



مكتب التنظيم والرقابة لقطاع الكهرباء و المياه
RSB FOR ELECTRICITY & WATER

**REGULATORY AND SUPERVISORY BUREAU FOR THE
ELECTRICITY AND WATER SECTOR**

**REGULATIONS FOR DISTRICT COOLING PURSUANT TO
EXECUTIVE COUNCIL RESOLUTION (6) OF 2021**

RD05: THE CUSTOMER SERVICE CHARTER

Version History

ISSUE NO.	MODIFICATION	ISSUED	APPROVED	DATE
1.0	First Issue	J. Grinnell	G. Sims	23/03/2022

1. Definitions and Interpretation

Billing Services – has the meaning given to it in the Resolution.

Committee – means a committee organised by the DSCE with the purpose of settling disputes that have not been resolved between the Permit Holder and the Customer or between Permit Holders as the case may be.

Customer – has the meaning given to it in the Resolution.

Customer Service Charter – is a document prepared by a Permit Holder in accordance with these regulations, which sets out the Permit Holders commitments to its Customers including the levels of service it expects to deliver.

Director – means a member of the executive management team of the Permit Holder, normally the director level regulatory contact with the RSB.

District Cooling Services – has the meaning given to it in the Resolution.

DSCE – means the Dubai Supreme Council of Energy.

Permit Holder – has the meaning given to it in the Resolution.

Resolution – means Executive Council Resolution 6 of 2021 Regulating the Provision of District Cooling Services in the Emirate of Dubai.

RSB – means the Regulatory and Supervisory Bureau for the electricity and water sector.

2. Scope and Objective

- a. These regulations have been issued pursuant to articles 4(a)4 and 9(6) of the Resolution.
- b. These regulations apply to any Person furnishing or intending to furnish, District Cooling Services or Billing Services to Customers in the Emirate of Dubai.
- c. These regulations aim to improve visibility of Permit Holders' performance and drive continual improvement in the standard of customer service provided.
- d. The RSB reserves the right to update these regulations from time to time subject to the approval of the DSCE.

3. The Customer Service Charter

All Permit Holders, within six (6) months of being granted a permit, must develop and submit to the RSB for approval a Customer Service Charter setting out the Permit Holder's commitments to delivering customer service. Once approved, the Permit Holder will publish his Customer Service Charter on his website and provide a reference to it in billing literature issued to Customers. The Permit Holder's Customer Service Charter shall, as a minimum, include such chapters, details, methods, forms and processes as outlined in these regulations.

4. Resolving complaints

- a. The Customer Service Charter shall set out the Permit Holder's procedures and process for resolving complaints submitted to it by Customers in accordance with Article 9(6) of the resolution. Such procedures shall be designed to ensure that all reasonable concerns raised by Customers are resolved to the Customer's satisfaction within a specified timeframe which may vary depending on the complexity of the complaint raised.
- b. The Permit Holder shall include in its processes a minimum of three (3) levels of escalation to ensure that every effort is made to resolve the complaint amicably between the Permit Holder and the Customer. If the Permit Holder, having exhausted its internal processes, is unable to resolve the complaint, it may refer it to a Committee organized by the DSCE. Such referral may only be done by a Director of the Permit Holder.
- c. Where a Customer approaches the RSB or the DSCE directly to raise a complaint, it shall be referred to the Committee. However, if the Customer has not exhausted the Permit Holder's internal processes, he or she may be redirected to the Permit Holder so the complaint can be resolved using the Permit Holder's established processes.
- d. The Committee formed by the DSCE shall review complaints referred to it in accordance with its terms of reference. Where the Committee persistently finds in favour of Customers whose complaints concern the same Permit Holder, the Permit Holder shall be deemed to have failed in its duty to comply with Article 9(6).

5. Ease of access

- a. Forms to start or end service, or to make any changes the Customer may wish to make to the service provided, must be made available on the Permit Holder's website.
- b. All methods of communication available to Customer to raise enquires or complaints must be included in the Permit Holder's Customer Service Charter and published on his website once approved.

6. Recording Customer Contacts

The Permit Holder's Customer Service Charter must set out how it intends to record Customer contacts, which may include requests, queries or complaints. Each type of Customer contact shall be further classified so the nature of the request, query or complaint can be recorded and reported on. The Permit Holder shall define such classifications in its Customer Service Charter. Records of Customer contacts shall be made available to the RSB on request.

7. Measuring performance

- a. The Permit Holder shall develop Key Performance Indicators (KPIs), to be included in its Customer Service Charter which summarise its business performance. The KPIs shall be

accompanied by smart targets, set by the Permit Holder against which it shall measure its performance.

- b. The RSB may require Permit Holders to include additional KPIs that allow comparative measures of performance across the sector. Where the RSB sets standards in accordance with the Resolution, Permit Holders must reference such standards when assessing their performance. Permit Holders may wish to set themselves targets more stringent than the RSB minimum performance expectations.

8. **Reviewing and revising the Customer Service Charter**

The Permit Holder shall, on demand by the RSB, review and revise its Customer Service Charter to take account of specific feedback concerning all or any part of it. In carrying out a review it shall invite the views of its Customers on the proposed modifications and having taken account of such views, shall submit the revision to the RSB for approval prior to implementation.

9. **Reporting**

The Permit Holder shall produce an annual report on its performance compared to the objectives set out in its Customer Service Charter. In its annual report, the Permit Holder shall include reference to the KPI's referred to in these regulations and comment on its performance against expectations and its ambitions in terms of improvement over the coming year.