



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**

**RD02: HANDLING CUSTOMERS IN ARREARS**

## Version History

ISSUE NO.	MODIFICATION	ISSUED	APPROVED	DATE
1.0	First Issue	J. Grinnell	G. Sims	17/05/2022

## 1. Definitions and Interpretation

**Billing Service Provider** – refers to the Party so named in the Billing Service Agreement for Cooling.

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

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

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

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

**Due Date** – means the date by when the invoice must be settled.

**Invoice Date** – means the date when a Customer is sent a Notice of an invoice.

**Master Meter** – means the energy meter used to record the energy transfer between the District Cooling System and the Building.

**Notice** – means a communication from the Permit Holder to the e-mail address and/or phone number of the Customer.

**Penalty Charge** – means a late payment charge approved in accordance with RD10 and applied in accordance with RD06.

**RD06** – means the RSB’s regulatory document “RD06: Metering, Billing and Charges” which sets out regulations for approving tariffs, fees and penalty charges in accordance with the Resolution.

**RD10** – means the RSB’s regulatory document “RD10: Tariffs” which sets out tariffs approved by the DSCE.

**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.

**Service Provider** – means an entity permitted to furnish District Cooling Services in accordance with the Resolution.

**Unit** - means a part of a Building, other than the Common Area, that is separately metered and billed in respect of District Cooling Services.

## 2. Scope and Applicability

- a. These regulations have been approved by the DSCE and issued pursuant to Article 4(5) of the Resolution.
- b. These regulations apply to any Person furnishing 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.

### 3. The Due Date

Permit Holders must set a Due Date no less than fourteen (14) calendar days after the Invoice Date.

### 4. Reminders

Before taking any other action in pursuit of outstanding charges, the Permit Holder must 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 the discretion of the Permit Holder.

### 5. Penalty Charges

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.

### 6. Suspension of District Cooling Services

- a. District Cooling Services may not be suspended where it is not allowed as a matter of law. For example, where Billing Service Providers are acting on behalf of a landlord, suspension is prohibited by Article 34 of Law 26 of 2007, which governs the landlord tenant relationship.
- b. Furthermore, where otherwise lawful, 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.
  - 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.

## 7. Legal Action

This document does not affect existing rights of Permit Holders to use legal remedies to pursue the recovery of debts.

## 8. Reconnection

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 or Billing Service Provider as the case may be, must reconnect the District Cooling Service within 24-hours from the time the invoice was settled.