



مكتب التنظيم والرقابة
Regulation & Supervision Bureau

Regulation & Supervision Bureau

Water, Wastewater and Electricity Sector

Emirate of Abu Dhabi

Code of Practice

Guaranteed and Overall Service Standards

Document	Approved by	Recipients of controlled copies
ED/C01/001 Rev. (1)	Director General	1. ADDC 2. AADC 3. Bureau Library

Code of Practice Guaranteed and Overall Service Standards

ED/C01/001

Effective Date: 12 December 2006

Guaranteed and Overall Service Standards				
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GL	ED/C01/001	(1)	12 December 2006	Director General
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1. Scope

Abu Dhabi Distribution Company (ADDC) and Al Ain Distribution Company (AADC) and Abu Dhabi Company for Servicing Remote Areas (RASCO), are required to report to the Regulation and Supervision Bureau (the Bureau) on their performance against these Service Standards established pursuant to Law No(2) of 1998 (the Law), Articles (54) and (55).

As the Distribution and Supply activities of RASCO have been transferred to ADDC and AADC, currently these Service Standards do not apply to RASCO.

The Service Standards form part of the customer services provided by the Companies listed in the first paragraph on this page. In addition the companies are also required to prepare Codes of Practice in accordance with Article (94) and (6) of the Law.

Summary of the two classifications of Service Standards:

Guaranteed (GS) and Overall (OS):

(GS) Guaranteed Service Standards:

These are specified service levels which must be met in each individual case. If a Company fails to provide the level of service required it must make a payment to the affected customer. At the present time failures under these Service Standards will only be recorded by a Company and produced in monthly reports to be monitored on a monthly basis by the Bureau. It is planned to introduce GS payments to customers from 1 January 2007.

(OS) Overall Service Standards:

These cover areas of service where a minimum overall performance from a Company should be expected. Some of these measures may also be covered by the customer specific Guaranteed Service Standards.

Guaranteed and Overall Service Standards

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2. Definitions / Clarifications

Appointments:

It is a Company's responsibility when making an appointment for a customer to get an operational and valid contact phone number.

Company / companies:

ADDC
Abu Dhabi Distribution Company

AADC
Al Ain Distribution Company

Customer to receive a payment:

The customer will receive a payment for each Guaranteed Service Standard failure.

Domestic Customer:

A domestic customer is where the purpose of the supply is wholly or mainly for use within a residential premises. 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:

Any supply lines, cables or pipes not covered by the definition of a Domestic Customer.

Evidence:

A Company must have specific processes or procedures in place or records to show evidence that it has complied with the Standards.

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Force Majeure:

If Force Majeure is claimed by a Company it shall be made in writing to the Bureau for determination. Measurement shall only be started from the date of determination given by the Bureau.

Law No (2) of 1998:

Means Law No (2) of 1998 Concerning the Regulation of the Water and Electricity Sector in the Emirate of Abu Dhabi.

Notification:

A Company shall provide to the Bureau the details of the methods by which they intend to give notification to a customer. Such methods or processes shall be approved by the Bureau.

Proactive:

Where a Company automatically pays customers without a claim having to be made. Even where a customer does not make a claim under these Service Standards then the Company shall fully investigate the claim and if a payment is found to be due the Company shall make such payment with immediate effect. These incidents should be reported to the Bureau.

Reactive:

A customer must lodge a claim within 30 working days. Where a Company is aware that a customer is entitled to a payment then the Company shall make such payment in accordance with the Service Standards.

Rural / Remote Areas:

A Company shall provide to the Bureau details of which areas or specific customers are to be considered rural or remote.

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Standard:

Means a specification relating to goods, services, processes or practices approved and adopted by the Regulation and Supervision Bureau for the Water and Electricity Sector in the Emirate of Abu Dhabi which includes a Standard adopted by the Regulation and Supervision Bureau from any other Service Standards Organisation and is used in a Code of Practice or any other document issued by the Bureau pursuant to Law No (2) of 1998 and includes modifications of any such specification.

Substantive:

A reply which must clearly answer in full all the points raised by a customer which are covered by the Service Standard in relation to the systems and/or procedures of a Company.

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3. Guaranteed Service Standards

Guaranteed Service Standards (GS) have been set to guarantee a minimum level of service, which it is reasonable to expect to be provided by Companies. As from 1 January 2007 customers who fail to receive the required level of service are entitled to a payment in accordance with the Guaranteed Service Standards.

Where a company fails a Guaranteed Service Standard, then this must be reported to the Bureau. In exceptional circumstances the Bureau may agree that GS failure is not appropriate, but authorisation for this must be obtained from the Bureau in writing.

In practice, customers should receive a higher level of performance than the minimum stipulated. It should be noted that these Service Standards do not define the full extent of a Company's obligations to their customers, but are part of a wide range of customer service provisions.

Payments Due to Customers Under the Service Standards

As defined in The Guaranteed Service Standards Tables in this document, only one application for payment per failure is permitted.

Proactive – where a Company automatically pays the customers without a claim having to be made. If a customer does not make a claim under these Standards then a Company shall fully investigate and if a payment is found to be due a Company shall make such payment with immediate effect.

Reactive – where a customer is required to lodge a claim within 30 working days. Where a Company is aware that a customer is entitled to a payment a Company shall make such payment in accordance with the relevant Standard.

Where a proactive payment is due to the customer by a Company they must notify the customer within 10 working days. The method of payment shall be made in accordance with a Company's procedure as approved by the Bureau.

Payments shall be made in accordance with the Service Standards, unless under dispute.

Guaranteed and Overall Service Standards

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GUARANTEED SERVICE STANDARDS TABLES

The tables below list the Guaranteed Service Standards which provide specified minimum service levels that must be met in each individual case. If a Company fails to perform to the level of service required it must make a payment to the affected customer.

Table 3.1 Guaranteed Service Standards Table – All Sectors

Guaranteed Service Standards		Water	Electricity	Entitlement to payment
GS1	Connection Proactive claim required	✓	✓	Landlord
GS2	Customer Account Enquiries Reactive claim required	✓	✓	Account Holder
GS3	Appointments Reactive claim required	✓	✓	With whom appointment was made
GS4	Notification of Interruption Reactive Claim required	✓	✓	Account Holder
GS5	Reconnection for Non Payment of Account Reactive claim required	✓	✓	Account Holder
GS6	Payments Owed Under the Service Standards Proactive claim required	✓	✓	To whom a payment is due

[Please refer to additional text following the tables for detailed descriptions]

Table 3.2 Guaranteed Service Standards Table – Sector Relevant

Guaranteed Service Standards		Water	Electricity	Entitlement to payment
GS7	Replacement of a Fuse Reactive claim required		✓	Account Holder
GS8	Restoring Supply Reactive claim required	✓	✓	Account Holder
GS9	*[No Standard]* ¹	-	-	-
GS10	Water Quality Reactive claim required	✓		Account Holder
GS11	*[No Standard]* ²	-	-	-
GS12	Meter Dispute Reactive claim required	✓	✓	Account Holder

¹ Deletion effective from 12 December 2006

² Deletion effective from 12 December 2006

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GL	ED/C01/001	(1)	12 December 2006	Director General
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Detailed Description of each Guaranteed Service Standard

GS1 Connection

Where a customer requests a connection to an existing network of a new, additional or altered service, this will be provided within 43 calendar days for domestic customers and within the agreed project timing for non-domestic customers (including the installation of a service line and meter).

Exemptions to this Standard:

Where the work required is more than the installation of a service line and meter. (A service line is one which provides a supply to or from only one premises.)

Failure to meet this Standard requires a payment of **AED 1,000** (one thousand) to the customer after the initial time lapse and then a further **AED 1,000** (one thousand) for each and every 43 calendar days of delay.

GS2 Customer Account Enquiries

All customer queries, complaints, requests for help or copies of paperwork/bills received must be dealt with immediately where possible. Where further investigation is required by a Company a substantive response must be given to the customer within 15 calendar days.

Failure to meet this Standard requires a payment of **AED 50** (fifty) to the customer.

GS3 Appointments

In addition to specific requirements regarding appointments covered by other Guaranteed Standards, when a customer requests a visit to their premises or a Company needs to make a visit, a Company will offer an appointment on a specific date and time within a 3 hour time band. A Company will guarantee to keep all appointment dates and times. If for any reason a Company is unable to keep the appointment, notification must be made to the customer at least 24 hours before the due visit.

Failure to meet this Standard requires a payment of **AED 50** (fifty) to the customer.

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GS4 Notification of Interruption

When a planned interruption of supply is required, a customer will be given at least 2 calendar days notice in writing or by such a manner as approved by the Bureau. A Company shall pay particular attention to hospitals, schools, clinics, and other essential service providers.

Failure to meet this Standard requires a payment of **AED 50** (fifty) to the customer.

GS5 Reconnection for Non Payment of Account

Where a customer has been disconnected by a Company for non payment of account, and the customer pays the outstanding account or agrees with a Company an arrangement to clear the debt, and meets any reasonable conditions the Company may impose, they will reconnect the supply within 3 hours.

If at the time of payment there are not 3 hours left in the current day then the measure shall be taken from the commencement of the next day from 07.30 irrespective of the day being a weekend or public holiday.

Failure to meet this Standard requires a payment of **AED 50** (fifty) to the customer.

GS6 Payments Owed Under the Service Standards

Where a customer is entitled to a GS failure payment a Company must notify the customer within 15 calendar days.

Failure to meet this Standard requires a payment of **AED 50** (fifty) to the customer after the initial time lapse and then a further **AED 50** (fifty) for each and every 15 calendar days of delay.

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GS7 Replacement of a Fuse

If the electricity supply is interrupted and the cause is due to a Company's service fuse failing, the company is required to send an appropriate person to replace or reinstate the fuse and restore supply within 6 hours following receipt of the supply failure report (other than by post).

Failure to meet this Standard requires a payment of **AED 50** (fifty) to the customer.

GS8 Restoring Supply

If there is a fault on a Companies electricity or water distribution system, the supply must be restored within 24 hours from when a Company was (or should reasonably have been) aware of the fault.

Exemptions to this Standard:

Where it was unreasonable to expect a Company to know that the supply had been interrupted or had not been restored.

For specific circumstances where the supply is to an island via an underwater cable or pipes.

Failure to meet this Standard requires a payment of **AED 50** (fifty) to each affected domestic customer.

A payment of **AED 200** (two hundred) is applicable to non-domestic customers.

For each additional 12 hours or part thereof, a customer should receive a further **AED 50** (fifty).

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GS9

*[No Standard]*³

GS10 Water Quality

If a customer complains of poor water quality at the point of network entry into their premises then an investigation inspector should make a site visit and carry out tests. A Company should report back to the customer within 24 hours. If corrective work to a Company's network or further testing is required it should be carried out within 5 days or sooner if health and safety implications are found from the report having been submitted. Where the investigating inspector finds the cause is due to the fault of the customer or customer's equipment then no payment is due.

Failure to meet this Standard requires a payment of **AED 50** (fifty) for domestic customers.

A payment of **AED 100** (one hundred) is applicable to non-domestic customers.

GS11

*[No Standard]*⁴

GS12 Meter Dispute

If a customer disputes a meter reading a Company must investigate the cause and provide an explanation to the customer in writing within 8 calendar days.

If a Company believes a site visit is required then a Company may take a further 8 calendar days to schedule this visit and provide an explanation to the customer in writing.

Failure to meet this Standard requires a payment of **AED 50** (fifty).

³ Deletion effective from 12 December 2006

⁴ Deletion effective from 12 December 2006

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4. Overall Service Standards

The Overall Service Standards set levels of performance, which Companies are expected to achieve over a year. Some of these measures may also be covered by the customer specific Guaranteed Service Standards.

Table 4.3 Overall Service Standards Table

Overall Service Standards		Water	Electricity	Corresponding reference in GS
OS1	Connection 100% in time scale	✓	✓	GS1
OS2	Reconnection for Non Payment of Account 100% in time scale	✓	✓	GS5
OS3	Payments Owed Under the Service Standards 100% in 65 calendar days	✓	✓	GS6
OS4	Response to Complaints or Correspondence 100% in time scale	✓	✓	No GS
OS5	Replacement of a Fuse 100% in 6 hrs		✓	GS7
OS6	Restoring Supply 85% in 3hrs 100 percent in 24hrs	✓	✓	GS8
OS7	Flooding 100% in time scale	✓		*[No GS] ⁵
OS8	Provision of Metering 100% in 5 working days	✓	✓	*[No GS] ⁶
OS9	Meter Reading 100% read once per year 100% in 5 working days at customer request	✓	✓	No GS

Please refer to additional text following the table for detailed description]

Although there is no obligation to make a payment to the customer if a Company fails to meet the Overall Standards, the Law requires Companies to conduct their business in such a way as can reasonably be expected to lead to their achieving the Overall Standards.

As with the Guaranteed Standards performance requirements are set at a level designed to be both customer focused and challenging, but also realistic.

⁵ Deletion effective from 12 December 2006

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GL	ED/C01/001	(1)	12 December 2006	Director General
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Detailed Description of Overall Service Standards.

OS1 Connection

This Standard requires of **100 percent** of new supplies to be provided within 43 calendar days for domestic customers and within the agreed project timing for non-domestic customers (including the installation of a service line and meter)

Exemptions to this Standard:

These may apply in cases where major re-engineering works are necessary. In addition, a Company's compliance with this Standard is to be measured once all relevant certification or documents and payments are provided by the customer.

OS2 Reconnection for Non Payment of Account

Where a customer has been disconnected by a Company for non payment of account, and the customer pays the outstanding account or agrees with the Company an arrangement to clear the debt as well as meet any reasonable conditions the Company may require, a Company will reconnect **100 percent** of supply within 3 hours.

If at the time of payment there are not 3 hours left in the current day then the measure shall be taken from the commencement of the next day from 07.30 irrespective of the day being a weekend or public holiday.

OS3 Payments Owed Under the Guaranteed Service Standards

100 percent of payments due under the Standards shall be made within 65 calendar days.

OS4 Response to Complaints or Correspondence

This Standard deals with a Company's response to any communication received from their customers. The Overall Standard requires **100 percent** of complaints or correspondence to have an initial and substantive response from the Company within 5 working days and resolution within 10 working days. Where a Company is waiting for documentation or contact back from the customer this shall not be measured.

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OS5 Replacement of a Fuse

If electricity supply is interrupted and the cause is due to a Company's service fuse failing, the Company is required to send an appropriate person to replace or reinstate the fuse and restore supply within 6 hours following receipt of the report (other than by post). Within **100 percent** of cases.

OS6 Restoring Supply

A Company is required to restore 85 percent of electricity supplies within 3 hours and **100 percent** of supplies within 24 hours of being notified or being reasonably aware of an interruption.

For water supplies this shall be measured as the repair time from a Company having been reasonably aware of the fault.

OS7 Flooding

100 percent of reported or known or suspected burst pipes shall be fixed within 24 hours.

This applies to both public areas and private property (if the burst is from a Company's equipment, and not customer owned equipment).

OS8 Provision of Metering

Where a customer supplied at low voltage for electricity or by water supply lines up to 80mm in diameter, requests a meter to be provided or moved, and has conformed with all terms and conditions reasonably required by the Company, then the Company shall meet this request within 5 working days.

This Standard requires compliance in **100 percent** of cases.

OS9 Meter Reading

This Overall Standard requires a Company to obtain a reading at least once a year.

100 percent of all meters must be read at least once a year, or **100 percent** within 5 working days for any customer who requests a meter reading.

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5. Exemptions

Where delivery against the published Standards is not possible due to circumstances beyond the control of a Company then the Standards may not apply. In such circumstances the Company will keep the customer informed of when it is likely to be able to meet the relevant standard of service. This does not include internal administrative and staffing issues of a Company, or its contractors. Reasons such as those are not acceptable as an exemption.

Standards not met due to contractors or other agents acting on behalf of a Company will still fall within the responsibility of the Company.

A Company is not allowed to carry out any works which put them in breach of the law.

Requests from a landlord, or their contractor or agent, shall be taken in relation to physical assets. Requests from account holders in relation to physical assets must have prior written approval from a landlord. A Company shall satisfy itself of the validity of the request.

Where, to undertake a requested activity, would put life, equipment or the environment at risk.

Where a time frame is given in any Standard it is only applicable where the customer makes themselves available or provides ready access to the premises in question.

If a customer specifically requests a time frame which is at variance with the Standard then payments do not apply.

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6. Monitoring of Guaranteed and Overall Service Standards Data

Companies will be required to provide information monthly in a form agreed by the Bureau. The report must be received by the Bureau by the fifteenth day of the following month.

Each Company is also required to provide to the Bureau a report containing such information as request by the Bureau for the previous calendar year within 3 months of the year end.

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7. Enforcement

This Code of Practice may be cited as the Code of Practice – Guaranteed and Overall Service Standards, Issue 1, Revision (1).

This Code of Practice, Issue 1, Revision (1), comes into force and effect from 12 December 2006.

This Code of Practice, Issue 1, Revision (1), is subject to revocation or modification by the Bureau at any time and from time to time.

**Signed for and on behalf of the Bureau
by:**



Nick Carter

DIRECTOR GENERAL

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