شركة مسقط لتوزيع الكهرباء ش.م.ع.م

Muscat Electricity Distribution Co.S.A.O.C

CUSTOMER SERVICE CODE OF PRACTICE

EFFICIENT USE OF ELECTRICITY

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CONTENTS

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"Efficient use of Electricity Code of Practice – Distribution and Supply Licence Condition 43"

Introduction

Muscat Electricity Distribution Company SAOC ("Licensee") owns and operates the electricity distribution and supply network in your area. We look after the safe delivery of electricity through our electricity network to your premises.

The Efficient Use of Electricity Code of Practice "the Code" is designed as a guidance for Customers on the efficient use of electricity. It contains many simple and practical measures that can have an immediate benefit in reducing your electricity use.

Concern for the environment requires us to take electricity efficiency very seriously. The environment benefits from less pollution and you can get lower bills without reducing the level of comfort and convenience in your home.

This Code was compiled under the relevant conditions of the distribution and supply licence under which we operate and has been approved by the Authority for Electricity Regulation, Oman, the industry regulatory body.

YOUR ELECTRICITY METER:

Your meter measures the amount of electrical energy you use in units of kilowatt-hours.

One UNIT of electricity is one kilowatt-hour (kWh)

One energy UNIT is consumed if an appliance with a power rating of 1000 watts (or 1 kilowatt) is switched on for 1 hour. A 500 watt appliance would consume the same amount of energy in two hours.

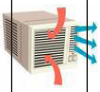
The power rating plate on any electrical appliance tells you how much electricity it consumes in one hour, described in watts

or kilowatts (1000 watts=1kilowatt or 1Kw). The higher the number of watts, the more expensive the appliance is to run.

You can measure how much electricity an appliance is using by multiplying the wattage by the number of hours you use it. For example, if you use a 100 watt bulb for 10 hours, you will have used one kilowatt hour (100 watts x 10 hours= 1000 = 1kwh = 1 unit).

See the table below for more examples:

Electrical Appliance		Energy Consumption Rate (W)	Approximate Working Hours (Hours)	Unit Tariff (Baiza)	Daily Consumption (Baiza)	Monthly Consumption (Rial)
Washing Machine with Heater		2000	2	10	40	1.2
Hair Dryer		1500	1	10	15	0.45
Vacuum Cleaner		1000	1	10	10	0.30
Cooker		3000	3	10	90	2.7
Water Heater		1500	6	10	90	2.7
Television		100	12	10	12	0.36

Electrical Appliance		Energy Consumption Rate (W)	Approximate Working Hours (Hours)	Unit Tariff (Baiza)	Daily Consumption (Baiza)	Monthly Consumption (Rial)
Kettle		800	1	10	8	0.24
Iron		800	2	10	16	0.48
Microwave		1200	1	10	12	0.36
Air Conditioner		2000	12	10	240	7.2
Fan		60	20	10	12	0.36
Light Bulbs		100	12	10	12	0.36
Low Energy Light Bulbs		20	12	10	2.4	0.072
Fridge		1200	24	10	288	8.64
Freezer		1400	12	10	168	5.04
Washing Machine		600	2	10	12	0.36

The above tariff is based on the domestic tariff.
Please refer to the table of Permitted Tariffs below.

1 Customers require a letter of recommendation from the Ministry of Commerce and Industry and must maintain a power factor of least 0.9

2 Subject to Ministry of Tourism regulations and approval (details available at request)

Understanding your electricity bill

Our representatives will be sending you an electricity bill every month based on an **ACTUAL** or **ESTIMATED** meter reading.

The electricity bill shows your latest and previous meter readings. The difference between the two is the number of units you have used during the billing period.

RUNNING COSTS OF YOUR APPLIANCES

Most of the electricity supplied to your premise is used to run your household appliances. When you buy new appliances it is a good idea to look for economy features like half-grill settings on cookers and half-load or low temperature options on washing machines.

Buying New Appliances - Energy Labelling

If you are buying a new or replacement electrical appliance you should check the running costs by looking at its energy rating. There are considerable variations between the least and most economical appliances.

Energy labels provide a simple indication of the energy efficiency of appliances so you can take this into account when buying new products.

SIMPLE ELECTRICITY SAVING MEASURES

The way you use your appliances on a day- to- day basis can have a big effect on how much electricity they use. Here are a number of useful tips to reduce your electricity bills:

Air Conditioners

Air conditioners are the biggest consumer of electricity in our homes. They cause dramatic jumps in our electricity bills especially during the summer peak period. Below are some tips which will help save electricity:

- Choose the air-conditioner according to the room area.
- Clean the air filter regularly.
- Close your windows, doors and other openings when the air-conditioner is in use.
- Try not to install the air conditioner in a position subject to direct sunlight. If it is, cover it with a shade or an umbrella.
- Avoid obstructing the air tight inlets and outlets.
- Turn off unneeded lights and heat producing appliances to reduce air-conditioning load.
- Don't set your air conditioning thermostat at the coldest level. Just set the cooling to the temperature that you feel comfortable.
- Use ventilation fan instead of air conditioners where possible.

Fan

- Clean fans regularly.
- Switch off the fan when it is unnecessary.

Water Heater:

Heating up water requires large amounts of electricity; significant savings can be made in the following ways:

- Choose the right size of water heater for your family.
- Switch off the water heater after use.
- Switch on the water heater a short while before use.
- Take a shower instead of a bath. It may cut costs by two-thirds.
- Use cold water where hot water is not absolutely necessary.

Cookers:

- Choose the right size pan. The base of the pan should match the size of the cooker ring.*
- Put lids on pans and turn down the heat when food starts to boil. There is no need to boil vegetables vigorously, turn the ring to a gentle simmer.*
- Try not to use too much water; most items are best cooked in just enough water to cover them.*
- Food can be cooked more quickly if it is cut into small pieces.*
- A pressure cooker speeds up cooking times, saves energy, maintains goodness and generates less water vapour in the kitchen.*

- Cook small items like chops under the grill rather than in the oven.*
- It is more efficient to use a toaster rather than a grill when making toast.
- When using an electric kettle boil only as much water as you need. Make sure the element is always covered.
- Microwave ovens are useful for cooking, defrosting or heating food. They use much less energy than conventional ovens.
- Cooking with gas rather than electricity is a better use of resources and usually costs less.

* These are tips for usage of electric cookers.

Fridges and freezers

- Put your fridge or freezer in a cool place, away from cookers or heaters.
- For best operation, position your fridge so that air can circulate around the heat exchanger at the back.
- Do not leave a fridge or freezer door open for longer than necessary.
- Allow any cooked food to cool before putting it in the fridge or freezer.
- Combined fridge/freezers with one compressor use less electricity than two separate units.
- Defrost your freezer regularly. The ice should never be more than quarter of an inch or 6mm thick around the icebox.
- Freezers should be kept at least three-quarters full at all times.
- Modern frost-free fridge-freezers use considerably more electricity than conventional designs.

Washing machine:

- Ensure you have a full load before using your washing machine. If this is impractical, use the half loads or economy programme.
- Use a minimum temperature (40C) wash and economy programmes whenever possible.
- Use the washing machine in off peak hours (2:00 am – 1:00 pm and 5:00 pm – 10:00 pm).

Iron:

- Iron your clothes while they are still slightly damp.
- Steam irons use more power than dry ones.
- Ensure the iron is switched off as soon as you finish ironing.

Lights:

Lighting in the home typically accounts for 10-15% of electricity usage. The use of low energy lamps can provide significant electricity savings. Low energy lamps are miniature fluorescent tubes, which are designed to replace ordinary light bulbs. They are made in a variety of shapes, sizes and ratings so they should be selected to suit the fitting and the space available.

A low energy lamp uses about a fifth of the electricity of an equivalent ordinary light bulb which means they can save you some money.

The table below is a buying guide for low-energy light bulbs. It gives the power ratings of the old and new types of bulb, which give off an equivalent amount of light.

Standard Light bulb Rating	Equivalent Low-Energy Light bulb
25W	5W
40W	7-10W
60W	11-14W
75W	15-18W
100W	20W
120W	23-25W
150W	32W

To light your premise efficiently, use as much daylight as possible. Curtains could be drawn well clear of the windows during the day, lamps carefully positioned and bright colours used in darker corners.

Consider the use of individually switched "tasks" lighting for reading or sewing. This is more efficient and will be cheaper than a fitting that is usually used to provide light for an entire room.

Keeping lamps and accessories clean is important, especially in the kitchen where grease and grime tends to accumulate.

TV and other equipments

You will save electricity if you avoid leaving your equipment left on in standby mode. If nobody is watching TV, turn it off. Don't use it as a source of background music.

OTHER WAYS WE CAN HELP

Getting in touch with us – Our contact details are on the front of this Code of Practice, and you should feel free to contact us regarding any aspect of your electricity supply.

We may be able to:

- give advice over the phone on all our services;
- write to you;
- put you in touch with other organisations; or
- arrange for somebody to visit you at home.

You should always contact us first if you have a problem with your electricity supply and we will try to help. We publish a separate Code of Practice on complaint handling, which is available on request. If we have been unable to resolve your

problem, or if you would like independent advice, you should contact the Authority for Electricity Regulation, Oman, the industry regulator.

Their address and telephone number is:

Authority for Electricity Regulation, Oman

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Tel: +968 24609700 Fax: +968 24609701

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