

NEW CUSTOMER REGISTRATION AND ONBOARDING PROCEDURE



1. Definition:	CP Policy - means this consumer protection policy DoE - means Department of Energy established by Law No 11. LDN - means load demand notification PCH - means Pal Cooling Holding LLC TRN - means Tax Registration Number VAT - means Value Added Tax
2. Introduction:	This document outlines the procedure for registering and onboarding new customers for district cooling services in Abu Dhabi, in compliance with the DoE regulations and the CP Policy . The process ensures that customers are efficiently registered and informed about the district cooling services, with clear documentation and transparent procedures.
3. Objectives:	<ol style="list-style-type: none">1. Ensure a streamlined and transparent registration process for new customers.2. Comply with DoE requirements and the CP Policy.3. Provide clear guidance on the necessary documentation required for registration.4. Ensure proper onboarding and communication to make the customer aware of their rights and responsibilities.
4. Registration Process Overview:	The customer registration process for district cooling services involves the following key steps: <ol style="list-style-type: none">1. Customer Inquiry The potential customer contacts the cooling services provider being PCH via customer service, website, or sales representative to inquire about available services.2. Submission of Registration Application The customer submits the necessary supporting documents.3. Document Verification & Approval PCH reviews the submitted documents, within 15 working days, to verify the customer's eligibility and confirms that the application meets the regulatory and internal requirements. If any document is missing PCH will notify the customer accordingly.4. Activation of Service Upon successful registration, verification, signature of the district cooling services agreement (fulfillment of applicable conditions) PCH activates the district cooling service for the customer's property and provides any necessary service orientation.
5. Required Documents for Registration:	To successfully register for district cooling services, the customer must submit the following documents: <ol style="list-style-type: none">1. A valid Emirates ID for UAE nationals and residents or a valid passport for expatriates.2. In case of a new customer being a company, then Trade License, Certificate of Incorporation, VAT Certificate / TRN.3. Abu Dhabi Municipality site plan and Plot Affection Plan4. Filled and signed LDN form5. Tenancy contract or proof of property ownership for the unit or building to which district cooling will be provided.6. For tenants, a letter of authorization from the property owner (if the property owner is not the applicant).7. For businesses or commercial customers, a valid trade license and proof of authorization (Power of Attorney, Board of Directors resolution or Shareholders resolution) to request services on behalf of the company/customer.8. A completed registration form (available online or from PCH) that includes the following details:<ul style="list-style-type: none">• Customer's full name (individual or business) full details of its representative.• Contact information (email address, phone number).• Property details (P.O. box number, address, building name, unit number).
6. Document Verification & Approval:	After receiving the completed registration form and supporting documents, PCH will verify the following: <ul style="list-style-type: none">• Identity verification: Cross-check the submitted proof of identity (Emirates ID or passport).• Property verification: Confirm that the customer is either the property owner or has the authorization to request district cooling services (via tenancy contract or authorization letter).• Address verification: Ensure the customer's provided address matches the location where the district cooling service will be installed. Upon successful document verification, PCH will approve the registration within 15 days of submission of documents and notify the customer of the next steps, which will include as first step the signing of the Cooling Services Agreement, and then the activation of the service (within 3 days) and the installation process (if applicable).
7. Customer Support and Communication:	To ensure a seamless experience, PCH will offer continuous customer support throughout the registration and onboarding process: <ul style="list-style-type: none">• Dedicated Customer Service: The customer will have access to a dedicated customer service hotline or email, to handle any questions or issues during the registration or installation process.• Confirmation and Notification: The customer will receive confirmation emails or SMS alerts when their registration has been approved, when the installation is scheduled, and when their service is activated.• Ongoing Updates: Customers will receive periodic notifications regarding any scheduled maintenance, service interruptions, or updates to their district cooling service.
8. Compliance with DoE and CP Policy:	The customer registration and onboarding process will be fully compliant with the District Cooling Regulation regulations and the CP Policy to ensure: <ul style="list-style-type: none">• Transparency: All information provided to the customer will be clear, accurate, and up to date.• Consumer Rights: Customers will be made aware of their rights under the DoE's regulations, including how to address complaints, dispute billing, and request service modifications.• Timely Service Activation: All registration and service activation processes will be completed promptly and in accordance with regulatory timeframes. If customers experience issues or are dissatisfied during the registration process for, 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 PCH to ensure a fair resolution.
9. Reporting to the Department of Energy (DoE):	PCH may be requested by the DoE to provide data related to customer registration and onboarding for district cooling services. In such cases, PCH will provide the following information upon request: <ul style="list-style-type: none">• The number of new customer accounts opened 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. PCH will provide the requested data in a timely manner, ensuring compliance with applicable privacy and data protection laws.
10. Conclusion:	The customer registration and onboarding procedure for district cooling services in Abu Dhabi has been designed to be efficient, transparent, and compliant with all relevant regulations. By following this procedure, new customers will be properly informed about the service, their rights, and the steps involved in getting their district cooling service up and running smoothly. This process ensures positive customer experience, supports the effective operation of the district cooling system, and aligns with the regulatory requirements set forth by the District Cooling Regulation and Consumer Protection policy.