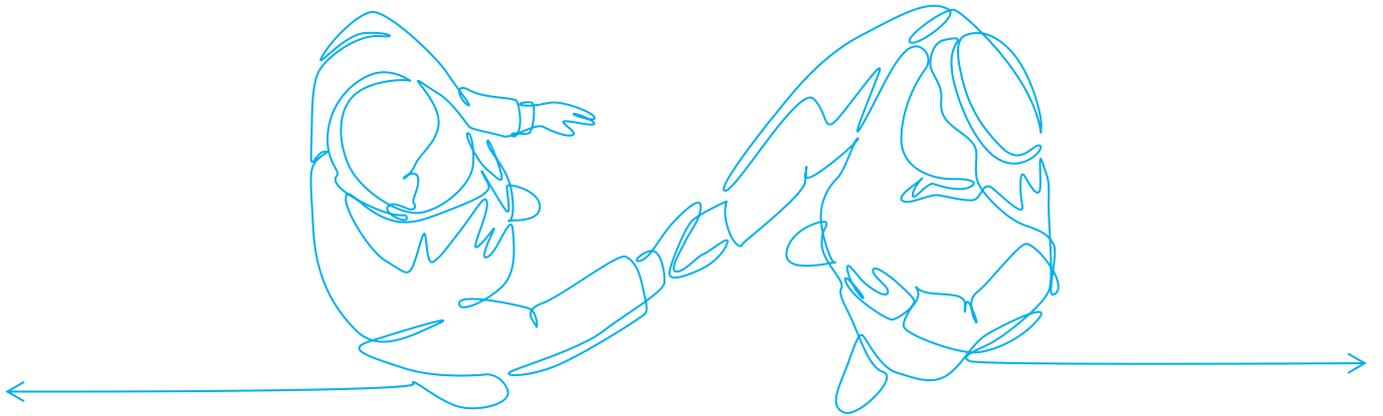


# Guide to Guaranteed Service Standard Procedure (GSS)- Abu Dhabi





## 1 What are our Guaranteed Service Standards

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At Tasleem, we strive to deliver reliable, high-quality cooling services in line with clearly defined service standards. Our Guaranteed Service Standards (GSS) set out the minimum level of service you can expect from us. If you have any questions or concerns, don't hesitate to contact us—we're here to help.

## 2 Tasleem responsibilities to meet the Guaranteed Service Standards

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We guarantee quality service by following the below standards:

- **New cooling service connections** will be activated as per the contract start date (for tenants) or the title deed date (for owners) upon completion of registration and payment.
- **Reconnection of cooling service** after suspension will occur within 8 hours of payment during business hours. Payments made outside business hours will result in reconnection on the next business day.
- **Customer inquiries** will be responded to within 3 business days from the date of receipt.
- **Customer complaints** will be handled in line with the Tasleem Customer Service Charter, with most complaints addressed within 2 business days, while billing complaints will be addressed within 7 business days.
- **Meter readings** are conducted daily or weekly, and defective meters will be replaced within 30 working days if stock is available. If stock is unavailable, replacement may take 3–4 months, with customers notified of any delays.

## 3 Guaranteed Service Standards (GSS)

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### GSS1 New Connection of Cooling Service

#### How long does it take to connect my new cooling service?

Once a customer has registered and paid the required security deposit and fees, Tasleem will connect the cooling service based on:

- The contract start date (for tenants)
- The title deed date (for owners), or according to the memorandum of understanding (MOU).

### GSS2 Reconnection of Cooling Service

#### When will my cooling service be reconnected after suspension?

If the cooling service has been disconnected due to non-payment, reconnection will occur after all outstanding charges have been settled.

- Reconnection will be completed within 8 hours for payments made between 9:00 AM – 4:30 PM on business days.
- Payments made outside business hours will result in reconnection on the next business day.



**Accepted payment methods:** Bank transfers, Tasleem website, mobile application, Apple Pay, Quick Pay, Samsung Pay, and cheques. Customers making payments via bank transfer must provide proof of payment within this timeframe.

### **GSS3 Customer Enquiries**

#### **How long does it take to receive a response to my enquiry?**

*All customer inquiries will receive a response within 3 business days from the date of receipt.*

How to Contact Us:

 Call: 800 TASLEEM (8275336)

 Email: [customerservice@tasleem.ae](mailto:customerservice@tasleem.ae)

 Visit: Our kiosk in Raha Mall

 Use: The Tasleem mobile app or log on to [www.tasleem.ae](http://www.tasleem.ae)

### **GSS4 Customer Complaints**

#### **How long does it take to receive a response to my complaint?**

Customer complaints are acknowledged and addressed in a fair, reasonable and timely manner, in accordance with the seven main categories specified in the Tasleem Customer Service Charter for Residential Customers in Abu Dhabi. The charter categories complaints into specific types, each with designated response times to ensure efficient resolution:

- Procedure Complaints, Delay in Providing New Service, Employee, E-service, Service Quality, and Contractor Complaints: addressed within two business days
- Billing Complaints: addressed within seven business days

#### **How to File a Complaint:**

 Call: 800 TASLEEM (8275336)

 Email: [customerservice@tasleem.ae](mailto:customerservice@tasleem.ae)

 Visit: Our kiosk in Raha Mall

 Use: The Tasleem mobile app or log on to [www.tasleem.ae](http://www.tasleem.ae)

### **GSS5 Meter Reading and Replacement Policy**

#### **What is the timeline for meter replacement?**

- Meter readings are conducted daily or weekly, depending on location.
- Defective meters will be replaced within 30 working days if stock is available.
- If stock is unavailable, customers will be notified of the estimated replacement timeline (up to 3–4 months).



## 4 Escalation process

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If you have any concerns, reach out to us first and we will strive to resolve them. If you remain unsatisfied, you may escalate the issue to the Department of Energy:

 Email: [customercare@doe.gov.ae](mailto:customercare@doe.gov.ae)

 Website: [www.doe.gov.ae](http://www.doe.gov.ae)