



Alpha Utilities Management - District Cooling

Alpha Utilities Management Services LLC responsibilities & Scope of Work

Service Provider's Obligations

A. Ensure continuously supply of Chilled water services to the premises in a quantity equal to the Declared Load.

B. Carry out the installation, maintenance and replacement of the equipment required to provide the cooling services up to the Meter of the premises.

C. Provide and maintain prompt and efficient customer service.

D. Please note should you have any queries or complaints in regards to consumption. Kindly report the same with in the same month of bill issuance. Any complaints reported after the end of running billing cycle will not be entertained.

E. Please be informed that we inspect each and every single meter in Sky courts on quarterly basis. We also monitor monthly consumption to identify any abnormalities in consumptions. However, should you have any doubts and would like to have your meters checked kindly consider the following.

1) Upon customers request we will have the Meters inspected. If any constraint found due to the equipment. Alpha will bear the charges for any replacements or fixing required and consumption will be revised taking the same into consideration.

2) In the instance no faults are found either in system or the BTU meter upon physical examination. Customer will be charged a total of **AED 250** for the same.

The Service Provider shall supply chilled water to the Premises at a temperature required to ensure comfort zone as per the international standards, subject to customer's commitment to maintain desirable performance output of the air conditioning equipment in the premises as per operation & maintenance design parameters.