

Customer Service Charter

For Billing Services in Accordance with RD05

Issued by: Tempex For Billing Services Provider CO. L.L.C S.O.C

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1. Introduction

1.1 Purpose of this Charter

This Customer Service Charter outlines Tempex For Billing Services Provider CO. L.L.C S.O.C's ("Tempex Billing", "we", "our", or "the Billing Service Provider") commitments to our customers regarding billing services for district cooling in the Emirate of Dubai. This document is prepared in accordance with:

1. Executive Council Resolution No. (6) of 2021
2. RD05: Customer Service Charter
3. RD06: Metering and Billing
4. RD04a: Billing Service Agreement
5. RD04d: Minimum Requirements for Sub-Metering Service Agreements
6. RD10: Regulation on the Approval of District Cooling Tariffs, Charges and Fees
7. RD09: Connected Load
8. RD04b: Minimum Requirements for Cooling Services Agreements

1.2 Our Mission and Values

Our mission is to provide accurate, transparent, and compliant billing services with the highest standards of customer care. We are committed to:

1. Accuracy: In all billing calculations and meter readings
2. Transparency: In charges, calculations, and communications
3. Compliance: With all RSB regulations and permit conditions
4. Responsiveness: To customer inquiries and concerns
5. Confidentiality: Of customer data as per UAE regulations
6. Continuous Improvement: Of our services and processes

1.2 Who We Are

We are Tempex Billing, a company licensed by the RSB to handle billing for single building systems (SBS).

1.3 Scope of Services

As a permitted Billing Service Provider, we provide comprehensive billing services including:

1. Metering Services: Reading, operation, and maintenance of Sub-Meters in accordance with RD06
2. Billing Services: Calculation, generation, and distribution of bills (electronic and physical)

3. Payment Processing: Receipt, reconciliation, and handling of payments
4. Customer Service: Resolution of billing inquiries and complaints
5. Account Management: Maintenance of customer accounts and records
6. Compliance Services: Ensuring all billing activities comply with RSB regulations

2. Customer Commitments

2.1 Service Standards and Mandatory KPIs

We commit to monitoring and reporting the following KPIs as required by RD05 Annex 1:

Customer Satisfaction

1. Happiness Index Target: Minimum 85% customer satisfaction
2. Measurement: Quarterly customer surveys

Resolving Customer Requests

1. Average Resolution Time: ≤ 48 hours
2. First Contact Resolution: $\geq 70\%$ of requests
3. Escalation Rate: $\leq 10\%$ of requests requiring internal escalation

Performance Over the Phone

1. Call Answer Rate (30 seconds): $\geq 90\%$
2. Average Queue Time: ≤ 2 minutes
3. Abandoned Calls: $\leq 5\%$

Billing Accuracy

1. Actual Meter Reading Rate: $\geq 95\%$ of bills based on actual readings
2. Billing Accuracy Rate: 99.5% accuracy in calculations

2.2 Metering Commitments (RD06 Compliance)

We commit to:

1. Meter Standards: All meters meet EN1434 standards, Dubai Building Code (2021), and UAE Cabinet Decision (140) of 2023
2. Meter Maintenance: Regular inspections with records maintained for minimum 2 years
3. Data Access: Providing customers access to their consumption data on request
4. Fault Resolution: Repairing or replacing faulty meters within 2 billing cycles
5. Meter Testing: Arranging independent calibration tests upon customer request (costs allocated per RD06 clause 7e)

2.3 Billing Commitments (RD06 Compliance)

All bills will:

1. Be issued monthly in both English and Arabic
2. Contain all mandatory information as per RD06 clause 8
3. Clearly identify estimated readings with "E" suffix
4. Include energy saving tips and consumption trends
5. Show security deposit value and return conditions
6. List all applicable tariffs as approved by RSB

2.4 Communication Standards

1. Clarity: All communications will be clear, complete, and accurate
2. Timeliness: Responses within committed timeframes
3. Channels: Multiple communication channels available
4. Language: Available in English and Arabic as required

2.5 Privacy and Data Protection

1. All customer data stored securely with encryption
2. Data used only for billing and service provision purposes
3. Strict confidentiality agreements with all staff
4. Compliance with UAE data protection regulations
5. Regular security audits and updates

3. Expectations of Customers

To enable efficient service delivery, we request customers to:

3.1 General Obligations

1. Provide accurate and updated contact information
2. Maintain clear access to meters for reading
3. Review bills promptly upon receipt
4. Raise queries or concerns within 30 days of bill receipt
5. Make payments by due dates
6. Communicate respectfully with our staff

3.2 Specific Requirements

1. Owners: Remain accountable for charges when unit is not let
2. Tenants: Provide valid Ejari registration to transfer accountability
3. All Customers: Notify us of any account changes or termination requests
4. Building Managers: Facilitate access to meters and provide customer information updates

3.3 Meter Access

As per RD04d, customers must provide access to Sub-Meters for:

1. Routine meter readings
2. Periodic inspections
3. Maintenance and repairs
4. Fault investigation

4. Feedback and Complaints Handling

4.1 Providing Feedback

We welcome feedback through:

1. Email: Info@tempex.ae
2. Phone: +971-45231000
3. In Person: Tempex office, Building 67, Azizi Rivera, Dubai, UAE
4. Customer Satisfaction Surveys: Quarterly surveys

4.2 Complaints Procedure (RD05 Compliance)

Step 1: Initial Contact

1. Contact Customer Service via any channel
2. Receive reference number and initial response within 24 hours

Step 2: Investigation

1. Dedicated team investigates your concern
2. Target: 80% of complaints resolved within 7 business days

Step 3: Resolution

1. Detailed explanation of findings and proposed resolution
2. Complex issues: Target resolution within 14 business days

Step 4: Escalation (If unsatisfied with our resolution)

1. Request escalation to Customer Service Manager
2. If unresolved, escalate to Senior Management
3. As last resort, contact Regulatory and Supervisory Bureau (RSB)

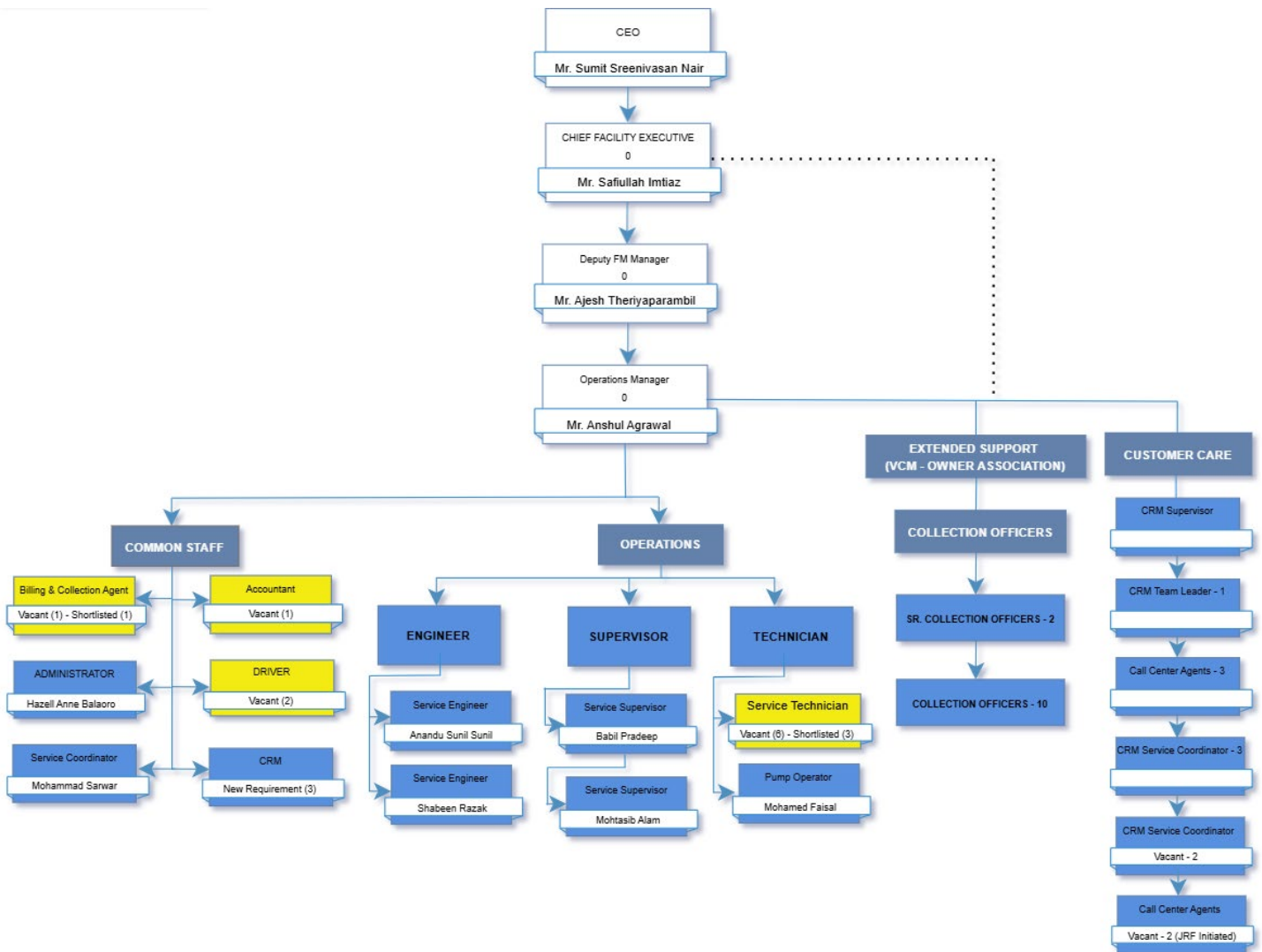
Note: We are committed to resolving all issues internally per RD05 requirements.

4.3 Dispute Resolution

As per RD04a clause 11, disputes will be resolved through:

1. Our published complaint handling processes
2. Timelines as set out in this Charter
3. Reference to RD05 for complaint handling standards
4. Final escalation to RSB if necessary

4.4 Organization Chart



5. Customer Rights

- Accurate bills based on real meter readings
- Clear information about all charges
- Request a meter test if you think it's wrong
- Be treated with respect and fairness
- Get help within 24 hours
- Have your personal information protected
- Escalate problems if not resolved

6. Service Improvement and Accountability

6.1 Continuous Improvement

1. Annual review and update of this Charter
2. Quarterly service quality assessments
3. Regular staff training on regulatory updates
4. Implementation of customer feedback
5. Benchmarking against industry best practices

6.2 Performance Monitoring

We monitor all RD05 Annex 1 KPIs plus:

1. Regulatory Compliance: 100% adherence to all RD requirements
2. Meter Performance: Accuracy and reliability metrics
3. Billing Timeliness: On-time bill issuance metrics
4. Payment Processing: Efficiency and accuracy rates

6.3 Transparency and Reporting

1. Report Content: Actual vs. target performance for all KPIs, regulatory compliance status, improvement plans
2. RSB Submission: All mandatory data provided to RSB as required
3. Customer Access: Reports available to all customers upon request

7. Schedule of Charges (RD10 Compliance)

7.1 Approved Charges and Caps

Only the following charges may be applied, subject to DSCE approval and caps:

Charge	Unit	Cap (AED)	Conditions
Billing Services Fee	Per month	25.00	Monthly fixed charge for billing services
Activation Fee	One-time	200.00	Applied only once when new customer receives billing services
Late Payment Fee	Per billing cycle	100.00	Applied per RD10 conditions, total cannot exceed 100% of outstanding charges
Re-connection Charge	One-time	100.00	For unit reconnection after disconnection
Meter Verification Fee	One-time	As per Schedule 3	For meter accuracy testing upon customer request
Security Deposit	Months equivalent	AED 2000.00	Adjusted only on change of ownership/tenancy

7.2 Prohibited Charges

We will NOT apply:

1. Inefficient Building Penalties (Low Delta-T) to units
2. Excess Demand Fees to units
3. Any charges not explicitly approved in Schedule 3 of our permit
4. Capacity charges exceeding unit's allocated share (per RD10 clause 6)

7.3 Charge Application

1. Charges clearly explained in bills
2. No hidden or unexpected charges
3. Full transparency in charge calculation

8. Metering and Billing Details

8.1 Meter Specifications (RD06 Compliance)

1. All meters comply with EN1434 standards
2. Minimum accuracy as per Dubai Building Code
3. Isolation valves for maintenance access

8.2 Billing Process

1. Billing Cycle: Monthly
2. Reading Dates: 11th – 10th of each month
3. Bill Issuance: Within 7 business days of reading
4. Payment Due: +14 Days from the date of bill issuance
5. Payment Methods: Online, bank transfer, cheque

8.3 Data Management

1. Historical data maintained for minimum 3 years
2. Secure data storage and backup
3. Privacy protection in accordance with UAE law

8.4 Reconciliation Process

1. Monthly reconciliation of sub-meter readings
2. Transparent allocation of common area consumption
3. Regular reporting to building managers

9. Contact Information

9.1 Customer Service Center

- Email: Info@tempex.ae
- Phone: +971-45231000

9.2 Office Hours

1. Monday to Friday: 9:00 AM to 3:00 PM
2. Saturday & Sunday: Closed
3. Public Holidays: As announced

9.3 Online Services

1. Self-Service Portal
2. FAQs: www.tempex.ae/faq
3. Mobile App: Available on iOS and Android

9.4 Regulatory Contacts

1. RSB Website: www.rsb.gov.ae
2. RSB Contact: For unresolved complaints or regulatory inquiries

10. Forms and Templates

10.1 Billing Service Agreement

1. Standard RD04a agreement available
2. Digital signing capability
3. Clear terms and conditions

11. Additional Information

11.1 Payment Information

1. Accepted Methods: Online banking, credit/debit cards, bank transfer, cheques
2. Processing Time: 1-2 business days
3. Receipts: Electronic receipts issued automatically
4. Late Payments: Subject to fees per RD10 caps

11.2 Security Deposits

1. Amount: As per RD10 caps (max 8 months capacity charges)
2. Return: Within 14 working days of agreement conclusion
3. Interest: No interest paid on deposits
4. Adjustment: Not Allowed

11.3 Account Management

1. Online Access: 24/7 account access
2. Paperless Billing: Only Available
3. Consumption Alerts: Available on request
4. Historical Data: Up to 2 years available

11.4 Emergency Contacts

1. Billing Emergencies:
 - a. info@tempex.ae
 - b. Hazell Anne Balaoro (Administrator) - +971 55 249 7091 , hazell.balaoro@tempex.ae
2. After Hours: Limited emergency support

Annex 1: Mandatory KPIs (RD05 Annex 1)

KPIs	Target	Measurement Method	Reporting
Customer Satisfaction:			
Happiness Index	≥85%	Quarterly surveys	Annual Report
Resolving Customer Requests:			
Average resolution time	≤48 hours	System tracking	Monthly Internal
First contact resolution	≥70%	CRM analysis	Monthly Internal
Requests requiring escalation	≤10%	Internal reporting	Monthly Internal
Performance Over the Phone:			
Call answer rate	≥90%	Call center metrics	Monthly Internal
Average queue time	≤2 minutes	Call system data	Monthly Internal
Abandoned calls	≤5%	Call center reports	Monthly Internal
Billing:			
Actual meter reading rate	≥95%	Meter data analysis	Monthly Internal