

New Customer Registration and Onboarding Procedure

1. The Registration Process

The process consists of four key stages:

- Inquiry: Potential customers contact PAL via customer service, the website, or sales representatives.
- Application Submission: The customer submits all required supporting documentation.
- Verification & Approval: PCH reviews the documents within 15 working days. If documents are missing, the customer is notified.
- Service Activation: Following successful verification and the signing of the Cooling Services Agreement, PCH activates the service within 3 days and provides a service orientation.

2. Required Documentation

Customers must provide specific documents based on their status:

- Individuals: Valid Emirates ID (residents/nationals) or Passport (expatriates).
- Companies: Trade License, Certificate of Incorporation, and VAT/TRN Certificate.
- Property Details: Abu Dhabi Municipality site plan, Plot Affection Plan, and a Tenancy Contract or proof of property ownership.
- Authorization: For businesses, a Power of Attorney or Board/Shareholder resolution is required.
- Forms: A completed registration form and a signed Load Demand Notification form.

3. Customer Support and Rights

PCH provides continuous support and ensures consumer protection through:

- Communication: Dedicated hotlines/emails and automated status updates via email or SMS.
- Transparency: All information must be clear and accurate.
- Dispute Resolution: If a customer is dissatisfied, they can initially email PCH. Unresolved issues can be escalated to the DoE.

4. Regulatory Reporting & Escalation

PCH is required to share customer data (account numbers, contact details) with the DoE upon request, adhering to privacy laws. For unresolved complaints, the DoE can be reached via:

- Website: www.doe.gov.ae
- Phone: +971 2 207 0777
- Email: customercare@doe.gov.ae or info@doe.gov.ae