

As a residential consumer of district cooling services in Skycourts, you have both rights and responsibilities. We must respect your rights while you must fulfil your responsibilities. Alpha Utilities ensures that your rights are respected.



Your RIGHTS include:

You have the right to efficient & reliable service

Alpha Utilities Management Services is responsible for the reliable connection of district cooling supply to your home and for providing you with efficient service without unreasonable interruption. As part of this service, your utility is required to make necessary repairs, replacements and improvements to their equipment if located outside the premises of your respective apartments.

You have the right to accurate & timely bills

Alpha Utilities Management Services is required to issue accurate and timely bills, but billing errors may occur at times. You should know that:

- You can dispute the accuracy of your bill by submitting a customer complaint form. You can download the customer complaint form from our website from downloads, Fill in the details and send the same over to info@alphautilities.co.ae
- If you were overbilled, Alpha Utilities Management Services will remove any extra consumption and pertaining charges for the disputed period of time.

You have the right to the facility of a dedicated Walk in Center

Alpha Utilities Management Services must ensure availability of a dedicated walk in center for all its registered customers, operating 5 days a week (7:30 AM to 5:30 PM). The walk in center will be responsible to entertain all walk in customers and provide customer centric environment\culture to cater all your needs.

You have the right to fair registration & refund policies

To secure payment of future charges, Alpha Utilities will ask for a security deposit when you initially apply for service. You should know that:

- You have the right to request for a refund on your security deposit once you have cleared your previous outstanding at the time on contract termination.
- You have the right to have your security deposit adjusted against your outstanding at the time of contract termination.
- Alpha Utilities has the responsibility to guide you through the easy registration process, creation of the online profile for easy payments, account status review and billing history at the time of registration.
- You have the right to request for a tariff, a copy of the easy copy of the contract and alpha utilities policies & procedures at the time of your contract registration. Please refer to [information bank](#) for details printed on this charter.

INFORMATION BANK

Complaint Channels

Walk in Center

Nature of Complaints

Handled: All except online portal or app related.



Timings: 7:30 Am to 5:30 Pm
Monday to Friday.

Email Correspondence

Info@alphautilities.co.ae

Nature of Complaints

Handled: All except billing or consumption dispute that requires probing and presence of complainant.



TAT: 48 Working Hours

Tech Support

techsupport@alphautilities.co.ae

Nature of Complaints

Handled: For Any Complaints pertaining to customer online accounts or reminders\notifications services.



TAT: 48 working hours

WhatsApp Afterhours

056-410(0657)

Nature of Complaints

Handled: For after-hours complaints only such as restoration of services



TAT: 2 to 4 Working Hours,
subject to availability of engineers.



CONTINUED

Your RIGHTS include:

You have the right to fair, reasonable & timely complaint management and resolution system

Alpha utilities management services are required to handle complaints in a fair, reasonable and timely manner. You should know that:

- You have the right to have your complaint responded to within a turnaround time of 48 working hours.
- You have the right to get an update in the instance the complaint is not resolved within 48 working hours with clear reason for the same.
- Alpha utilities management services has the responsibility of escalating the complaint to next tier in the instance the complaint is not resolved within 48 working hours. If we are unable to resolve your complaints within the committed turnaround time, the same will be escalated to concerned team member.
- You have the right to send any and all complaints\queries and suggestions to us through our provided channels such as complains email, Alpha Whats app or by visiting our walk in center located on the ground floor, Tower A. Please refer to [information bank](#) for details printed on this charter.
- In the instance your complaint has not been resolved within the given turnaround time despite escalation to concerned team member, you may escalate your complaint to supervisor customer relations by dropping an email with details of your complaint logged to supervisor@alphautilities.co.ae

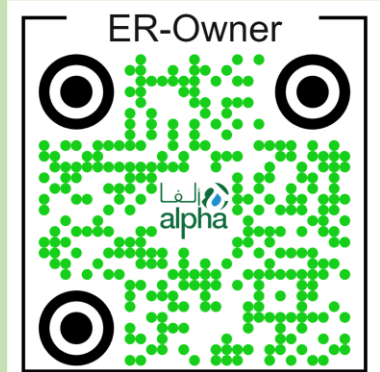
INFORMATION BANK

Easy Services

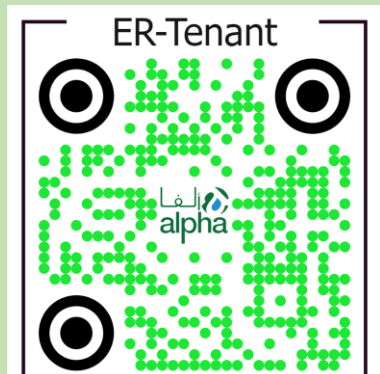
Alpha utilities management services now accept all new registration and contract termination requests via our online easy services only.

Please scan the below QR code for relevant process.

[Easy Registration Owner](#)

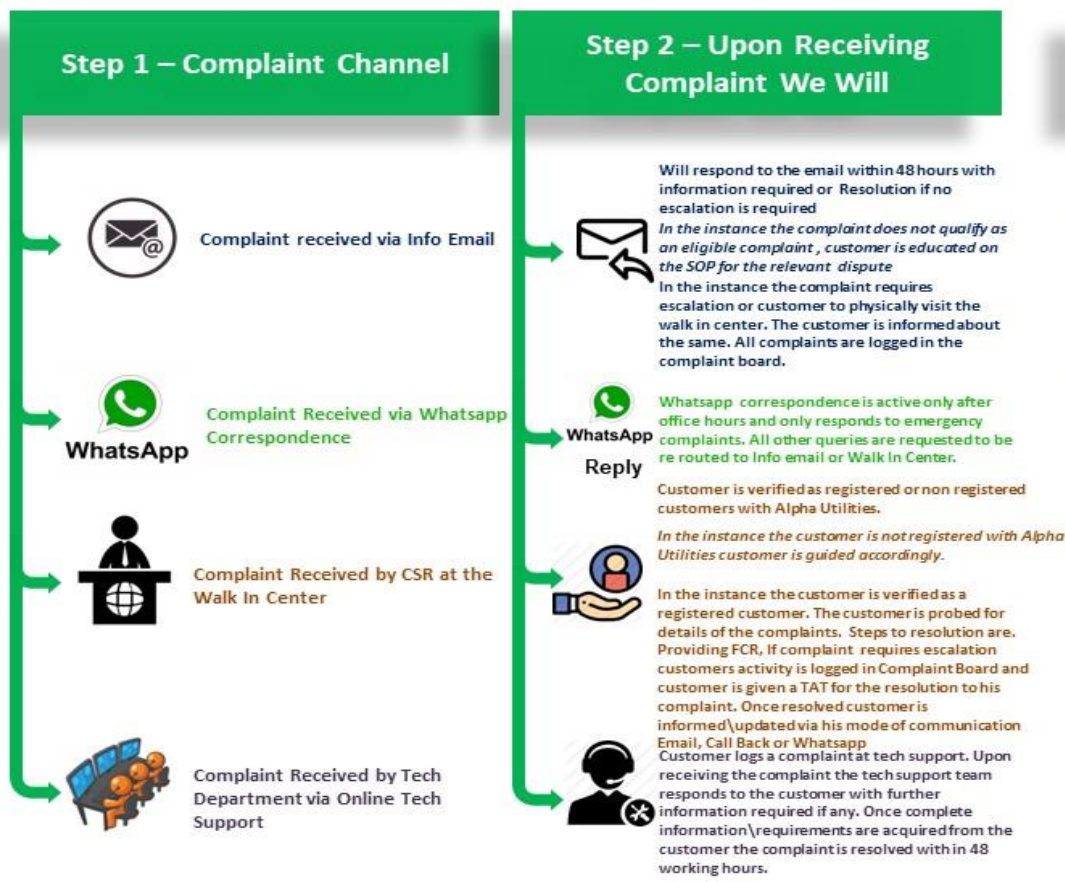


[Easy Registration Tenant](#)



Complaint Process Flow

Alpha Utilities Management Services LLC



Complaints TAT	
Nature of Complaint	TAT
Payment Portal Not Accessible	48 Hours
Bills Not Reflecting on Online Portal	48 Hours
Payment Declined	48 Hours
Payment Made in walk-in center But Not Reflecting	48 Hours
Payment Declined But Deducted	14 Days
Delay in tech/eng. Support	48 Hours
Online Documents Not Uploading	48 Hours
Disconnected apartments (showing consumption)	48 Hours
Password Not Working	48 Hours
Website Not Working	48 Hours
BTU Meter Inspection	5 to 7 Days
AC not Cooling - DC water Supply	48 Hours
Escalation to Supervisor	48 Hours
Bank Transfer Not Reflecting in Statement	48 Hours
High Consumption	48 Hours
leakage Detected	48 Hours
Bad Smell Coming From AC	48 Hours
Faulty valve	48 Hours
Bills Not Received	48 Hours

ALPHA UTILITIES MANAGEMENT SERVICES LLC - KPI & TAT

Customer Record

<p>Walk In Center, CSR, Info channel, Easy Registration & Cancellation, .</p> <ul style="list-style-type: none"> General Enquiries Complaints & Disputes Request For Registration & Cancellation Bill Payments Online account creation, modification & tech support. 	<p>TAT</p> <ul style="list-style-type: none"> Objective - Immediate - 24 Hours Acceptable - 48 Hours Requires Escalation - More Than 48 Hours 	<p>24 - 48 WORKING HOURS</p>	<p>CRM, Info, Easy Registration & Cancellation</p>
<p>Supervisor Alpha Utilities Management Services LLC</p> <p>Escalations of all above in the instance issue is not resolved, responded to or updated upon with in 48 working hours</p>	<p>TAT</p> <ul style="list-style-type: none"> Objective - Immediate - 24 Hours Acceptable - 48 Hours Requires Escalation - More Than 48 Hours 	<p>24 - 48 WORKING HOURS</p>	<p>CRM, Service Request Log, Supervisor@alphautilities.co.ae</p>
<p>Escalation to management</p> <ul style="list-style-type: none"> Escalation to management in the instance SLA was not met with in the committed TAT and further not resolved or responded to by the supervisor Alpha Utilities. 	<p>TAT</p> <ul style="list-style-type: none"> Objective - 72 hours Acceptable - 7 Working Days Requires Escalation - More Than 7 days 	<p>7 WORKING DAYS</p>	<p>CRM, Supervisor@alphautilities.co.ae, Service Request Log,</p>

Customer Data Privacy

Our customers' data is secure and safe. Alpha Utilities Management Services LLC complies with the legal data protection regulations, to ensure your data is kept confidential. To read more about our data privacy, please see the mentioned link: <https://billing.alphautilities.co.ae/Content.aspx?id=11>



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Your RESPONSIBILITIES include:

Payments

- You are responsible to pay your security deposits at the time of registration.
- You are responsible to pay your bills on time on monthly basis.
- If you are unable to pay your bills on time due to any misfortunate event such as medical please be sure to inform alpha utilities before the due date to schedule a later date of payment.
- In the event you are unable to pay online or via app due to technical issues please take a screenshot and send an email to techsupport@alphautilities.co.ae before the due date.
- If you fail to make payment before the due date, you are responsible for clearing the entire outstanding and pay the late payment fees in order to avoid disconnection after grace period.

Utility Equipment

- You are responsible to provide alpha utilities management services with unobstructed access to their equipment such as meters or valves installed outside your apartment.
- You must not damage or tamper with utility equipment. Doing so may lead to prosecution or possible penalty.
- It is important that you never use any other outdoor AC unit other than using district cooling services provided by Alpha utilities management services. Any such observation may lead to a penalty subject to investigation and findings.
- You are responsible for any repair\replacement required for the AC unit and its pertaining parts such as actuator, PC board, thermostat or FCU etc.

Notice of move in & contract termination.

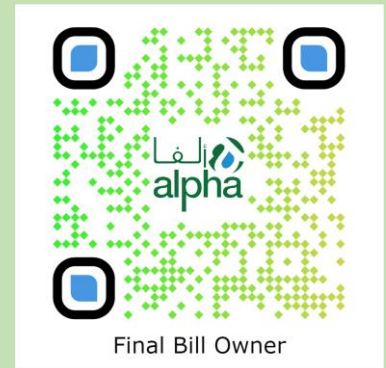
- It is important that you give your alpha utilities management services advance notice before you move in or wish to have your service(s) disconnected or contract terminated since both services may take up to 48 working hours subject to success of application.

Respect

We will treat you with courtesy, respect and in an impartial and equitable manner. You are responsible to appreciate the efforts of our employees at your service and treat them with mutual respect.

INFORMATION BANK

Easy Cancellation Owner



Easy Cancellation Tenant



We welcome your feedback and suggestions to serve you better.