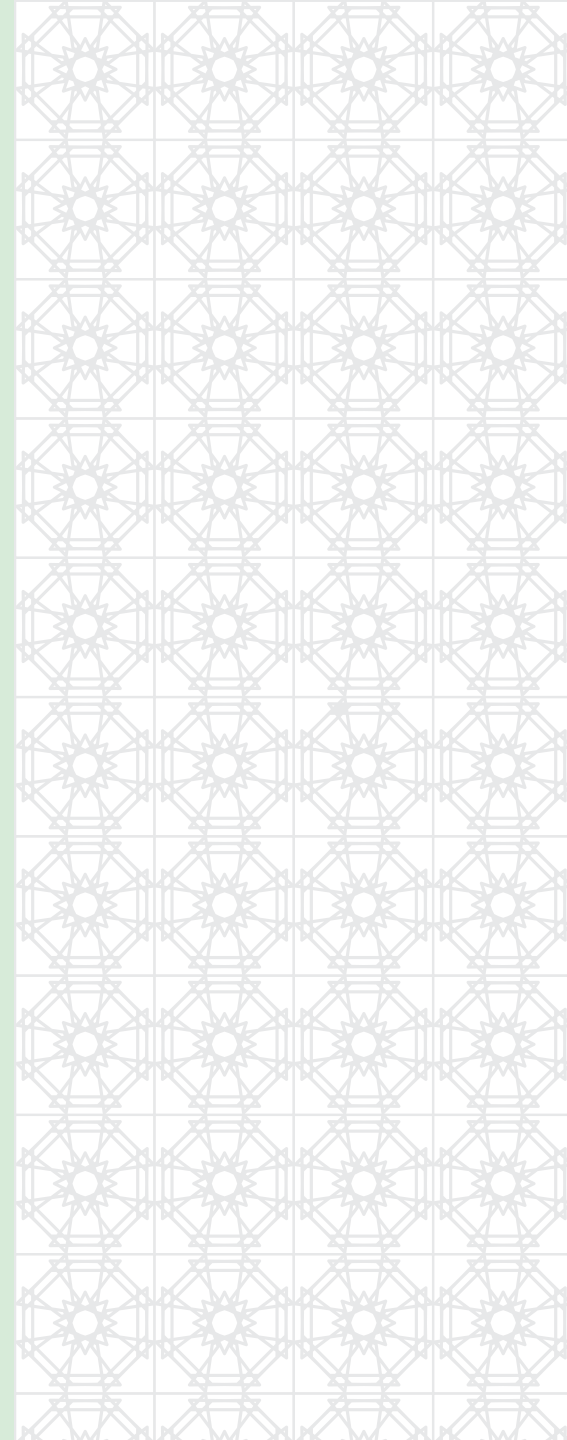


**My electricity went off. I called the emergency number and was told that it was because of a service fuse failure. How quickly can this issue be resolved?**

If the electricity 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.

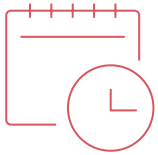
# 7. RESTORING SUPPLY

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## 7. RESTORING SUPPLY

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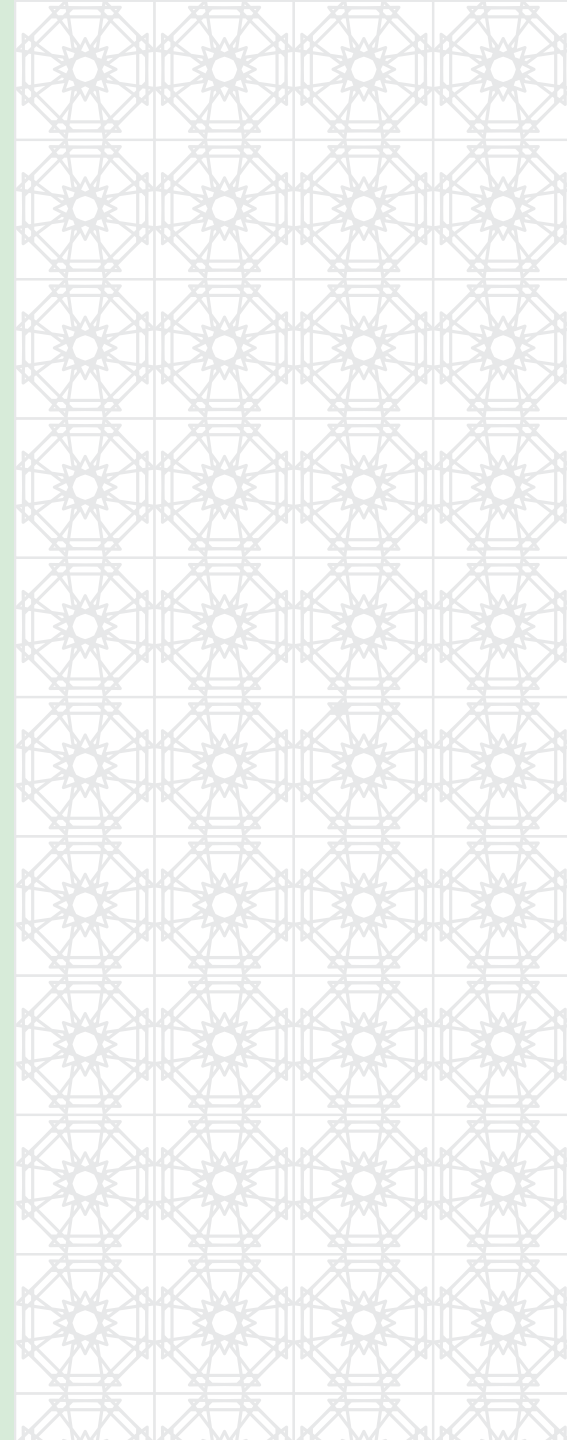


### How long does it take to restore the water and electricity supply?

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

# 8. WATER QUALITY

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## 8. WATER QUALITY

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

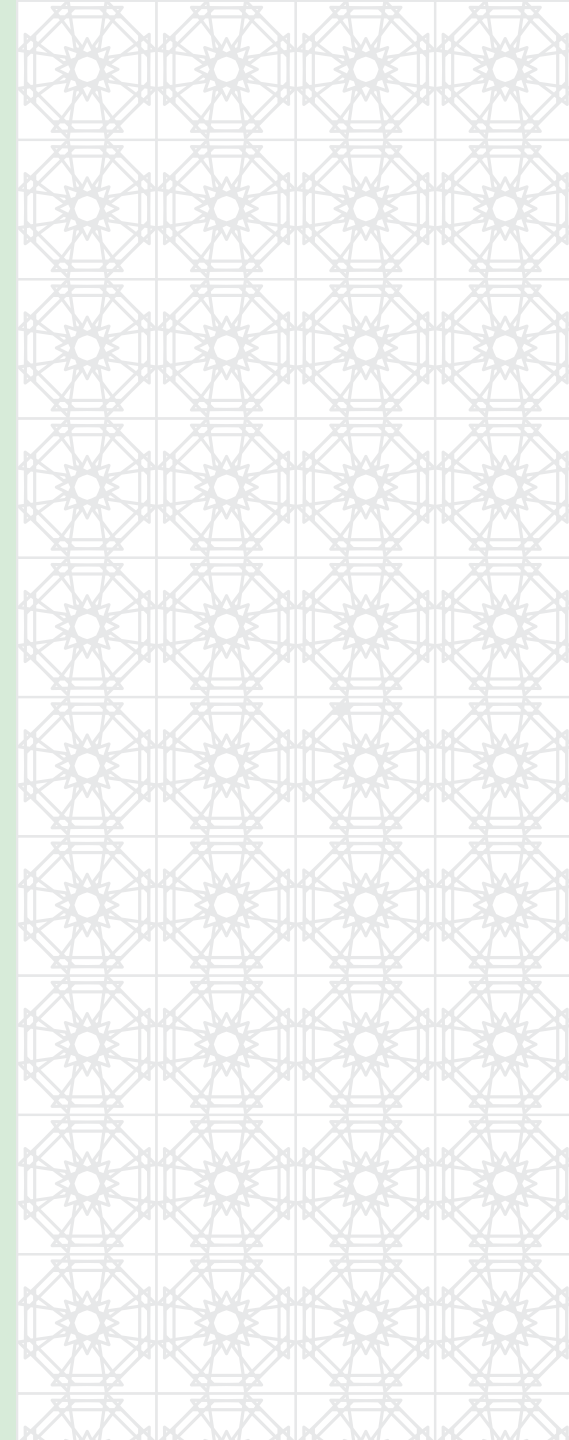
If you complain about the poor water quality at the point of network entry into your premises, then the investigation inspector should make a site visit and carry out tests.

We must report back to you within 24 hours through email, SMS or our Contact Center 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.

# 9. METER READING (RESIDENTIAL)

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## 9. METER READING (RESIDENTIAL)

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### **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)



### 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 Center**



**ADDG Branches**



**ADDG Website**



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# Thank You



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