

دليل العملاء CUSTOMER GUIDE



شركة العين للتوزيع
Al Ain Distribution Company

CONTACT US

Customer Service Branches

Branches	Working hours	Cashier closing time	Contact No.
Main office	7 AM - 3 PM	2 PM	03/7636000
Al Souq	7 AM - 8:30 PM	8 PM	03/7666588
Industrial Area	7 AM - 3 PM	2 PM	03/7211765
Al Hayar	7 AM - 3 PM	1:30 PM	03/7322377
Al Saad	7 AM - 3 PM	1:30 PM	03/7826655
Al Wagan	7 AM - 3 PM	2 PM	03/7352525
Technical Counter	7 AM - 3 PM	2 PM	03/7082408
Mezyad	7:30 AM - 3 PM	2:30 PM	03/7842370
Municipality	8 AM - 3 PM	2 PM	03/7084670
Al Maqam Branch	8 AM - 3 PM	2 PM	03/7684841
Suwiehan Branch	8 AM - 3 PM	1 PM	03/7085156

Emergency External Branches

Power Emergency	Contact No.	Water Emergency	Contact No.
Al Hayer	03/7321397	Al Saad	03/7827981
Swehan	03/7347348	Mezyad	03/7822099
Al Yahar	03/7826343	Al Khaznah	02/5661755
Al Khaznah	02/5661079		

Pump Stations

SR.	Holidays	Working hours	Contact No.	Pump Station
1	None	24 hours	050/6233808	Neama-Qreyeh
2	Friday	7 AM-6 PM	03/7821983	Mezyad
3	Friday	6 AM-6 PM	050/6667565	Malaqet
4	Friday	6 AM-6 PM	03/7815122	Al Saad
5	Friday	6 AM-2 PM	050/6664324	Al Khaznah
6	Friday	6 AM-6 PM	03/7351388	Al Waqan
7	Friday	6 AM-2 PM	03/7356301	Al Quoa
8	Friday	6 AM-2 PM	None	Umm Al Zumoul
9	Friday	6 AM-6 PM	050/6631414	Maqam
10	Friday	6 AM-2 PM	050/6533347	Nahel
11	Friday	6 AM-2 PM	050/1120535	Suwiehan

Toll Free: 8009008

Contact Center

Fax: +971 3 7629949

P.O. Box: 1065

E-mail: customercare@aadc.ae

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AADC Managing Director's Statement

Dear Clients,

Welcome and thank you for reading the AADC's customer service guide. We have the pleasure to put this guide in your hands to assist and help you to closely know what are the offered services by the Customer service Directorate and the information related to the services in an accurate and clear manner.

The guide consists of three chapters starting with the first chapter which explains services and its procedures. Chapter two shows important information related to bills, payment methods our services prices and the outside branches of the company. Chapter three describes our commitment towards our customers to provide directive information in order to save energy & water resources as well as information regarding safety.

We pray and ask our lord (Allah) to bless and guide us in providing you with the best and reliable services that may get your satisfaction and we shall continue to do our utmost effort in providing such services with great reliability & efficiency. We are proud of reaching you. We are looking forward to serving you.

Saeed Saif Bin Naif AL Ameri
Chairman and Managing Director
Al-Ain Distribution Company

CHAPTER ONE

Services Procedures

POWER SERVICES

New Power Connection Application	
1	
Service description:	Connecting electricity for new premise.
Process description:	Submission of the required documents for connection of electricity service. Obtaining an appointment for inspection. Completion of site inspection and approval from concerned parties. Approval of electricity schemes/drawings. Notifying client of required fees. Connect electricity.
Fees:	Cost verified based on load, cable size and length after completion of all required procedures.
Service access:	Service inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for service: Technical Counter Branch: 03/7082408 Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch and Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	An average of 30 days if connection is from the existing network and after getting the required approvals.

Required Documents	Documents / Type								
	Residential	Governmental	Mosques	Farms/Wells	Estate (camel yards)	Temporary	Exhibitions	Weddings	Condolences
Letter From Al-Ain Municipality	•				•	•			
Site Plan	•		•	•		•			
Copy of Owner's ID	•		•	•	•		•	•	•
Letter from Establishment/Company/Authority		•				•	•	•	•
Copy of Trade License						•			
Letter from Islamic Affairs Authority						•			
Copy of Construction Permission			•						
Copy of Authorized Signatures						•			

Application for Electricity Reinforcement	
2	
Service description:	Boosting of electricity service due to additional loads, for example: expansion of premises
Process description:	Submission of required documents for electricity reinforcement. Obtaining an appointment for inspection. Completion of site inspection & approval from concerned parties. Notifying client of required fees. Commencing of electricity boosting work.
Fees:	Cost verified based on load, cable size & length after completion of all the required procedures
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 & Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	An average of 30 days if connection is from the existing network and after getting the required approvals working days

Required Documents					
	Residential	Governmental	Mosques	Farms/Wells	Estate (camel yards)
Documents / Kinds					
Letter from Al Ain Municipality	•				
Copy of the Owner's ID	•		•	•	•
Site Plan	•		•	•	•
Letter from Corporation / Company / Authority		•	•		

Application for Cable or Meter Shifting	
3	
Service description:	Transfer of electricity line or meter within the premises due to maintenance or construction.
Process description:	Submission of required documents for shifting the cable or meter within the premises. Obtaining an appointment for inspection. Completion of site inspection and approval from concerned parties. Notifying client of the required fees. Commencing of work on transferring the cable or meter within the premises.
Fees:	Cost verified based on cable size & length (if changed) after completion of all the required procedures
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 & Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	5 Working Days

Required Documents				
	Residential	Governmental	Mosques	Commercial
Documents / Kinds				
Letter from Al Ain Municipality	•			
Copy of Owner's ID	•		•	•
Site Plan	•	•	•	•
Letter from Corporation / Company / Authority		•	•	
Copy of Trade License	•	•		•
Account / Subscription / Meter numbers				•



Application for Diversion of Cable Routes

4	
Service description:	Transfer of the route of electricity lines after applying for clearance and receiving the non-clear certificate. Service can be provided to empty plots prior to construction.
Process description:	Submitting application for cable lines diversion. Obtaining an appointment for inspection. Completion of site inspection & approval from concerned parties. Notifying client of required fees. Commencing of work on transfer of the route for electricity lines.
Fees:	Cost verified based on cables and equipments to be diverted with supervision charges
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 & Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	5 working days

Required Documents

Copy of site plan
Site inspection report

Application for Removal of Permanent/Temporary Electricity Connection

5	
Service description:	Elimination of electricity service (Permanent: because of demolition of existing premises, Temporary: New premises construction project).
Process description:	<ul style="list-style-type: none"> • Open an application at technical counter or external branches. • Commencing of work on elimination of electricity. • Obtaining the final clearance.
Fees:	No fees required. Payment of accrued consumption before applying for the service. Cost verified based on cable size & length (if changed) after completion of all the required procedures.
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days a week Applying for Service: Technical Counter Branch: 03/7082408 Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	30 days because of the transferring of materials and obtaining the required approvals from the concerned parties.

Required Documents

Connection Type	Permanent				Temporary
	Residential	Governmental	Mosques	Commercial	
Documents / Kinds					
Letter from Al Ain Municipality / Company	•	•	•	•	•
Copy of owner's ID	•		•	•	
Copy of building license	•	•	•	•	•
Site plan	•	•	•	•	•
Copy of attested signature				•	•
Meter / account or subscription number	•	•		•	•
Copy of trade license				•	

Application for Electricity Site Clearance

6	
Service description:	Assurance of construction site is cleared from electricity services Open an application at technical counter or external branches.
Process description:	Submission of required documents for electricity site clearance. Obtaining an appointment for inspection. Payment of fees. Verifying and approval on the drawings. Site visit Delivery of approval to client.
Fees:	AED 100
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Municipality Branch (Directorate of Municipality Affairs/Al-Ain) Telephone No. 03/7084670
Working hours:	During official working hours (8AM – 3 PM) from Sunday to Thursday
Service duration:	5 working days

Required Documents

Letter from Al-Ain Municipality
3 copies of the site plan

Approval on Electrical Drawings

7	
Service description:	Approval on premise's internal wirings expansion, internal cable routes & electrical room
Process description:	Submission of application with the required documents. Payment of fees. Review of drawings & approving on them. Handing over the approval.
Fees:	AED 250-500 based on load
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	5 working days

Required Documents

Copies of electrical plans. Official Letter from the electrical work contractor for approval of plans



Application for Adding Meter

Application for Adding Meter	
8	
Service description:	Adding 1 meter or more for the premise without increasing on the current load.
Process description:	Submission of the application with the required documents for adding meter. Obtaining an appointment for inspection. Completing of the inspection process and endorsement by the concerned parties. Notifying the client of the required fees. Commencing of adding meter by the AADC.
Fees:	AED 300 installation fees + meter cost
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days a week Applying for Service: Technical Counter Branch: 03/7082408 Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	From 7 am till 3 pm
Service duration:	5 working days

Required Documents

Letter from Al-Ain Municipality (Note: Camel yards, farms and wells are not required)
Copies of the owner's ID.
Site plan



WATER SERVICES

Application for New Water Connection	
1	
Service description:	Linkage of premises with the water connection/connection of water service for new premises
Process description:	Submission of application with required documents for water connection. Obtaining an appointment for inspection. Completion of inspection & approving plans from concerned department. Notifying the client to pay the required fees. Commencing work on water line connection.
Special conditions:	Electricity service must be connected before water connection. Water connection size varied based on family members
Fees:	Unspecified. Cost of water connection verified based on connection size & length of line after completing all the procedures
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	45 working days

Required Documents	Premises	Commercial	Governmental	Temporary sites
Letter from corporation / company / authority		•	•	•
Copy of the owner's nationality	•			
House Maid's Visa Copy (If exists)	•			
Copy of the site plan	•	•		•
Copy of the trade license		•		•
Approval for tank location	•	•		•
Account No.	•	•		•

• Bring copy of site plan, power of attorney and account and subscription number for connecting of governmental water.

Application for Transfer of Water Connection Line	
2	
Service description:	Transfer of water connection line within the premises (service available for empty plots prior to the construction).
Process description:	Submission of application for water connection line transfer with required documents. Obtaining an appointment for inspection. Completion of inspection & approval from the concerned parties. Informing client for payment of fees. Commencing of water line transfer.
Fees:	Unspecified. Required fees verified after site inspection.
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 & Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	5 working days

Required Documents
Site plan Site clearance certificate

Application for Removing of Permanent/Temporary Water Connection	
3	
Service description:	Disconnection of water service (Permanent: due to demolishing of the existing premises, Temporary: new premises construction project).
Process description:	Submission of application for water connection line disconnection with required documents. Obtaining appointment for inspection. Completion of inspection & approval from concerned department. Informing client for payment of fees. Commencing on work to disconnect meter & water connection.
Fees:	Free service, consumption must be paid
Service access:	AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Technical Counter Branch: 03/7082408 Al Saad Branch: 03/7826655 Al Hayer Branch: 03/7322377 Al Wagan Branch: 03/7352525
Working hours:	Technical counter branch, Al Saad branch, Al Hayer branch & Al Wagan branch during official working hours (7AM – 3 PM) from Sunday to Thursday
Service duration:	5 Working Days

Required Documents				
Connection Type	Permanent			Temporary
	Residential	Commercial	Governmental	
Letter from Al Ain Municipality	•			
Copy of the site plan	•	•	•	•
Copy of the trade license		•		•
Copy of the owner's ID	•	•		
Copy of construction license	•	•	•	•
Meter / account number	•	•	•	•

- Bring letter from municipality to remove commercial and government connections.
- Not necessary to bring copy of the construction license to remove the permanent connections.



Application for Approval on Water Reservoir Location	
4	
Service description:	Approval on water reservoir location & specification prior starting constructing of the premises.
Process description:	Submission of application with the required documents. Payment of fees. Review of plans & approving them. Delivery of approval to client.
Fees:	AED 250 for daily use of less than or equal to 5000 GL and 500 DH for daily use for more than 5000 GL.
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Municipality Branch (Directorate of Municipality Affairs/Al-Ain) Telephone No. 03/7084670
Working hours:	During official working hours (8 AM – 4 PM) from Sunday to Thursday
Service duration:	5 working days

Required Documents Letter from Al-Ain Municipality.
2 copies of the reservoir location plan.

Application for Water Site Clearance	
5	
Service description:	Assurance of construction site cleared from water services.
Process description:	Submission of application with required documents. Payment of required fees. Review of plans & approving them. Commencing of site visit. Delivery of approval to client.
Fees:	AED 100
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Municipality Branch (Directorate of Municipality Affairs/Al-Ain) Telephone No. 03/7084670
Working hours:	During official working hours (7 AM – 3 PM) from Sunday to Thursday
Service duration:	5 working days

Required Documents Letter from Al-Ain Municipality.
2 copies of the site plan.



Application for Water Tanker Check-Up	
6	
Service description:	Check-up of water tanker for safety, storage size & compliance with the health specifications
Process description:	Payment of check-up fees at customer service branches accordingly bill issued. Lab check-up of water tanker.
Special conditions:	Water tanker must be permitted and fit for delivery of drinking water.
Fees:	AED 410
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main branch 03/7636000 or any external branches
Working hours:	Main branch & external branches during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	Immediately

Required Documents Approval of water tankers section.
Copy of water tanker registration.

Water Tanker Rental Request	
7	
Service description:	Providing water tanker hiring service to locals.
Process description:	Submission of application at the main branch. Contacting the client informing him/her to commence the check-up of water tanker. Payment of required lab fees. Completion of workshop check-up at Neema water tanker station. Allocation of water tanker's working area. Guiding the client to sign agreement with the company. In case of client agreement & clearing all check-ups, service begins immediately.
Special conditions:	Ownership of tanker must be under applicant name Payload should comply with registered application
Fees:	AED 410
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000
Working hours:	Main Branch during official working hours (7AM – 3 PM) from Sunday to Thursday.
Service duration:	Immediately

Required Documents Application for hiring of water tanker.
Water tanker valid registration.
Copy of the owner's ID.

GENERAL SERVICES

Application for Ownership Change	
1	
Service description:	Change of ownership name of premises in case of sale, lease or court orders
Process description:	Submission of application with required documents requesting the service of changing the ownership name. Suspension of previous owner's service agreement & guiding the client payment of all dues. Activating the account of the new owner.
Special conditions:	The ownership change request takes place only in case if the letter is issued from the Municipality Department not other Departments.
Fees:	Free
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: All Customer Care Branches
Working hours:	All Customer Care Branches during official working hours (7AM – 3 PM) from Sunday to Thursday except Mezyad & the Municipality branches (8AM – 3 PM).
Service duration:	Immediately

Required Documents	Official letter from Al-Ain Municipality changing name of ownership. Account No./Subscription No./Meter No. Copy of owner's ID. Site map in name of new owner.
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New Customer Setup Request	
2	
Service description:	Entry of premises name in the billing system to assure receiving bill & continuation of service
Process description:	Submission of application with required documents of requesting change of ownership. Opening of new account for the consumer. Payment of deposit. Activating the premise service agreements concerning the premise.
Fees:	Free service. Insurance deposit (obligatory) Fee Residential AED1000 Commercial AED 2000 Industrial AED 5000 Temporary Sites AED 10,000
Service access:	AED 410
	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000 or external branches
Working hours:	All Customer Care Branches during official working hours (7AM – 3 PM) from Sunday to Thursday except Mezyad & the Municipality branches (8AM – 3 PM).
Service duration:	Immediately

Required Documents	
	Copy of the ID card (UAE Citizens). Copy of the attested tenant contract. Account No./Subscription No./Meter No. Attesting signatures (Commercial). Copy of the chamber of commerce license.

Application for transfer of Account Payee to Government or Semi Government Organizations	
3	
Service description:	Service given to client guaranteeing that a third party not client will pay AADC water/ electricity bills. Example transfer of payee on client's employer working for.
Process description:	Submission of required documents at customer service counters in any branch. Branch sends documents to Accounting Section for approval & makes the required modification to transfer the consumption on payee party & suspension of bills to client. Ownership of tanker must be under applicant name Payload should comply with registered application.
Special conditions:	Transfer of payment on Social Affairs (applicable for the UAE citizens only). Premise must be under service applicant name. In case the applicant is a tenant the following is required: Tenant contract under utilized party name. Attested tenant contract. In case of premise belonging to - in heritage - it is required to attach a copy of the inheritance settlement mentioning the beneficiary's name. Annual profile update & documents required for account holders utilising social affairs.
Fees:	Free
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000 or external branches
Working hours:	All Customer Care Branches during official working hours (7AM – 3 PM) from Sunday to Thursday except Mezyad & the Municipality branches (8AM – 3 PM).
Service duration:	Immediately

Required Documents	
	Government or semi Government organizations. Letter from concerned party approving transfer of account payment, Copy of the ID card (UAE citizens). Copy of the ID or passport copy for expatriates (valid visa). Account No./Subscription No./Meter No. Social affairs: Official letter from Social Affairs in the name of utilizing party with full details. Copy of property ownership certificate in name of utilizing party. Copy of tenant contract attested in case the premises is on rent. Copy of the ID card. Copy of the social affairs ATM bank card. Copy of the Nationality Entry.

Application for Requesting of Certificate of "To Whom IT May Concern"

4	
Service description:	Certificate issued to individuals owning accounts or not owning accounts with AADC based on customer's request.
Process description:	Application submitted for "TO WHOM IT MAY CONCERN" Certificate at any branch of customer service.
Fees:	Free
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000 or external branches
Working hours:	All Customer Care Branches during official working hours (7AM – 3 PM) from Sunday to Thursday except Mezyad & the Municipality branches (8AM – 3 PM).
Service duration:	Immediately

Required Documents

Proof of person's ID.
Letter from concerned party requesting for certificate.

Refund of Deposit Amount

5											
Service description:	Amount paid to tenant when creating new account, refundable when vacating premises										
Fees:	Free										
Special conditions:	Owner of the account has to attend personally. Authorized person must show the official authorization letter.										
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000 or external branches										
Working hours:	All Customer Care Branches during official working hours (7AM – 3 PM) from Sunday to Thursday except Mezyad & the Municipality branches (8AM – 3 PM).										
Service duration:	<table border="0"> <tr> <td>Deposit Type</td> <td>duration</td> </tr> <tr> <td>Residential</td> <td>Same day</td> </tr> <tr> <td>Commercial</td> <td>Same day</td> </tr> <tr> <td>Temporary sites for (electricity)</td> <td>20 working days</td> </tr> <tr> <td>Temporary site (water)</td> <td>20 working days</td> </tr> </table>	Deposit Type	duration	Residential	Same day	Commercial	Same day	Temporary sites for (electricity)	20 working days	Temporary site (water)	20 working days
Deposit Type	duration										
Residential	Same day										
Commercial	Same day										
Temporary sites for (electricity)	20 working days										
Temporary site (water)	20 working days										

Required Documents		The following table shows procedures & documents that are required for refunding of the deposit:	
Type	Amount	Process & procedures	Required documents
Residential Deposit	1000	Request for a final clearance Payment of invoices Deactivation of service & closing of account	Final clearance Copy of ID Insurance receipt
Commercial Deposit	2000	Request for a final clearance Payment of invoices Deactivation of service & closing of account	Final clearance Copy of trade license Copy of owner ID
Temporary sites for (electricity) Deposit	10000	Removing meter & cable from site Payment of invoices Deactivation of service & closing of account	Official insurance refund request from the company. Final clearance. Copy of trade license. Copy of attestation of signature. Filling the form related to Settlement & Legal Units. Power emergency report of removing the meter and cable.
Temporary site (water) Deposit	10000	Removing meter & water connecter from site Payment of invoices Deactivation of service & closing of account	Official insurance refund request from the company. Final clearance. Copy of trade license. Copy of attestation of signature. Filling the form related to Settlement & Legal Units. Water emergency report of removing the meter and cable.

Application for Approval of Special Sickness Cases	
6	
Service description:	Guaranteeing electricity continuance to premises where residing individual is in desperate need to use medical equipment.
Process description:	Submissions of required documents with medical condition proof. Submission of application to concerned division for obtaining approval. Transfer the account to the special needs list in case approval is given.
Special conditions:	Medical reports must be renewed on an annual basis. Account holder must be a direct relative of the patient. In case of fraud or misconduct, the service is automatically cancelled.
Fees:	Free Service
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000 or external branches
Working hours:	All Customer Care Branches during official working hours (7AM – 3 PM) from Sunday to Thursday except Mezyad & the Municipality branches (8AM – 3 PM).
Service duration:	5 working days

Required Documents Medical reports concerning the case attached in a proper manner.

SADAS for Auto Pay Service

7	
Service description:	Free service that enables the applicant to pay electricity/water bills on monthly basis, the customer is free to pay a certain amount or the full payment is deducted from his credit card automatically. This service saves time & money for our valued customers instead of queuing at counters.
Process description:	Fill in the application form once that is available at the customer service branches - except the Municipality and technical counter branches. The form will be sent to the Settlements Unit to coordinate with the concerned bank.
Special conditions:	The service is cancelled upon customer request or expiration of electronic card.
Fees:	Free
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000 or any external branch except Municipality branch & technical counter branch
Working hours:	During official working hours (7 AM – 3 PM) from Sunday to Thursday
Service duration:	After coordinating with the bank, it should be activated within the next bill cycle.

Required Documents

SADAD's Auto Pay Form.
Copy of valid electronic card validity not less than 3 months (Visa or MasterCard).
Copy of applicant's ID or National Identity card requesting the service.

Authorization of Internal Installation Contractors

8	
Service description:	Classification of internal expansion contractors & accrediting them based on efficiency
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch Telephone 03-7636000
Working hours:	Official Working hours (7 AM – 3 PM) from Sunday to Thursday
Service duration:	14 working days

Required Documents

New Application

Electrical Contracting practitioner registration form.
Municipality Valid Permit.
Abu Dhabi Chamber of Commerce & industry valid certificate.
Copies of technical staff passport with valid visas.
Certificates of technical staff & their experiences attested & approved.
Photographs of technical staff.
Copies of the previous contracting agreements (if these exist).

Application for Category Upgrade

Electrical Contracting practitioner registration form.
Municipality Valid Permit.
Abu Dhabi Chamber of Commerce & Industry Valid Certificate.
Copies of technical staff passport with valid visas.
Certificates of technical staff & their experiences attested & approved.
Photographs of each technical staff.
Copies of previous contracting agreements.
List of projects conducted by the contractor under its current category.

New Application

Electrical Contracting practitioner registration form.
Municipality Valid Permit.
Abu Dhabi Chamber of Commerce & Industry Valid Certificate.
Copies of technical staff passport with valid visas.
Certificates of technical staff & their experiences attested & approved.
Photographs of technical staff.
Copies of previous contracting agreements (if these exist).

CONDITIONS OF AUTHORIZATION

It is strongly prohibited to directly deal with any contractor or sub-contractor who conducts electrical or water works (supply of cables, installation of internal electrical extensions or any related work) including the work within customers premises either for individuals or governmental offices in the Emirate of Abu Dhabi, without prior authorized approval from ADDC/AADC.

Companies/Establishments acquiring authorization as contractor classified as follow:

Required Fees	Technical staff required	Field of work/activity	Category
AED 5000	Senior Engineer (1) Engineer (1) Assistant Engineer (1) Technician Supervisor (2) Electrician (3) Assistant Electrician (3)	Allowed to conduct installation & extension of electrical connection exceeding 1500KW	First
AED4000	Engineer (1) Technician Supervisor (1) Electrician (2) Assistant Electrician (2)	Allowed to conduct installation & extension of electrical work up to 1500KW	Second
AED3000	Engineer (1) Electrician (2) Assistant Electrician (2)	Allowed to conduct installation & extension of electrical work up to 1000KW	Third
AED2000	Engineer (1) Electrician (1) Assistant Electrician (2)	Allowed to conduct installation & extension of electrical work up to 500KW	Fourth
AED1000	Engineer (1) Electrician (1) Assistant Electrician (1)	Allowed to conduct installation & extension of electrical work up to 150KW	Fifth

TECHNICAL STAFF

Companies/Establishment acquiring contracting approval should have the following technical staff:

Senior Engineer	Bachelor Degree in Electrical Engineering from accredited university. Work Experience of at least 10 years in installing the electrical connections.
Engineer	Bachelor Degree in Electrical Engineering from accredited university. Work Experience of at least 10 years in installation of electrical connections.
Assistant Engineer	Diploma holder post high school from an approved & accredited institution. Work Experience in installation of internal electrical extension with at least 5 years experience.
Technician Supervisor	High school certificate in industrial stream from an accredited & approved institution. At least 5 years work experience in installation of electrical extension with.
Electrician	High School certificate in an industrial stream from an accredited & approved institution. Work experience of at least 3 years in the field of electrical installations & extensions.
Assistant Electrician	Work experience of at least 2 years in the field of electrical installations & extensions.

GENERAL CONDITIONS

- Any incomplete application will not be accepted.
- Contracting Permit issued from AADC valid for only one year for companies to conduct electrical work.
- Competency certificate given to companies/establishment applying for in accordance with the following procedures:
 - Fill up contracting permit application form from AADC.
 - Applicant must attach all the required documents mentioning the category required.
 - All requirements of permit application must be completed prior to review by the committee of contracting permits for applicants under process.
 - Technical staff will be interviewed by AADC committee (Date & Time of interviews will be announced and applicants informed accordingly).
 - Company granted the contracting permit after Engineer passed the interview and all the required fees for that category paid. In case of Engineer not passing the interview another request for interview can be granted.
- Contractor must abide with the AADC specifications, conditions & regulations full abidance of work health & safety measures protecting the staff.
- Referring to AADC prior to conducting any work or projects.
- All work conducted in accordance with AADC specifications & approved plans.
- Contracting companies & establishments must abide by the category permitted for.
- Contracting must refer to AADC prior to starting any additional work for the site
- Authorization cards are issued for each approved Engineer and technician to follow up matters with AADC.
- Competency certificate shall not be renewed for electrical contractors without passing the wiring regulations course conducted by an AADC-approved institute.
- Any change of technical staff by the contractor must be reported to AADC 2 weeks prior to submission of any application or request with AADC.
- Trade License/Registration Certificate/Municipality License of the contracting company/establishment must be valid.
- Contractor's technical staff must undergo exams prior to approval being granted
- Contracting party must abide by the laws & regulation of United Arab Emirates.
- Technical staff exceeding the given number will not be granted approved payment of all fees before issuance of contract approval.
- Payment of all fees before issuance of contract approval.
- Contractors with fourth and fifth categories certification will be entitled to carry out electrical works in Al Ain Region Only. Other categories will be entitled to carry out works in Abu Dhabi Emirate (including Al Ain).

- Contracting companies/establishments should abide by the following:
 - Obtaining approved work charts/plans prior & during the project.
 - Executing of all cable supplies for electrical work in accordance with issued specifications of ADDC & AADC.
 - Defining the load within permitted limits during work.
 - Assisting AADC/ADDC site inspectors during their site visit and providing all technical staff for help.
 - Final connection application must not be approved until work is completed fully.
 - Application for connection not given to clients outside the company operations area.
 - Any installation/executions must be site inspected by AADC.

Cable Joiner Certificate Issuance	
9	
Service description:	Obtaining a qualifying certificate to work as a low voltage cable joiner with the contractors who deal with AADC against certain fees.
Process description:	Apply with all required documents. Payment of fees. Examining the applicant by Operation & Maintenance Unit "Low Voltage". Notifying the applicant with the examination result. Issuing the certificate by Services Support Department (Operation & Maintenance Unit)
Special considerations	The applicant shall be examined every two years to assure his continuing practice of the profession. The certificate is owned by the examined (qualified) joiner which entitles him to work at any company he is transferred to unless this doesn't contradict with the working policy in the UAE.
Fees:	First Issue: Dh 1000 Re-issue of certificate: Dh 500
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch (03-7636000) Technical counter (03-7081408)
Working hours:	Main counter or technical counter during official working hours (7am – 3 pm) from Sunday to Thursday
Service duration:	7 working days

Required Documents

Copy of the applicant's passport.
To Whom It May Concern Letter from the applicant's company. 2 personal photos.

Refunding of Debt Amount

10	
Service description:	Refunding of debt amount (an increase in the customer's account)
Process description:	Customer's signature on the application of refunding the increased amount. Send a letter to the debt section to verify the account and inform the finance department. Adjusting the account by the accounting section after receiving the extra amount by the customers.
Special considerations	Customer has no other overdue account and the amount will not be deducted from the debt's account. The concerned customer should attend personally and the account should bear his name.
Fees:	Free
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch (03-7636000) Technical counter (03-7081408)
Working hours:	Main counter or technical counter during official working hours (7am – 3 pm) from Sunday to Thursday
Service duration:	7 working days according to the information accuracy and completion of documents.

Required Documents

Copy of the account holder's ID

Bounced Cheques

11	
Service description:	Dealing with the returned Cheque from the bank (returned cheque that's not been paid and payment still pending).
Process description:	The payment receipt is to be cancelled and 50 DHs. will be added in the customer's account as a fine for delay. The customer will be added to the Customer's black list as his payment by cheques will not be accepted for one year. 50 DH will be deducted as a fine from the cashier in case he did not verify the cheque.
Special considerations	The contact centre shall contact the customer to make the payment in cash, in case not responding the service shall be disconnected and the matter shall be referred to the legal affairs.
Fees:	Free
Service access:	Service Inquiry: AADC Contact Center (8009008) 24 hours / 7 days Applying for Service: Main Branch (03-7636000) Technical counter (03-7081408)
Working hours:	Main counter or technical counter during official working hours (7am – 3 pm) from Sunday to Thursday
Service duration:	7 working days

Required Documents

Copy of the customer's ID
Copy of the account holder ID



CONTACT CENTER SERVICES

CONTACT CENTER SERVICES

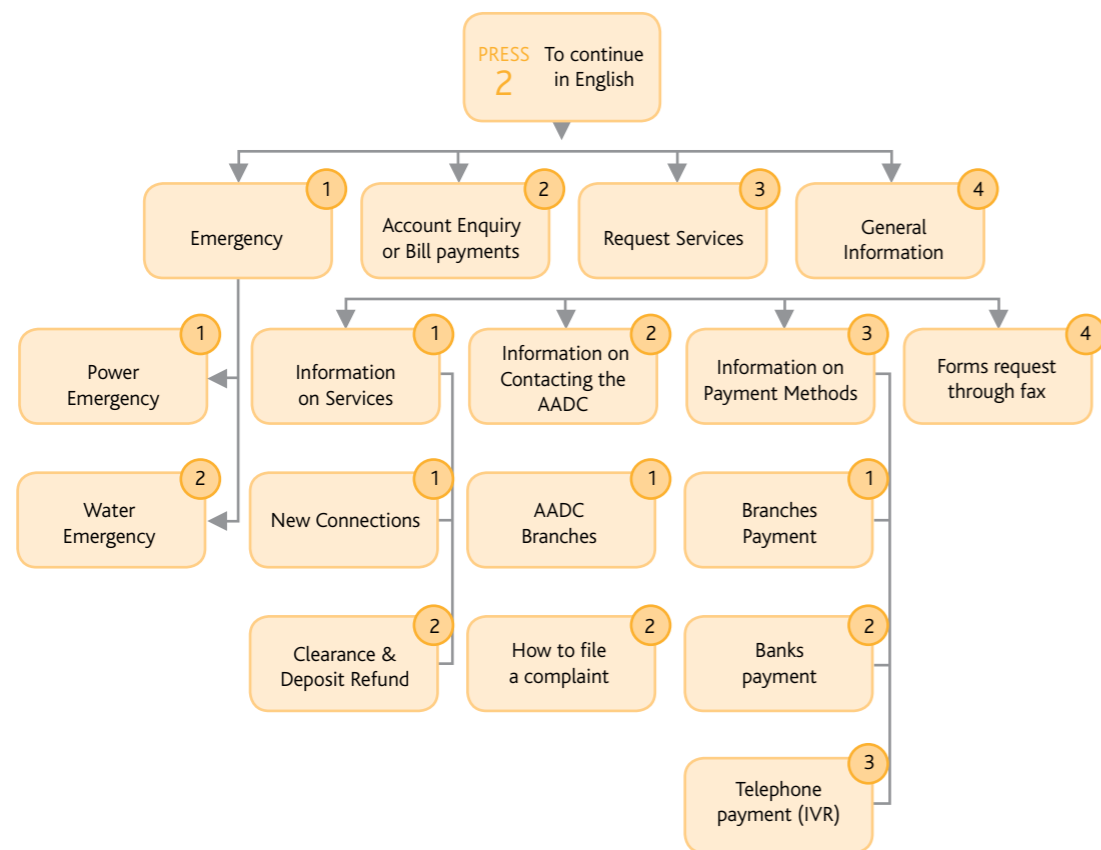
Al Ain Distribution company has established the contact center in 2004 in order to meet the client requirement and to provide them with an easy and simple way to deal with company.

The AADC contact center uses sophisticated smart software and advanced technologies to manage the customer's calls and follow-up their complaints and requests in both English and Arabic via phone, fax, and e-mail around the clock.

By dialing the toll free number 8009008, customers can do variety of transactions by talking to customer service representatives or through an interactive Voice Response System (IVR) which can offer the following for those who prefer automated self services:

- Bills inquiry.
- Sending of bills & account statements through fax.
- Inquiry about required documents for certain services.
- Query of working hours & branch locations.
- Payment methods in the AADC.

Your Guideline Chart to the AADC Contact Center IVR



- To repeat the current options press *
- To return to the main menu press 9
- To speak to one of our customer service representatives press 0

Water & Electricity Faults Reports

1	
Service description:	Company repairs fault of water or electricity lines by taking complaints from its clients.
Process description:	Attendances of client's call reporting the fault. Analyzing state of fault. Lodging of complaint into system. Forwarding complaints to water/electricity emergency department to deal with.
Fees:	Free
Service access:	Applying for Service: AADC Contact Center (8009008) 24 hours / 7 days
Working hours:	Water & Electricity complaints received 24 hours during week days
Service duration:	To be attended within 3 hours if it is low voltage.

Required Documents N/A

Attendance & Follow-Up of Complaints

2	
Service description:	Company receives calls & follows-up on various types of clients complaints to promote its services.
Process description:	Attendances of client's call reporting the fault. Analyze type of complaint. Entry of complaint into system. Forward complaint to concerned department. Client contacted & notified the result of complaint once received from concerned department.
Special conditions:	Subscriber Account No. & name must be provided along with premises details. Complaints logged only for account holder or for an official representative for the owner.
Fees:	No fees required except meter check up, fees added if meter report not faulty. Meter Technical check-up form for meter fault should be filled. AED50 meter checkup fees.
Service access:	Applying for Service: AADC Contact Center (8009008) 24 hours / 7 days
Working hours:	Water & Electricity complaints received 24 hours during week days.
Service duration:	15 working days

Required Documents

Identification of client ID

Application for Clearance

3	
Service description:	Company issues final clearance for subscribers when vacating premises or renting new premises
Process description:	Attendance of clients calls requesting the service Identification of client ID Entering request into the system Forward requests to meter readers unit Contacting client to receive clearance Client visits nearest branch to receive original copy of clearance
Special conditions:	Client may be for verification of ID or Attorney by sending documents to AADC Contact Center on Fax No. 03-7624494. This service processed for account holder only. Payment of dues must be made on account requesting clearance. In case of account cleared from complaints the procedure takes 48 working hours. The certificate is valid till the 5th day of the request date. After exceeding the 5th day, the certificate will be cancelled and another request should be issued.
Fees:	No fees applied payment of consumption obligatory
Service access:	Applying for Service : AADC Contact Center (8009008) 24 hours / 7 days Applying for Service : AADC Contact Center (8009008) 24 hours / 7 days
Working hours:	Water & Electricity complaints received 24 hour during 7 days
Service duration:	48 hours - 2 working days

Required Documents

No Documents Required

Update Customer Profile (Minor Data)	
4	
Service description:	Change of customer contact details based on his/her request, such as change of contact numbers, mailing address, fax no. and e-mail address.
Process description:	Verification of clients ID Update of required details
Fees:	Free Service
Service access:	Applying for Service: AADC Contact Center (8009008) 24 hours / 7 days
Working hours:	24 hours / week days
Service duration:	Immediately

Required Documents N/A

Reply to Customers Queries (Billing, Account & General Inquiries)	
5	
Service name:	Reply to customers queries (billing, account & general inquiries)
Service description:	Replying to customers queries both in English/Arabic relating to their accounts via telephone, fax & e-mail address
Process description:	Attendance of customers calls or emails inquiries Answering of clients query Possibility of processing client's request by sending bills, statement of account via fax or email address.
Fees:	Free Service
Service access:	Applying for Service: AADC Contact Center (8009008) 24 hours / 7 days
Working hours:	24 hours / week days
Service duration:	Immediately

Required Documents No Documents Required

Attendance of Clients Calls, Suggestions & Remarks	
6	
Service name:	Attendance of clients calls, suggestions & remarks
Service description:	Attendance of customer's calls. Listening to their remarks and suggestions and referring their suggestions and remarks to the concerned party.
Process description:	N/A
Fees:	Free Service
Service access:	Applying for Service : AADC Contact Center (8009008) 24 hours / 7 days
Working hours:	24 hours / week days
Service duration:	Immediately

Required Documents No Documents Required

CHAPTER TWO

Information Concerning you

PAYMENT METHODS

For our customers' convenience, Al Ain Distribution Company offers simple ways to pay your water & electricity bill:

Customers can pay through any of the AADC partner's banks through their websites, ATM machines or the Interactive Voice Response (IVR). Please be informed that payment through banks lasts around 3 working days to be credited to your account.

Customer Service Branches

Branches	Working hours	Cashier Closing Hour -AM	Contact
Main office	7 AM - 3 PM	2 PM	03/7636000
Al Souq	7 AM - 8:30 PM	8 PM	03/7666588
Industrial Area	7 AM - 3 PM	2 PM	03/7211765
Al Hayar	7 AM - 3 PM	1:30 PM	03/7322377
Al Saad	7 AM - 3 PM	1:30 PM	03/7826655
Al Wagan	7 AM - 3 PM	2 PM	03/7352525
Technical Counter	7 AM - 3 PM	2 PM	03/7082408
Mezyad	7:30AM - 3 PM	2:30 PM	03/7842370
Municipality	8 AM - 3 PM	2 PM	03/7084670
Al Maqam Branch	8 AM - 3 PM	2 PM	03/7684841
Suwiehan Branch	8 AM - 3 PM	1 PM	03/7085156

Banks

Telephone	Website	Bank
04/3160101	www.emiratesislamicbank.ae	Emirates Islamic Bank
04/2256256	http://www.emiratesbank.ae	Emirates Bank
8004767	http://www.nbd.com	Dubai National Bank
8006667	http://www.noorbank.com/	Noor Islamic Bank
800224	http://www.cbuae.com/	Commercial Bank International
800666666	http://www.alhilalbank.ae	Al Hilal Bank
8005433	http://www.fgb.ae	First Gulf Bank
8002211	http://www.nbad.com	National Bank of Abu Dhabi
04/3114000	http://www.citibank.com	Citibank
8002030	http://www.adcb.com	Abu Dhabi Commercial Bank
8004792	http://www.meb.ae	Middle East Bank
8002600	http://www.unb.co.ae	Union National Bank
8002288	http://www.adib.ae	Abu Dhabi Islamic Bank

SADAD AUTO-PAY SERVICE

SADAD Auto-pay is a new and free service introduced by AADC to allow our customers to pay their water and electricity bills routinely and automatically every month by charge to their credit card. Our customer's have the right either to deduct the whole amount or part of the amount. It saves time and effort.

ABU DHABI NATIONAL BANK PAYMENT OPTIONS

Immediate deposit into AADC Account No. 0156490483 at any Abu Dhabi National Bank Counters (Cash or Cheque) or an electronic transfer from your personal account. Please provide the AADC account number which consists of 11 digits as shown in your bill.

Al Saham service for bill payment which is offered only by Abu Dhabi National Bank.

AADC WEBSITE

Customers can pay electronically by visiting the AADC website (www.aadc.ae). Also, they can pay their AADC bills by visiting the Abu Dhabi Government Website.

PAYMENT THROUGH AADC INTERACTIVE VOICE RESPONSE (IVR)

Customers can pay through the AADC Interactive Voice Response by dialing 8009008

AADC POSTAL MAIL

Customer can pay their bills through the Postal Mail:

Customer Service Section/ AADC

P.O. Box 1065 / Al Ain-UAE

HOW TO INQUIRE ABOUT MY BILL?



Defined as Account Number and it is the number which is used to place queries for consumption and bills payment	Account Number
Bill Numeric Code used as a bill reference	Bill Number
Issuance date of the bill	Bill Date
Total outstanding amount due to payment	Total Payable
A classification of the premises usage by customers (residential, Farm Commercial, Governmental, Industrial, Remote Area). Each class has special tariff.	Customer Class
Customers Mailing Address to which bills are mailed	P.O. Box
Owner of Premise	Landlord
Person utilizing the account within the premises	Account Holder
Area of Premise	Area
Accumulated balance previously not paid	Previous Balance
Current Water/Electricity consumption plus any other possible adjustments or corrections. Current balance extends from last bill payment up to the issuance of next bill.	Current Balance

Current balance plus previous balance	Balance Due
Premise Identification Code	Premise ID
It is a service agreement between the AADC and the accounts beneficiary in which the AADC promises to provide Electricity Services within the agreed services rates. How to calculate your Electricity: (Electricity last reading minus current reading)*(tariff)*(coefficient of multiplication). Tariff types: • Residential: Locals (0.05 fils) Expatriate (0.15 fils) • Commercial & Industrial (0.15 fils) • Governmental (0.15 fils) • Farms & Remote Area - Locals (0.3 fils)	Electric Utility SA
It is a service agreement between the AADC and the accounts beneficiary in which the AADC promises to provide Water Services within the agreed services rates. How to calculate your Water: (water last reading minus current reading) * (0.01 files per unit). AADC provides two types of Water Meter: • Cubed Meter readings • Gallon Meter readings Nevertheless, water consumption calculations in the bill are all systemically generated with Gallons	Water Utility SA
Any other charges like connection fees, fines, etc.	Other Charges
The due date for payment. It is 14 days from the bills issuance date.	Due Date
It is a small part at the end of the bill. It has a summary data of the account to use for payment.	Payment information

FEES & CHARGES

Power Supply Fees

Fees in Dh	Load in KW	Service	Sr.
50 150 200 250 The consumer will supply and install all the 11/kv and 415 V.plus 50Dhs/KW for the load to be provided by the primary 33/11 KV substation and the 33 KV network.	1 - 100 101 - 500 501 - 1000 1001- 5000 > 5000	Power Supply to residential buildings (villas & houses), farms and governmental projects.	1.1
The actual cost of the service cable plus ¼ of the actual cost of the Transformer and ST plus 1/10 the actual cost of the OHL. And line length should not exceed (1 km). If the OHL is more than (1) km the company shall collect the actual cost of the extra length (the extra after one km.)		Power Supply to Camel Yard & Wells outside the farms.	1.2
If the consumer supplied all the connection necessary materials, he will pay the load fees as in case of permanent supply, in this case all materials shall be recovered after the completion of the project. If the AADC supplied the required materials, the consumer shall pay ¼ of the material cost in addition to the load fees as in case of permanent supply.		Temporary Power supply to projects sites	1.3
Free of charge		Temporary Power Supply to Wedding Ceremonies, Celebrations and other occasions	1.4

FEES & CHARGES

Water Supply Fees

SR	Water Connection		Fees
	For (15 – 50) mm connections considering the distance from the water main line	The distance is (20) M The civil work is included	The distance is > (20) M The civil work is included
1.1	Water Connection (15) mm Diameter	2,000	The actual cost + Dh 10 for each meter increase
2.1	Water Connection (20) mm Diameter	3,000	The actual cost + Dh 15 for each meter increase
2.2	Water Connection (25) mm Diameter	4,000	The actual cost + Dh 20 for each meter increase
2.3	Water Connection (40) mm Diameter	6,000	The actual cost + Dh 25 for each meter increase
2.4	Water Connection (50) mm Diameter	8,500	The actual cost + Dh 30 for each meter increase
2.5	Water Connection (80) mm Diameter	15,000	The actual cost + Dh 30 for each meter increase
2.6	Water Connection (100) mm Diameter	30,000	The line length should not exceed (20 km) and civil work not included.
2.7	Water Connection (150) mm Diameter	40,000	The line length should not exceed (20 km) and civil work not included.
2.8	Water Connection (200) mm Diameter	50,000	The line length should not exceed (20 km) and civil work not included.
2.9	Water Connection (250) mm Diameter	60,000	The line length should not exceed (20 km) and civil work not included.
2.10	Water Connection (300) mm Diameter	70,000	The line length should not exceed (20 km) and civil work not included.
2.11	Temporary Water Supply to		The line length should not exceed (20 km) and civil work not included.
2.12	Wedding Ceremonies, Celebrations and other occasions.	Free of charge provided that water tanks must be available at the site.	The line length should not exceed (20 km) and civil work not included. The line length should not exceed (20 km) and civil work not included.

Note:

- ADWEA approval is required for all water connections which exceeds 40 mm Diameter.
- As for (80 – 300) mm connections, if the distance between the water main line and the water reservoir is greater than (5) M. the actual cost of the proposed line which will feed the connection plus 20% technical supervision shall be paid.

Supplying & Installation of Meters.

Fees Dhs	Service	SR.
Power Meter		
(200)	The amount of Supplying & Installation of a single phase meter. (50)	3.1
(500)	The amount of Supplying & Installation of a three phase meter. (100)A	3.2
(600)	The amount of Supplying & Installation of meter.(200/5)A or (300/5)A.	3.3
(1000)	The amount of Supplying & Installation of meter greater than (300/5)A.	3.4
(300)	Installation of a three phase Electric Meter (if meter supplied by the Consumer)	3.5
Water Meter		
(300)	Supplying & Installation of a Water Meter with the necessary accessories dia (15 – 25) mm.	3.6
(1200)	Supplying & Installation of a Water Meter with the necessary accessories dia (40 – 50) mm.	3.7
(10,200)	Supplying & Installation of a Water Meter with the necessary accessories dia (80) mm.	3.8
(12,000)	Supplying & Installation of a Water Meter with the necessary accessories dia (100) mm.	3.9
(15,000)	Installation of water Meter(150)mm (if Meter supplied by the consumer)	3.10
(20,000)	Installation of water Meter (200)mm (if Meter supplied by the consumer).	3.11
(250,000)	Installation of water Meter(250)mm (if Meter supplied by the consumer)	3.12
(300,000)	Installation of water Meter(300)mm (if Meter supplied by the consumer)	3.13
(100)	Installation of Water Meter dia (15- 25) mm, if the Meter and its accessories supplied by the consumer as per the company specifications.	3.14
(150)	Installation of Water Meter dia (40-50) mm, if the Meter and its accessories supplied by the consumer as per the company specifications.	3.15
(500)	Installation of Water Meter dia(80) mm,if the Meter and its accessories supplied by the consumer as per the company specifications. Also the consumer will construct a chamber for the Meter.	3.16
(600)	Installation of Water Meter dia(100-200) mm,if the Meter and its accessories supplied by the consumer as per the company specifications. Also the consumer will construct a chamber for the Meter.	3.17
(800)	Installation of Water Meter dia(250) mm,if the Meter and its accessories supplied by the consumer as per the company specifications. Also the consumer will construct a chamber for the Meter.	3.18
(1.100)	Installation of Water Meter dia(300) mm,if the Meter and its accessories supplied by the consumer as per the company specifications. Also the consumer will construct a chamber for the Meter.	3.19

Water or Electricity Meter Inspection

3.20	(While in service) upon the consumer request.	Free (if there was meter fault). (50) Dhs if no meter fault.
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Meter Shifting from One Place to Other Place

3.21	Same establishment (premises) without any additional cables.	300
3.22	Same establishment (premises) with the issuance of additional cables.	(300) plus the actual cost of the additional cable and other material plus 30% technical supervision
3.23	Same area without issuance of additional cables	The old account will be cancelled and new account will be opened plus the fees of the new connection.
3.24	Different area with the issuance of additional cables	The old account will be cancelled and new account will be opened plus the fees of the new connection.

Installation of Breakers

3.25	Installation of breaker (1-100)A, Single or three phase	300
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Other Fees

Fees Dhs/ day	Service	SR.
Verifying and Approval on the Internal Electrical Installations		
250	1-500 KW or 1-5000 Gallon	4.1
500	More than 1-500 KW or 1-5000 Gallon	4.2
Equipment Rent Fees		
9.300	Generator rent (500)KW	4.3
11.000	Generator rent (1200) KW	4.4
Disconnecting and Restoring of Services		
100	Power disconnecting & restoration as a result of not paying the bill.	4.5
100 for each service	Temporary disconnection of services (Water or Electricity) upon the consumer request	4.6
Free and inspection is required for power restoring	Disconnecting and restoring services (Water or Electricity) upon the consumer request due to internal fault, accident or maintenance works.	4.7

Cables & Lines

The actual cost plus 20% supervision	Changing Over head line to underground cable upon the consumer request.	4.8
The actual cost plus 20% supervision, technical reasons and the approval of the Concerned engineer should be provided.	Second Service Cable at the same premises	4.9
The actual cost plus 20% supervision, the approval of the company management should be obtained.	Shifting of the services route (Water or Electricity) upon the consumer request	4.10

General Procedures Fees

First & Second Inspection free of charges Dh 100 for each additional inspection	Frequent inspection on the internal electrical installations	4.11
100	Issuance of Site Clearance (Water or Electricity) for a specified location.	4.12
Free of charge	Cancellation of Service (Subscription)	4.13

4.14 Table A Physical Examination of Water

No	Parameters	Unit Price	No.	Parameters	Unit Price
1	Colour	25	6	Calcium Hardness	50
2	Turbidity	30	7	Total Dissolved Solids at 25°C	50
3	Odour	15	8	Residual Chlorine	25
4	Taste	15	9	Conductivity	30
5	Total Hardness at 25°C	30	10	Hydrogen ion (pH value)	30

Total Cost: AED 300

4.15 Table B Chemical Examination of Water

No	Parameters	Unit Price	No.	Parameters	Unit Price
1	Sulphate	50	10	Aluminum	75
2	Magnesium	75	11	Iron	75
3	Sodium	75	12	Manganese	75
4	Potassium	75	13	Copper	75
5	Chlorides	50	14	Zinc	75
6	Nitrite	50	15	Phosphorus	75
7	Nitrate	50	16	Fluoride	50
8	Ammonium	75	17	Bromate	200
9	Total Organic Carbon	100	18	Bromide	200

Total Cost: AED 1500

4.16 Table C Chemical Examination of Water

No	Parameters	Unit Price	No.	Parameters	Unit Price
1	Arsenic	95	7	Lead	95
2	Cadmium	95	8	Antimony	100
3	Cyanide	140	9	Selenium	95
4	Chromium	95	10	Barium	95
5	Mercury	120	11	Boron	95
6	Nickle	95			

Total Cost: AED 1120

4.17 Table F Microbiological Examination of Water

No	Parameters	Unit Price	No.	Parameters	Unit Price
1	Total Coliforms	100	3	Enterococci	60
2	E.Coli	80	4	Total Bacterial Count	60

Total Cost: AED 300

Sr. No.	Type of Deposit	Deposit Value in Dhs.
1	Owner's House	Free
2	Government Premises	Free
3	Investment Residence	1000
4	Farms	1000
5	Commercial	2000
6	Industrial	5000
7	Service Temporary Supply (water or electricity)	10,000 for each service

COMPENSATIONS & FINES

Sr. No.	Type of Compensation	Compensation Value in Dhs
1	Returned cheque	50
2	Meter Perversion (water or electricity)	10,000+ consumption estimation value.
3	Service connection from the meter, from one subscriber to another subscriber without informing the AADC.	5000+consumption estimation value for each of them.
4	Service connection bypassing the meter, from one subscriber to another subscriber without informing the AADC.	10,000+ consumption estimation value for each of them.
5	Restore of supply (water & electricity) without informing the AADC because of non-payment.	10,000 for each case cancellation of the consumption deposit.

AADC COMPLAINTS HANDLING PROCEDURE

What is the AADC complaints handling procedure?

The AADC is committed to providing its customers with the best and reliable service. We take all comments and complaints seriously and aim to learn from them. The AADC designed this procedure to explain the process for addressing issues that arise when customers feel their expectations of the Al Ain Distribution Company services are not met.

What can be complained about?

Complaints may be made about any aspect of AADC's operations.

How do I complain?

If you feel that the AADC could have done better or there is something you believe we should be doing differently we would like to hear from you through the following methods:

- Calling: the Toll free: 8009008
- Faxing: Contact Center-03/7629949
- Mailing: Al Ain Distribution Company, Customer Care Section, P.O.Box 1065, Al Ain, UAE
- E-mailing: customercare@aadc.ae
- Visiting: any of our branches during the official working hours.

What happens after my complaint is received?

On receipt, complaints are logged into the Customer Service System. A category for each complaint is also recorded.

All complaints are categorized and prioritized on the following basis:

Category 1 (Site visit not required):

These complaints are relatively simple to resolve and should be responded to within 3 working days.

Category 2 (Site visit is required):

Requires further research and site visit sometimes. Complaints are to be responded to within 7 working days.

Category 3 (Many parties are involved):

These complaints are complicated to resolve and it requires the involvement of more than one division or external parties. These type of complaints might be responded to within 15 working days.

Category 4 (Emergency situations):

These complaints are critical and require urgent action. This type of complaints might be responded to within 3 working hours.

When a response is sent, the details are recorded in the Customer Service system and shared with the customer. If the Customer Care Representative who is tracking the complaints feels that it may be unable to meet the timelines outlined above, he must contact the customer to advise when the complaint is expected to be answered in detail. All reasonable efforts should be made to resolve all complaints as quickly as possible.

What happens if I am not satisfied with the response?

If you are still not satisfied with the given response then you have the right to forward the information to the Regulation Bureau: customercare@rsb.gov.ae that will assist you further.

The Regulation Bureau will investigate and conciliate complaints, and track the complaints with the Al Ain Distribution Company. For further details visit the PTO website: <http://www.rsb.gov.ae/>

How can I inquire on a complaint's progress?

You may inquire on the status of your complaint at any time by calling the AADC contact center (toll free: 8009008), writing, e-mailing, faxing or visiting any of the company branches.

Will my complaint make a difference?

The AADC takes all complaints seriously and aims to learn from them to continually improve the overall performance of the organization and achieve customer satisfaction.

ADD TO YOUR INFORMATION

Why you should activate account on your name & pay the insurance deposit?

Activating account on your name & paying the required deposit allows you to obtain all services without obstacles.

Why is it important to update your details with AADC?

- Continuance of getting AADC's various services in an easy & flexible way
- Keeping confidentially of personal information
- Getting in touch with you & knowing your satisfaction level of AADC services
- Assuring that you receive your monthly bills regularly
- Assurance of receiving our advertisements of newly launched services

Paid by mistake to another account.... What should I do?

In case of payment through a bank, client has to contact the contact center reporting the error and sending the payment receipt by fax, at that time correspondence will be carried out to the concerned bank branch through the Settlement Department to reverse the payment. In case the client has paid in cash, he has to bring the receipt and visit the main branch personally.

What are the important numbers provided with you need to provide while visiting any branch or talking to a call center representative?

- It is important to have an account number in all cases.
- For Electricity Emergency Complaints: Account No. & Meter No.
- For Water Emergency Complaints: 10 Digits Blue Plate No. consisting of Premise No.

What is the consequence of not paying bills regularly?

- Delay of paying bills in the specified period (14 days from bill date) means you may face disconnection of service & paying AED100 as reconnection fees to restore the service
- AADC not obliged to provide compensation, for loss or cost occurred from disconnection of service due to non payment of bills
- Dear client, make sure to pay bills regularly assuring continuance of service by reviewing your bills & checking your consumption & sending your feedback at the earliest time.

What is required from exempted clients?

Exempted clients are required to submit certificates from payee party assuring exemption status to the Customer Service Division on an annual basis to prove their dues are to be written off. These complaints are complicated to resolve and it requires the involvement of more than one division or external parties. These type of complaints might be responded to within 15 working days.

ADDITIONAL INFORMATION

No person can alter, use or take electricity power or water for personal use without paying all required fees.

Any AADC representative is permitted at any time and any place to have access to meters or equipment belonging to the AADC in order to install, reading, check-up or repair of meters or such equipment.

For your safety & the safety of your family it is highly recommended not to use the meter room except for the purpose it is built for.

When shifting to new premises make sure of checking your water & electricity connections and ensure that they are feeding your premise only.

In case of travel for a long period, it is advisable to settle all dues until the last reading, to avoid disconnection of service while being away of town.

WATER AND ELECTRICITY CONSERVATION TIPS

Water in our life

Water covers more than 3/4 of the Earth Planet, despite this, only a tiny of this portion is suitable for human consumption with the increasing need to it, the total estimated water volume is 1360 billion cubic meter, 97% of this volume exists in seas, 2% forms as iced layers, and sweet water consists a small portion of 1% distributed in rivers and water streams which are needed for human beings in form of drinking, irrigation and many more industry needs.

The United Nations has dedicated a special day every year which is 22nd March which has been named as Water Universal Day and which aims at giving attention on dangers resulting from the ignorance of water sources case and the & misuse of this resource.

The International Water Counsel established is the biggest non governmental organization devoted to concerns the study of water affairs which is focussing on water shortage for drinking purposes, and finding practical ways to preserve such resources as well as the development of unified foundations strategies to solving the overall water issue.

40% of the world population inhabited are inhabitants of 89 countries, which are facing fluctuated level of water shortage. Taking in consideration that Middle East & North Africa - these continents are the most continents facing great shortages. It is estimated that each individual takes 60% of his needs and the percentage is expected to decrease to 20% by year 2025.

National wide, Al-Ain city relies basically on desalinated water from the sea as the main and only source for drinking water, due to non availability of lakes, rivers or water streams, lately it has been advised to suspend usage of wells to preserve the underground water resources. We have come to understand if we come to know that Al-Ain city relies on rain water to feed its wells and these wells loses 65% to underground well storage, the rest is lost in goes as evaporated water into air or utilised for agriculture purposes. Due to this shortage we have to look deeply into the water shortage problem when annual water consumption rises more than monsoon water fall levels.

So the solution in economizing

Bath shower consumes 75% of home water storage therefore, it is useful to utilize a water dripper at bath time instead of filling pools. Water economizing saves water consumption during a bath, when you can save up to 21 gallons by closing the tap while cleaning the body.

While brushing your teeth or shaving, you must keep the water tap closed and minimize tap usage while doing house work such as dish washing and filling of the dish washer. Leaving the tap open while opening of water tap while brushing teeth increases the water consumption by 12 gallons. Meanwhile using the right quantity for cleaning purposes consumes half a gallon only! It is the same when opening the water tap while shaving. This consumes approximately 20 gallons, hence if the tap is closed the consumption reaches one gallon only!!

It is highly important to conduct periodic check of house faults on water tanks and making sure all water taps are closed when leaving the house seems to be necessary to economize the water consumption especially if we know that water tap leaks wastes about 7 gallons per day.

In case of noticing water leakage in public places it is necessary to inform the concerned responsible parties of leakages and faults to ensure prompt repairing.

Using a water bucket when cleaning cars and also using vacuum cleaners instead of water pipes saves a lot, since knowing that water pipe consumes 10 gallons per minute.

Installation of water floaters at home helps preserving the water from reduce wastage which keeps water continuity of supply stable.

It is necessary to install internal valves for hoses after the meter to the main tank which helps you disconnecting the water while conducting case of doing internal repairs inside the house.

For gardening lovers, there are several tips to have a green beautiful courtyard at minimum cost and conserve water preservations:

Plantation of local seeds saves water, consumption, hence consumption will be much lower than imported plants and flowers, in addition local plants have better resistance, long stamina against the heat and high temperatures.

Following modern ways in irrigation methods and avoiding irrigation during high temperature times.

- Addition of fertilizer and peat moss paltriness to the soil improves its capability in retaining water for a long time.
- Using purified water (sewage water) in agriculture instead of sweet water.
- Covering swimming pools to minimize water evaporation.

Water quality at my house

AADC cares solely on water complaints and the quality of water which may change due to color change or taste change or even the smell of water. AADC would like its clients to share it with valuable pointers on advises concerning this matter:

Prior to the complaint

- Make sure that water source is connected properly and it complies with AADC specifications
- Make sure that the water tank is closed properly
- Make sure that the water inside the tank is clean

At the time of complaint

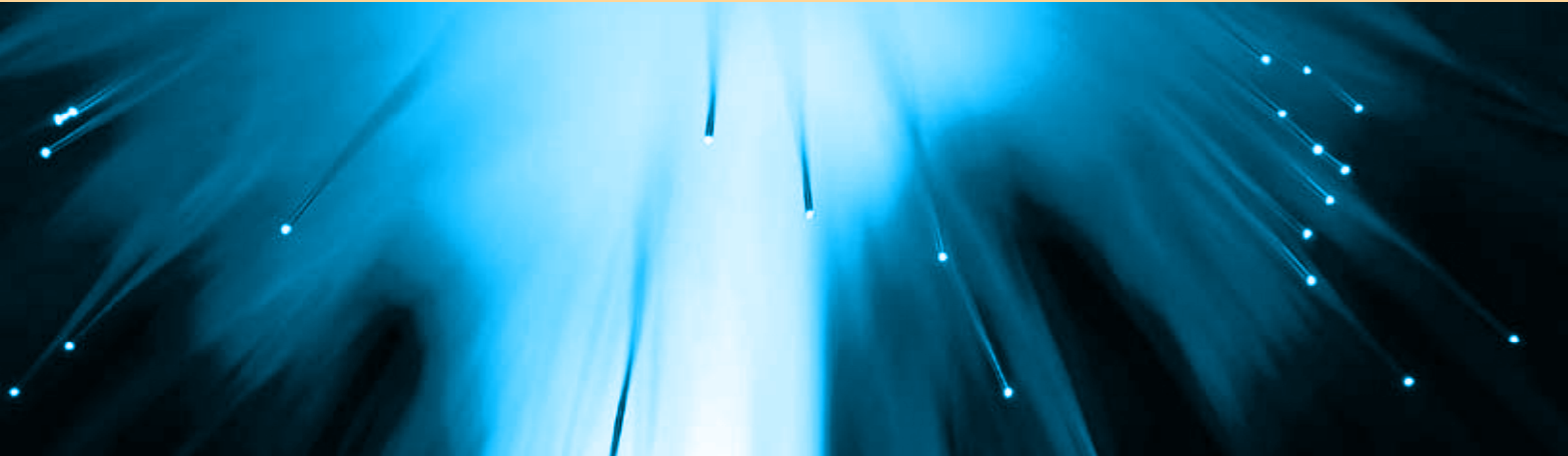
- Information should be provided fully & probably properly with no hesitation in reporting any fault to AADC in order to investigate that it is not an internal problem.
- Make sure that water pumping time is due at the time of reporting
- Make sure that the problem exists in water supply coming from the AADC side not due to internal distribution of the premises.

Post complaint

- After reporting the fault it is advised to wait for the maintenance team to arrive. They will contact you once the complaint is received, therefore do not leave the house until the team arrives your premises.
- Make sure that you read the complaint form thoroughly and understand its contents as well as applying it then signing it finally delivering the form to AADC.
- In case of the fault being an internal matter, kindly wash the water tank within the internal distribution network and do not use the water till its quality is verified.
- In case the problem is not an internal matter, it will be dealt by AADC and until it is solved fresh water will be provided by the company.

ELECTRICITY IN OUR LIFE

Nobody denies that electricity is considered as backbone in this modern era. With the increasing number of consumption & the cost of this high consumption that results in wasting of energy besides putting a burden of high financial cost on the individuals, establishment, companies and factories. As a result of this, the electricity companies have been planned to built a new power generating stations to generate energy and renewing network and making more transformers in the country for the purpose of supplying different sectors which needs power energy. To preserve this great bounty, there is a need arise to save such energy and in the developed states it is understood that saving have special meaning and more practical and modern ways developed in the recent decades which proved its effectiveness and achieved great benefits.



Solution in economizing... How?

You can reduce your bill cost by shutting down your laptop for 12 hours a day. Consider using a laptop instead of a desktop computer. Laptops use up to 90 per cent less power. The smaller your computer monitor is, the less electricity it will use. Flat-screen LCD computer monitors use about 66 per cent less electricity than standard monitors. Turning a computer on and off doesn't use any extra electricity and won't damage your computer. Shutting it down reduces the wear and tear on your computer and cuts down on your power usage.

A plasma TV that's the same size as your older TV can use twice the energy. And the bigger your TV, the more power it uses.

Computers, TVs, VCRs, CD and DVD players and other home electronics use energy even when they are turned off. In an average home, 40 per cent of all electricity used to power home electronics is consumed while the products are turned off.

Consider unplugging your electronics or turn off the power bar when you're finished with them.

- Using natural lights more at day time.
- Switching off the light immediately in places which are not vacant as you leave them immediately.
- Using energy saving lights.
- Using directive lights instead of general lights.
- Replacing normal bulbs light with flourescent ones .
- Isolate electricity from the water heater in case it is not being used.
- Setting up the water heater temperature controller at 60 degree Celsius.
- Switching off TV when leaving the room and not watching the broadcasted programs.
- Make sure that your refrigerator is working efficiently because it is the most energy consuming appliance at home.
- Make sure of closing the refrigerator door tightly. Do not try opening the refrigerator unnecessarily, when opening the door, close it fast to make sure that cold air does not leak outside.
- Melting ice Defrost occasionally so that the thickness of the ice is not more than an inch and preferably the freezer should be full and vacuums covered with bags full of water.
- Put things inside the refrigerator in an organized way with keeping the empty space for air rotation circling the food.
- When leaving the house for a week or more close the refrigerator after cleaning it and keep the door open.
- Use a water dispenser for drinking purposes in the summer minimizing the number of refrigerator door openings.
- It is preferred not to operate washing machine unless on full clothes capacity loaded completely because it usually consumes the same electricity, hot water and soap even if it is full or not.
- Electricity bill increases due to usage of AC, to keep the place cold with minimum cost readdoes the following steps:
 - Make sure that AC filter is clean.
 - Read the user manual thoroughly for its usage later on.
 - Set the temperature at 25 degree Celsius.
 - When the weather temperature is 25 degrees Celsius, do not use the AC.
 - Switch off the AC when you leave the room for a long period of time.
 - Make sure that curtains are drawn-down to enjoy mid level of temperature.
 - Air fans are enough to cool down temperature during some days during summer.
 - Do not keep the room door open when operating the AC.

Safe electricity for my house

How can I protect myself from electric dangers inside or outside my house?

It is obvious that electricity is the most valuable substance in our lives. Although it is difficult to live without it in our modern lives, its dangers are not less than its benefits. Electricity power has high voltage at some times and it is known in high current in other times, the human body cannot withstand high electric current flow which can lead to death.

To avoid the danger and save ourselves from electric shocks; we have to follow these steps:

- Do not touch heads of electric or metal plug sockets. When inserting hold it from the insular portion.
- Do not take out plugs from its place through the wire, because it may cut the wire leading to an electrical short circuit power cut. Therefore always hold from insular portion when taking out the plugs.
- Do not use electric appliances such as hair dryers inside the toilet, because water vapour can cause an electrical short circuit.
- Do not extend wires of appliances from a source close to a heat area as this could lead to melting of the dielectric portion covering the wires.
- Do not overload any socket more than its capacity by operating so many electric appliances through single sockets; this can cause electricity disconnection at your house.
- In case of a lamp/light is burnt and you want to replace it, do not touch it from the metallic portion, and hold it from the outer area which is a bad conductor of electricity.
Outside your house you need to take these precautions to prevent electric shocks.
- Do not touch electrical wires with metallic pipes, because most external electrical wires are not isolated, therefore the metallic pipe will pass on electricity to the body and give a shock.
- Do not approach or touch any fallen wire from electrical poles, you have to stay away and call the electricity company to do the needful.
- Do not climb electrical poles or touch the metallic wires of the poles.
- Stay away from High Voltage gridlines; do not try getting close to them, because electricity flowing in the wires can give a deadly shock even when not touching them due to the high voltage of such lines.

What can I do in case of electrical fire?

It is believed that, overload or electrical shock on electrical switches or any other fault in electrical equipment leads to emission of fire which is called an electrical fire. Here are the steps you can follow in such cases:

- Disconnect electricity from the equipment causing the fire or isolate current from the entire house. This is the best solution, after that you have to use fire extinguisher.
- If you do not have a fire extinguisher, do not use water for putting off the fire because it leads to a new electrical short besides damaging the electrical equipment completely. In this case you have to put off the fire using bed sheets or blankets.

What do I do in case of person gets an electrical shock?

Misuse of electricity may lead to electrical shocks which cause many symptoms in the human body:

- Distortion in breathing or complete suspension of breath.
- Disruption in heart pulses or complete suspension of heart.
- 3rd grade burns on affected areas and in places where there was electricity discharge on to the human body.

Solution you have to follow these steps:

First isolate the electricity.

Secondly, do not touch the person connected with the electricity.

Thirdly, pushing away the person from the shock source by using an insulated substance.

Fourthly, stretching out the victim and putting up his legs to ensure blood circulation to the brain.

Fifthly, check the pulse of the victim in case he needs medical intervention.

Sixthly, call the nearest hospital or ambulance of that area.

دليل العملاء CUSTOMER GUIDE



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