

ACCOUNT CLOSURE AND CLEARANCE

PROCEDURE



1.	Definition:	CP Policy - means this consumer protection policy DoE - means Department of Energy established by Law No 11.
2.	Introduction:	This document outlines the procedure for customers to apply for an account clearance certificate after the settlement of dues, recovery of security, and closure of the account upon evacuation of the property. This procedure is in compliance with the DoE regulations and CP Policy.
3.	Objectives:	<ol style="list-style-type: none">1. Ensure a streamlined and transparent clearance process for the customers upon evacuation of property.2. Comply with DoE requirements and CP policy.3. Provide clear guidance required for an account clearance certificate.
4.	Accounts clearance process overview:	<p>The customer accounts clearance process for district cooling services involves the following key steps:</p> <ol style="list-style-type: none">1. Account Closure Process Customers can submit a request for account closure through various channels provided by the company:<ul style="list-style-type: none">• Online Portal: Customers can log in to the company's website to submit their request.• Customer Service: Customers can contact customer service via phone or email to request account closure. The customer service representative will guide them through the process.• In-Person: Customers can visit any of the company's branches or offices to submit their request in person.2. Document Verification After receiving the account closure request with supporting documents (proof of settlement of dues, Emirates ID, Passport copy, Move-Out Verification, bank account details) the company will verify the request and documents. If the submitted documents are incomplete or missing, the company will take the following steps:<ul style="list-style-type: none">• Notification: The company will contact the customer via their preferred communication method (email, phone, or SMS) to inform them about the missing or incomplete documents.• Request for Documents: The customer will be asked to provide the necessary documents within two (2) business days.3. Settlement of Dues:<ul style="list-style-type: none">• The customer ensures all outstanding dues are paid. This includes any final bills or charges related to the cooling services.4. Verification of Payment<ul style="list-style-type: none">• The district cooling provider verifies that all payments have been settled. This may involve checking their records and confirming that there are no pending charges.5. Inspection and Recovery of Security Deposit:<ul style="list-style-type: none">• An inspection of the property may be conducted to ensure that all equipment is in good condition.• The security deposit, if any, is processed for return to the customer by crediting it to their final bill or by refund within 30 days of the payment of the final Invoice. Deductions may be made for any damages or unpaid dues.6. Closure of Account:<ul style="list-style-type: none">• Once all dues are settled and the security deposit is returned, the provider proceeds with closing the customer's account.• The customer receives a confirmation of account closure.7. Issuance of Clearance Certificate<ul style="list-style-type: none">• The district cooling provider issues the account clearance certificate to the customer, confirming that all obligations have been met and the account is closed.8. Time Frame for Closing a Customer Account and Completing Clearance Process:<ul style="list-style-type: none">• Once all required documents and information have been submitted, the company will process the account closure and clearance request. This includes verifying the documents, ensuring all pending transactions are cleared, and finalizing the closure. Overall, the entire process from submitting the request to issue clearance letter typically takes 10 to 15 business days. Of this timeframe, 3 to 5 business days are allocated for issuing the account clearance certificate from the service provider.9. Evacuation of Property.<ul style="list-style-type: none">• The customer vacates the property, ensuring that all district cooling equipment is left in good condition.• Vacation of Premises by tenant: If you are a tenant or occupier but not an owner and you are vacating the premises, you may be released from your obligations under the cooling services agreement by:<ol style="list-style-type: none">i. providing the company with not less than thirty (30) days' notice of the date on which you will vacate the premises. You may provide the company with the required notice in writing. If you provide the company with less than thirty (30) days' notice, you will still remain liable for payment of the applicable charges for the full thirty (30) day period.ii. paying all outstanding amounts due.iii. If you vacate the premises without all the above requirements being satisfied, you will remain responsible for all charges and associated costs up until the date all such requirements are satisfied.
5.	Compliance with DoE Regulations and CP Policy:	<ul style="list-style-type: none">• This procedure is in compliance with the DoE district cooling regulations and CP Policy to ensure fair and transparent processes for all customers.• If customers experience issues or are dissatisfied during the clearance process, they can file a complaint. Initially, customers are encouraged to reach out to the company via the email address provided on the company's website. Should the customer's concerns remain unresolved or if they are not satisfied with the response received, they have the right to escalate the complaint to the DoE in Abu Dhabi. The DoE can be contacted through their official website, where a formal complaint submission process is outlined, or by phone. The DoE will investigate the matter and work with the customer and service provider to ensure a fair resolution
6.	Reporting to the Department of Energy (DoE):	<p>The Provider may be requested by the Department of Energy (DoE) to provide data related to service termination/closing of accounts. In such cases, the Provider will provide the following information upon request:</p> <ul style="list-style-type: none">• The number of new customer accounts closed during the specified period.• Customer details, including but not limited to names, phone numbers, email addresses, and other relevant contact information.• Any other information deemed relevant by the DoE, as per their request <p>The Provider will provide the requested data in a timely manner, ensuring compliance with applicable privacy and data protection laws.</p>
7.	DOE escalation contacts details:	DOE website : www.doe.gov.ae International number: +971 2 207 0777 DOE Email : (customer@doe.gov.ae), (info@doe.gov.ae)