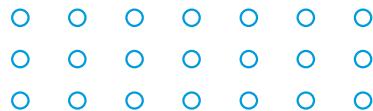




## Customer **Service** Charter

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# INTRODUCTION

Aquacool is committed to the provision of quality services in its interaction with all its stakeholders. To this end, this service charter has been developed to ensure quality improvements that are sustainable and guided by the type of service standards our customers expect. This charter also offers a guide to our customers on how to make complaints and suggestions on improvements in our service. This Service Charter marks an important milestone in our commitment to excellence in service delivery. The Service Charter is our bold commitment to enhance performance at the organizational level. The Charter spells out the range of services and standards which we commit ourselves to uphold.

# WHO WE ARE

**Aquacool Metering LLC** one of the leading Utility Service Providers in the United Arab Emirates (UAE).

**Aquacool**, wholly owned by Emirates District Cooling LLC (Emicool) which was established in 2003 and is based at Dubai Investment Park, Emirate of Dubai. Being part of Emicool's enviable portfolio, with continued sustained growth, sound financial and executive management provides **Aquacool** with a foundation from which it can undertake major projects in all of the UAE and other regions.

Using the state-of-the-art processes and technology that has been implemented at many prestigious projects, **Aquacool** can provide a bespoke designed solution to your meet specific BTU metering requirements.



# CORPORATE OBJECTIVE



To ultimately become the leading cooling service provider in the region, driven by its reliability and efficiency

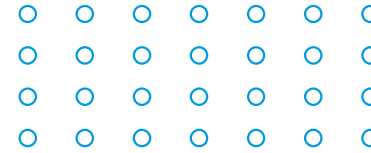


To accomplish the highest levels of competency, by following a dynamic innovative approach

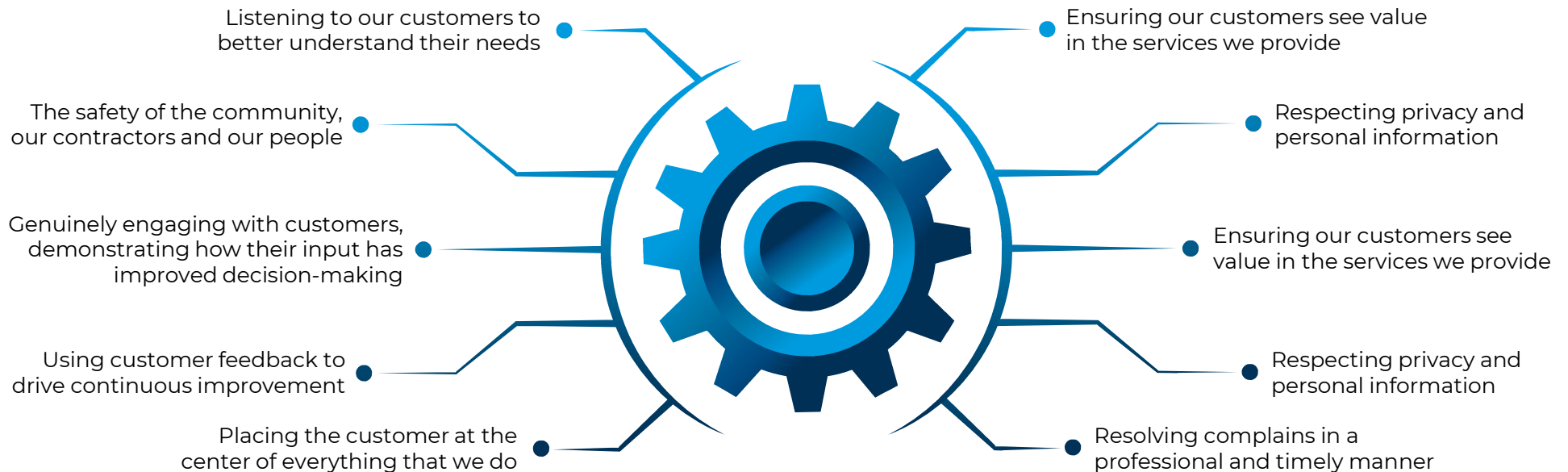


To achieve the highest customer satisfaction ratings among service providers in the region

Aquacool provides sub-metering, billing & collection services in buildings located in Al Barari, Al Habtoor City, Al Safa, Business Bay, Discovery Gardens, Dubai Marina, Dubai Motor City, International Media Production Zone, Jumeirah, Jumeirah Lake Towers, Jumeirah Village Circle, Jumeirah Triangle, Sheikh Zayed Road, Palm Jumeriah ,City Walk and Abu Dhabi.

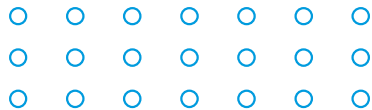


# OUR COMMITMENT TO OUR CUSTOMERS

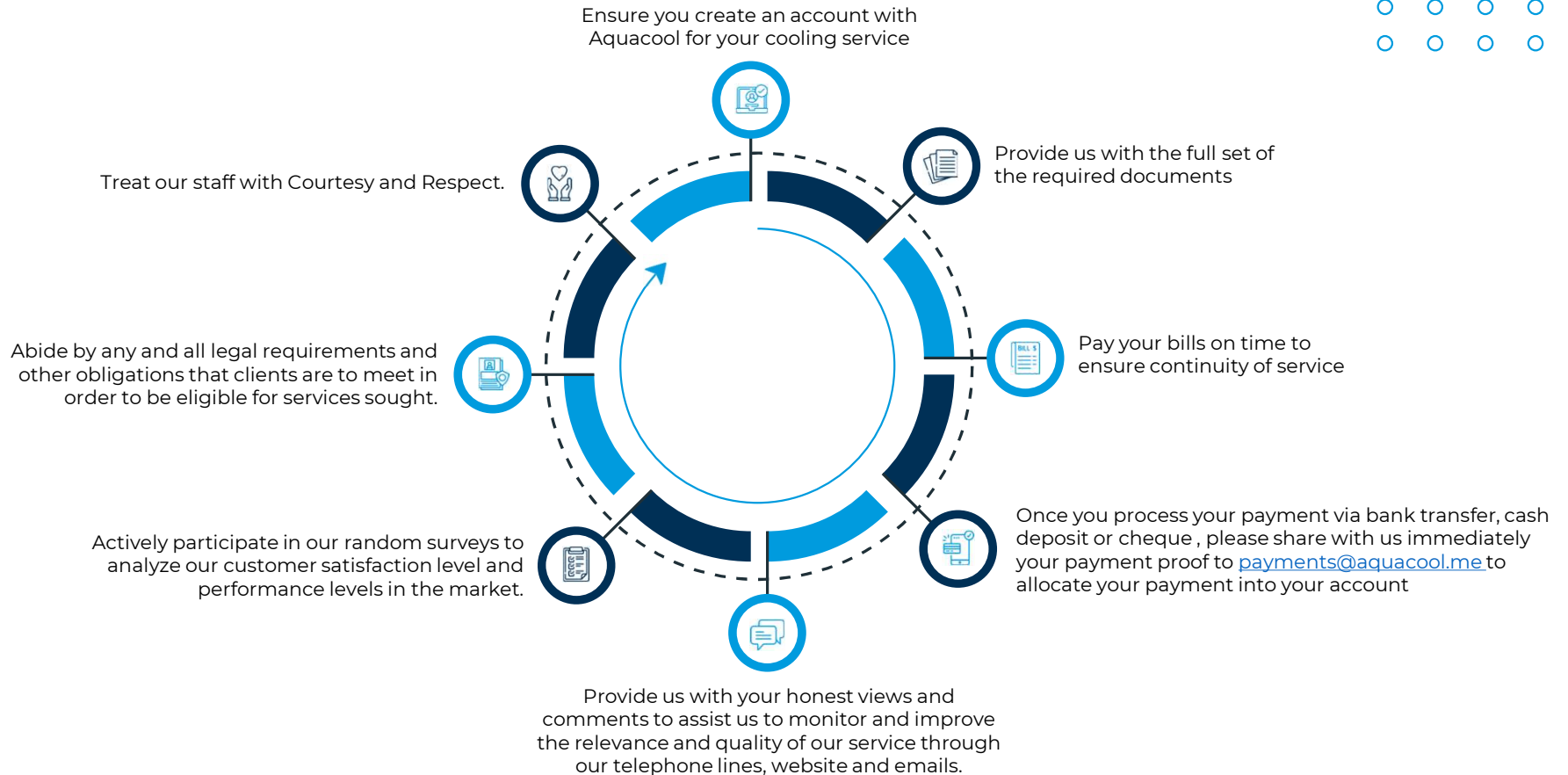
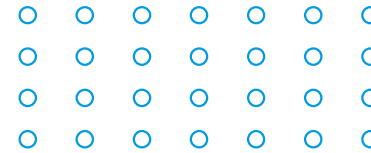




# OUR COMMITMENT TO OUR CUSTOMERS



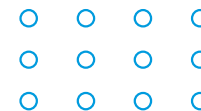
# HOW YOU CAN HELP US



# OUR SERVICES







# SCHEDULE OF FEES AND SERVICE CHARGES

Charge Description	Fee excluding VAT(AED)
<b>Service Fee-</b> Billing and collection fee paid monthly by each Customer (Owner/Tenant) and retained by Aquacool for services rendered	Refer to Annex 4 in the End User Agreement related to your project for exact amount.
<b>Administration Fee-</b> A 'one off' account administration fee paid by each Customer upon signing the End-User Agreement for setting up the account.	Refer to Annex 4 in the End User Agreement related to your project for exact amount.
<b>Late payment Fee-</b> A fee applied to the account for payment received after due date.	AED 100
<b>Fast track service (1 working day)-</b> Express end user Move-in & move out	AED 500
<b>Bank transfer fee</b>	AED 100
<b>Reconnection Fee-</b> Fee to reconnect air conditioning service due to payment default.	AED 100
<b>Return Cheque Fee-</b> A fee payable to Aquacool by the Customer in the case of a returned or 'bad cheque' being issued	AED 100

# MONTHLY BILLING AND NOTICES

**01.** Aquacool shall issue invoices on the agreed date of the month according to dates agreed to by the building owners.

**02.** The Due Date for Invoices is to be no less than fourteen (14) calendar days after the Invoice Date.

**03.** Payment reminder notice will be sent on 7th day after invoices have been dispatched

**04.** Before taking any other action in pursuit of outstanding charges, Aquacool will first issue at least one Notice, no earlier than one week after the Invoice Date, reminding the Customer to settle the Invoice. Additional Notices reminding the Customer to settle the Invoice may be issued at Aquacool discretion.

**05.** No Penalty Charges may be applied to a Customer's account until at least seven (7) calendar days after the Due Date, and so long as a minimum of one reminder has been issued by way of a Notice, giving the Customer at least seven (7) calendar days to settle his or her bill to avoid such a Penalty Charge being applied.

**06.** District Cooling Services may not be suspended unless the following conditions are met:

- i. At least two (2) reminders were issued with at least one week elapsing between each of them.
- ii. The value of arrears exceeds the value of the security deposit held by the Service Provider.
- iii. The Service Provider has considered offering the Customer a payment plan having assessed his credit history which is at the discretion of the Service Provider.
- iv. A final Notice that services will be suspended is given no earlier than fourteen (14) calendar days after the Due Date and at least 72 hours before such an act is undertaken

**07.** A customer who is disconnected for non-payment will have to pay all outstanding amounts to reconnect the AC service.

**08.** This document does not affect existing rights of Aquacool to use legal remedies to pursue the recovery of debts.

**09.** If, after District Cooling Services have been suspended in accordance with these regulations, a Customer settles all outstanding invoices in full and pays any reconnection charge approved in accordance with RD10, or the Customer has entered into a payment plan offered at the discretion of the Service Provider, the Service Provider as the case may be, must reconnect the District Cooling Service within 24-hours from the time the invoice was settled.

# HOW TO PAY US

Please refer to below list of acceptable Payment Methods:



## Online through Aquacool's web portal

- › Visit our Website at <https://aquacool.me> and click on "Log In"
- › Log in with your User ID and Password
- › On your home screen click on the contract number to view & pay your outstanding
- › Balance and proceed with payment.
- › If you forgot your password, click on the "forgot password" link to reset your Password.



## Cash Deposit at ATM or Bank Teller (in Branch)

Cash deposit payment may be done via Bank Branches /ATM's (please refer to the bank account details provided through your End User Agreement)



## Cheque

Customer can deposit the cheque through Bank Branches /ATM's (please refer to the bank account details provided through your End User Agreement)



## Bank Transfer

Customer can make a payment through Bank transfer (please refer to the bank account details provided through your End User Agreement)



## Customer Service

Customer can make a payment at Aquacool head office-DIP

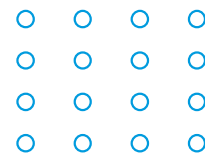
## IMPORTANT NOTE:

For cash deposits and bank transfers, please ensure to provide a proof of payment to us via email [payments@aquacool.me](mailto:payments@aquacool.me) to allow us to allocate the payment to your account with Aquacool. The proof of payment should clearly show the **Customer's full name, building name, and unit number.**

Failure to send a copy of the payment will cause delays in processing of payment into your account and may result in late fees and /or disconnection of your cooling services.



# COMPLAINTS HANDLING PROCEDURE



**It is expected that consumers of the services of the regulated public utilities will lodge complaints against such utilities on matters of service quality, delivery process, billing and any other related matter.**

**01.** In the event of a customer receiving unsatisfactory service, they should raise a complaint with the staff of the section responsible for the service.

**02.** Resolution of a complaint will be closed within 6 business days of lodging the complaint.

**03.** If the complaint can't be resolved within 6 working days, the complaint will be escalated to the customer service team leader (Stage 2), and you will be informed that your complaint is being investigated and resolved within 6 business days.

**04.** If the complaint can't be resolved, the complaint will be escalated to the Customer Service Manager (Stage 3), and you will be informed that your complaint is being investigated and resolved within 6 business days.

**05.** If not resolved; it will be escalated to the Head of Department

**06.** We will endeavor to resolve your complaint within two weeks (10 days) of receiving the complaint

**07.** If this target cannot be met, you will be informed of the delay, the reason for the delay and revised target for responding.

# HOW WE RECORD YOUR COMPLAINTS

01. Customer contacts the Call Centre at 600-560-136 or send an e-mail to [customercare@aquacool.me](mailto:customercare@aquacool.me)
02. Customer Service Agent receives the calls and gets the details of the customer / project and unit details. If the complaint is sent through e-mail. The customer should mention all the details in the e-mail
03. Customer service agent receives the complaint, and based on the nature of the complaint, the agent will take the action.
04. If the complaint can be closed immediately, the agent will take the action and record the complaint on the system. Or else, if the complaint is related to technical or billing issues, the agent will raise a ticket to the technical/Billing team to take the needful action .
05. The customer service agent will ensure that the ticket is closed and completed by the concerned department and communicate with the customer to provide him with the feedback and action taken to resolve the issue along with ensuring that the customer is satisfied.

# COMPLAINTS RESOLUTION:

As part of our commitment to continuous improvement, Aquacool will always be looking forward to hearing customers complaints. We will actively engage with customers to understand the nature of the complaint and determine a suitable timeframe and course of action for resolution.

## STAGE 1

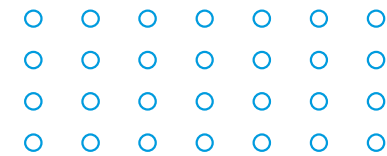
- We encourage feedback/complaints from customers via: phone/email regarding Aquacool's performance as part of our commitment to continuous improvement.
- Aquacool will acknowledge complaints received and raise the ticket within 1 business day.
- We aim to resolve the complaint within (6 business day).
- You can contact us on the following contact info:
- Phone: [600560136](tel:600560136)
- [Email:Customercare@aquacool.me](mailto:Customercare@aquacool.me) or Visit our head office at DIP

## STAGE 2

- Customer escalate complaint to stage 2:
- A complaint ticket will be issued within 1 working day
- Our customer care team leader will investigate your complaint in depth and provide you will the best possible solution within 6 working days.
- You can escalate your complaint to stage 2 using the following contact info:
- [600560136](tel:600560136)
- [Email: CSTL@aquacool.me](mailto:CSTL@aquacool.me)
- Visit our head office at DIP
- If you weren't satisfied with the solutions provided to you in this stage, you can further escalate your complaint to stage 3.

## STAGE 3

- Customer escalate complaint to stage 3:
- Our customer service manager from the head office will acknowledge your complaint within 1 working day
- Your complaint will be solved in a professional manner within 6 working days
- You can escalate your complaint to this stage using the following contact info:
- [600560136](tel:600560136)
- [Email: CSM@aquacool.me](mailto:CSM@aquacool.me)
- Visit our head office at DIP



# SERVICE TARGETS – SERVICE DELIVERY TIMELINES

Service	Target	Fast track
<b>Owner/Tenant Online registration requests</b>	4 working days	3 working hours
<b>Issuance of Final Bill</b>	4 working days	3 working hours
<b>Reconnection</b>	24 hours	-
<b>Security deposit Refund</b>	5 working days -IBAN Transfer 14 working days -Manual Cheque	-

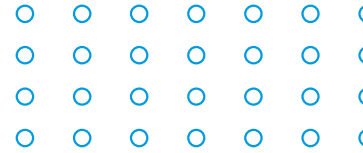
Our goal is to complete all customer requests within the specified turnaround times, as long as all necessary requirements for the service have been met. We also aim to respond to all complaints within six business days. Additionally, we will make an effort to publish an annual report on our website that evaluates our performance and the progress we have made in implementing our strategy and service standards





# HOW TO CONTACT AQUACOOOL

If you have an enquiry about our service, our processes, your bill or any general enquiry, please contact us by:



The contact point for customers queries is Aquacool's customer care team



600-560-136



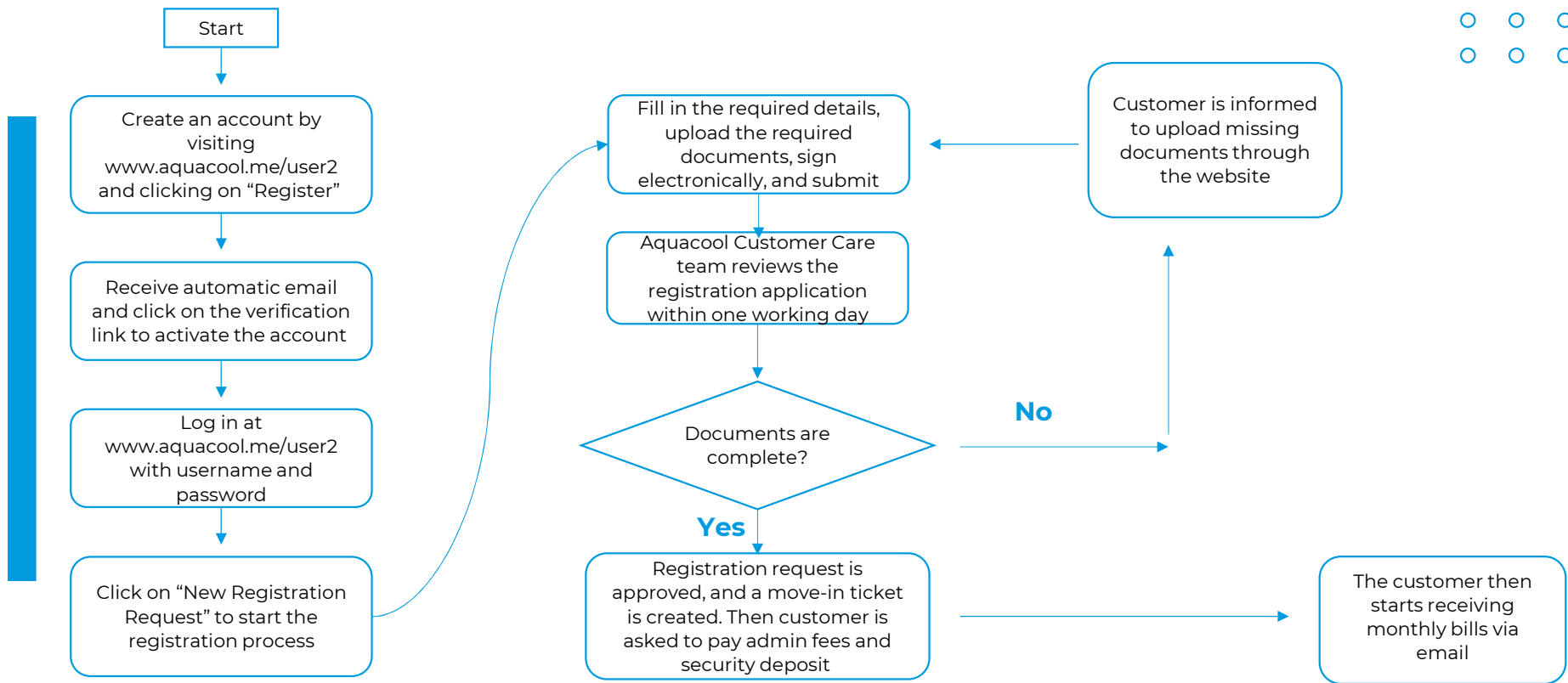
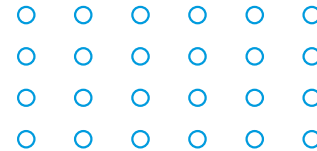
customercare@aquacool.me

The contact point for customers payment is



payments@aquacool.me

# CUSTOMER END-USER REGISTRATION PROCESS ANNEX 1



# CUSTOMER END-USER MOVE OUT PROCESS ANNEX 2

