

Document	Approved by	Recipients of controlled copies
ED/R01/111	Director General	ADWEA, ADDC, AADC, Bureau's website Bureau's Library.

Customer Metering Regulations (Second Edition)

Public Consultation

ED/R01/111

05 November 2017

Customer Metering Regulations (Second Edition) Public Consultation				
Author	Document	Version	Publication date	Approved by
MY	ED/R01/111	1.0	05 November 2017	Director General

Contents

1.	Introduction	3
	Purpose of this consultation	3
	Purpose of the Regulations	3
	Next Steps.....	3
2.	How to respond.....	5
	General advice	5
	Help with queries.....	5
	Confidentiality.....	5
	Annex A - Customer Metering Regulations (Second Edition)	6
	Annex B Consultation Response Template.....	7

1. Introduction

Purpose of this consultation

- 1.1 The Customer Metering Regulations (**'The Regulations'**) were first issued in 2005 by the Regulation and Supervision Bureau (the Bureau) through the powers vested in it under article 62 of Law No (2) of 1998.
- 1.2 This consultation process is aimed at gathering the views of the public on the proposed changes to the Customer Metering Regulations 2005.

Purpose of the Regulations

- 1.3 The purpose of the Regulations is to ensure a continuous and systematic approach to safety, continuity of service and performance, consider the role of new technologies for metering equipment and related infrastructures.
- 1.4 The main reason for the revision is to review and update the contents of the Regulations in consideration of the tremendous development and growth in the sector over the 12 years in which these Regulations have been effective.
- 1.5 There are substantial changes and updates to the original regulations; you can find a copy of the Customer Metering Regulations 2005 in the Bureau's website (<http://rsb.gov.ae/en/publications/detail/customer-metering-regulations>).
- 1.6 Some of the key addressed areas include:
 - Mandating metering water and electricity supply
 - Requirements for metering management code of practice;
 - Requirements ownership and location;
 - Requirements for meter installation;
 - Requirements for meter reading and billing;
 - AMI and AMR systems;
 - Data security;
 - Pre-payment meters;
 - Providing more clarity to some definitions and make them consistent with other issued documents by the Bureau; and
 - Alignment of the technical requirements with other issued regulations.

Next Steps

- 1.7 The Bureau is seeking comments on the revised draft of the Customer Metering Regulations.
- 1.8 A copy of the revised Customer Metering Regulations is provided in Annex A.
- 1.9 A copy of the Bureau's consultation response template is provided in Annex B and responses should be submitted in this format.
- 1.10 The consultation will run until 05 December 2017.

Customer Metering Regulations (Second Edition) Public Consultation				
Author	Document	Version	Publication date	Approved by
MY	ED/R01/111	1.0	05 November 2017	Director General

Page 3 of 7

1.11 Issuance of the Regulations will commence upon finalising the feedback from the public. The Bureau intends to issue the finalised Customer Metering Regulations (Second Edition) by January 2018.

2. How to respond

General advice

- 2.1 When responding, please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of an organisation, please make it clear who the organisation represents and, where applicable, how the views of members were assembled.
- 2.2 Responses to this consultation must be received by 05 December 2017.
- 2.3 You are invited to send comments by:
- (a) *email to:* amashjari@rsb.gov.ae ; or
 - (b) *letter to:* Ali Al Mashjari, Director of Production and Electricity Services, Regulation and Supervision Bureau, P.O. Box 32800, Abu Dhabi
- 2.4 Printed copies of this consultation document may be obtained by post from:
- Ali Al Mashjari, Director of Production and Electricity Services, Regulation and Supervision Bureau, P.O. Box 32800, Abu Dhabi.

Help with queries

- 2.5 Questions about issues raised in the document can be addressed to:
- Mohammed Yousif, Electricity Connection Engineer, Regulation and Supervision Bureau, P.O. Box 32800, Abu Dhabi or myousef@rsb.gov.ae .
- 2.6 Any questions should be sent before 23 November 2017.
- 2.7 If you have comments or complaints about the way this consultation has been conducted they should be sent by 16 November 2017 to:
- Dan Burton, Director of Legal Services, Regulation and Supervision Bureau, P.O. Box 32800, Abu Dhabi or legal@rsb.gov.ae

Confidentiality

- 2.8 Information received in response to this consultation, including personal information, may be subject to publication or disclosure by the Bureau.
- 2.9 If you wish any part of your response to remain confidential you must clearly mark those areas of your submission that you wish to remain confidential and provide an explanation in support. The Bureau will consider each request for confidentiality on a case by case basis and will notify you in writing of our decision together with the reasons for our decision.
- 2.10 If forwarding your response by e-mail, any automatic confidentiality disclaimer which may be generated as an attachment to that e-mail shall not be considered as binding on the Bureau, for the purposes of this consultation.

Annex A- Customer Metering Regulations (Second Edition)

Annex B Consultation Response Template

Bureau response template

An Electronic copy of this response template can be obtained from the Bureau.

Submission of comments on the Electricity Supply Regulations (Second Edition)

Comments From <Organisation / Contact Person>

General Comments

- 1
- 2
- 3
- 4
- 5

Notes: insert more rows as required

Specific Comments on the Regulations

Clause/Appendix/Guidance No.	Comments and Rationale	Proposed Change
------------------------------	------------------------	-----------------

Notes: insert more rows as required