



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**

**RD06: METERING, BILLING**



## Version History

ISSUE NO.	MODIFICATION	ISSUED	APPROVED	DATE
1.0	First Issue	J. Grinnell	G. Sims	31/01/2022
1.1	Clarifications and simplification of billing requirements	J. Grinnell	R. Alaileh	11/09/2024



## 1. Definitions and Interpretation

**Billing Agent** – an entity permitted to Provide Billing Services in accordance with the Resolution

**Billing Service Fee** – the total of all fixed monthly charges applied by a Billing Service Provider.

**Billing Service Provider** – a District Cooling Service Provider or the Billing Agent as the case may be.

**Building** – a stand-alone structure comprised of one or more Units.

**Building Manager** – the entity responsible for the administration and operation of the Building and its assets such as the Building HVAC cooling system. This may be the property manager, the Building Owner or in the case of jointly owned properties, any other person approved by RERA.

**Capacity Charge** – the multiple of the Capacity Tariff and the Contracted Capacity normally calculated on a monthly basis.

**Capacity Tariff** – the unit charge normally quoted in dirhams per year for each refrigeration ton of cooling capacity made available to the Customer.

**Consumption** – the refrigeration-ton-hours of cooling energy as measured by the metering equipment, installed, operated and maintained in accordance with this RD06.

**Consumption Charge** - the multiple of Consumption Tariff and Consumption and is normally calculated on a monthly basis.

**Consumption Tariff** – the unit charge in Dirhams for each refrigeration-ton-hour of cooling energy consumed by the Customer.

**Contracted Capacity** – the maximum cooling capacity measured in refrigeration tons that the District Cooling Service Provider is obliged to make available to the Customer. Where Contracted Capacity is mentioned in respect of Units, it is the share of the Building's Contracted Capacity that has been allotted to the Unit.

**Cooling Capacity** – the instantaneous load being delivered measured in refrigeration tons.

**Customer** – the beneficiary of a District Cooling Service with whom the relevant service contract is concluded.

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

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

**DSCE** – the Dubai Supreme Council of Energy.

**Master Meter** – an energy meter used for measuring energy transfer from a District Cooling System to a Building.



**Meter** – a Master Meter or a Sub-Meter.

**Penalty Charge** – a charge imposed on a Customer for non-conformance with the terms of a Cooling Service Agreement or with the terms of a Billing Services Agreement. Anyone imposing such a penalty charge must have obtained approval for its use by the DSCE.

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

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

**Sub-Meter** – an energy meter used for measuring energy transfer from a Billing Service Provider to a Unit.

**Unit** – a designated part of a Building recognized on the real property register or a single ownership dwelling such as a residential villa.

## 2. Scope and Applicability

- a. These regulations have been issued pursuant to 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. The RSB reserves the right to update these regulations from time to time subject to the approval of the DSCE.
- d. The requirements set forth by these regulations shall apply to all existing and new meters, and metering and billing activities, unless otherwise specified in these regulations.

## Part 1 - Meters

### 3. Requirements for Master Meters

- a. All Buildings connected or to be connected to a District Cooling System must be equipped with a Master Meter upon which charges for District Cooling Services are based.
- b. If the Master Meter fails, or is shown to be faulty in anyway, the District Cooling Service Provider shall procure its repair or replacement.

### 4. Requirement for Sub-Meters

- a. Where a Building has Sub-Meters installed, the Billing Service Provider shall operate and maintain the Sub-Meters for all Units. The Billing Service Provider shall be required to reconcile the sum of Cooling Capacity and Consumption billed using Sub-Meter readings with the Cooling Capacity and Consumption billed using the Master Meter readings.



- b. All Sub-Meters that require replacing must be replaced with Sub-Meters that meet the relevant specifications stated in clause 5.
- c. All new Sub-Meters must be installed in common areas to ensure accessibility.

#### 5. Specifications and Accuracy

- a. All Meters installed after the 29<sup>th</sup> March 2023, must have stated accuracy performance ratings and comply with applicable requirements in European Standard EN1434 (part 1-2 and 4-6).
- b. Meters shall as a minimum, meet the Dubai Building Code (2021) (Section H4.14.4) and the mandatory standards set in UAE Cabinet Decision (140) of 2023 concerning the technical regulation of consumption meters, as amended from time to time.
- c. All Sub-Meters shall be sealed units to prevent tampering after calibration. The Billing Service Provider, as the case may be, is responsible for ensuring Sub-Meters remain sealed and free from tampering.
- d. For all Sub-Meters installed after 29th March 2023, isolation valves must be installed to allow for unit isolation as well as removal and replacement of the flow meter.

#### 6. Data

- a. The District Cooling Service Provider shall allow the Building Manager indirect or direct access to live/real-time Master Meter data including, chilled water supply temperature, chilled water return temperature, flow (in volume per minute or second), load (in kilowatts or Tons) and consumption (in kilowatt-hours or Ton-hours). This data must also be logged and made available to the Customer on request.

#### 7. Meter maintenance

- a. Periodic inspection and replacement records for Meters shall be maintained by the Billing Service Provider, for a period of at least two (2) years.
- b. Periodic inspection of Meters may be carried out at frequencies determined by the Billing Service Provider. A periodic inspection of the meter can be carried out remotely in the case of smart Meters but must include as a minimum, a check to ensure that:
  - i. Flow is detected and recorded,
  - ii. Supply temperature is recorded,
  - iii. Return temperature is recorded,
  - iv. The calculation of energy transfer is logical and accurate to the meter specifications,
  - v. No fault codes have been recorded on the meter,
  - vi. At least 90% of the intended data transfer has been successful and the Meter has not failed to transfer data to the relevant reading system on more than six (6) consecutive occasions,



- c. If a Meter fails any of the tests included in the periodic inspection referred to in paragraph (b) of this clause, the Billing Service Provider shall procure its repair or replacement.
- d. Where a Sub-Meter fails to accurately record Consumption, the Billing Service Provider may, for a maximum of two (2) billing cycles, use the Consumption of the Customer for the same month in the year prior to calculate a Consumption Charge. Where no such Consumption data is available, Consumption may be estimated based on the prior month. If the Billing Service Provider fails to arrange for the repair or replacement of the Sub-Meter within two (2) billing cycles of the fault first being noticed, he may not include Consumption Charges, estimated or otherwise, in any bill until the Sub-Meter is repaired or replaced so that Consumption can be reliably obtained.
- e. If a Customer requests a Master Meter's accuracy to be tested, the District Cooling Service Provider shall procure that a calibration test is completed by an independent third party. If the Master Meter is found to perform within a 3% tolerance, the Customer shall bear the expense of the test. Otherwise, the District Cooling Service Provider shall be liable for the cost of such test.

## Part 2 - Billing

8. All billing material must be made available in both the English and Arabic language, must be issued monthly and must contain:
  - a. General details
    - i. Name of District Cooling Service Provider or Billing Service Provider
    - ii. Customer name and account number
    - iii. Meter serial number
    - iv. Contracted Capacity in Tons
    - v. Billing period
    - vi. Invoice Date
    - vii. Due Date
  - b. Energy Consumption
    - i. Date and value of previous meter reading
    - ii. Date and value of current meter reading
    - iii. Consumption during the billing period in MWh or kWh, and TRh



- iv. If the bill is based on an estimated Consumption value, parts ii, iii, and iii above must be postfixed with an “E” next to the value and a key must be provided to make clear that the bill is estimated.
- c. Other information to be made available to Customers either in billing literature or via the Customer account portal:
- i. Energy saving tips to inform the Customer how to go about reducing his or her energy Consumption including a comparison of consumption against other similar Units,
  - ii. Monthly Consumption trends charted since the start of the contract,
  - iii. Contact information for enquiries. As a minimum phone and email details must be provided,
  - iv. Value of Security Deposit held (which must be returned within 5 working days of concluding the service).
- d. Tariffs that are approved by the DSCE such as:
- i. Contracted Capacity tariff (AED/TR/yr),
  - ii. Consumption tariff (AED/TRh),
  - iii. DEWA Surcharge tariff (AED/TRh),
  - iv. Billing Service Fee (AED/month).
- e. Charges:
- i. Contracted Capacity Charge (AED),
  - ii. Consumption Charge (AED),
  - iii. DEWA Surcharge (AED),
  - iv. Billing Services (AED),
  - v. Total current month charge (AED),
  - vi. Previous balance (AED),
  - vii. Total Amount Due (AED).



## 9. Billing for Common Area(s) Capacity and Consumption

Capacity Charges and Consumption Charges incurred to service Common Area(s) must be billed directly to the District Cooling Service Provider's Customer and may not be redirected to Unit occupants by Billing Agents. Under no circumstances may Consumption Charges be redistributed to occupants of Units within the Building unless such redistribution is via the service charge. Where Consumption allocated to common areas is not measured by a Sub-Meter, it must be calculated by subtracting Consumption readings of all Sub-Meters from the Consumption reading of the Master Meter for the same period.

## 10. Meter tampering

If it can be shown to the RSB's reasonable satisfaction, that the Customer has tampered with the Meter with the intention of avoiding or reducing Consumption Charges, or to reconnect a supply, the Billing Service Provider may include a tampering penalty charge so long as such penalty charge has first been approved by the DSCE.

## 11. Information Sharing

The Billing Agent must store and make available to the RSB on request:

- a. All data collected from Master Meters and Sub-Meters prior to any adjustments being made,
- b. Justification of any difference between the aggregate Consumption of the Sub-Meters with the Consumption measured by the Master Meter,
- c. Monthly Consumption per square metre for each Building.

The Billing Agent should be familiar with the Building's other heat loads (such as the Common Areas, fresh air systems) to justify any differences.