

Guaranteed Standard Of Service

#Your_right_preserved



شركة مسقط لتوزيع الكهرباء
Muscat Electricity Distribution Company
اندي شركات مجموعة نماء
Member of Nama Group



medcoman.com

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CARE DELIVER DO BETTER

Guaranteed Standard Of Service

1 Meter reading

GS-1

The customer's meter is read at least once in 6 months

20
O.R

Once every 6 consecutive months

GS-2

The new account's first reading must be on the first or second reading cycle

10
O.R

One time only for each new account

2 Complaint handling

GS-3

Customer's complaint (excluding GS 5 complaints) must be dealt within 10 days or less

5
O.R

One time for each officially registered complaint

GS-4

A customer's complaint must be dealt with in 40 days or less

20
O.R

One time for each officially registered complaint

GS-5

A full written explanation must be sent, or a visit must be arranged to investigate, within ten working days of receiving customer notification of a voltage problem to their property

15
O.R

One time for each officially registered complaint

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3 Customer connections

GS-6

Time taken to provide customers with a substantive response to the initial connection application must not exceed 15 days

10

O.R

Once every 6 consecutive months

GS-7

The Time taken to provide the final connection from receipt of customer payment and the completion of any required network extension must not exceed 15 days

20

O.R

One time only for each new account

4 Reconnections

GS-8

Time taken to reconnect customers after disconnection for non-payment must not exceed 24 hours from receipt of payment

30

O.R

One time for each case

GS-9

Time taken to reconnect a customer after a supply failure must not exceed 24 hours

30

O.R

One time for each case

GS-10

Customers must be notified of a planned outage at least 2 days in advance

5

O.R

One time for each case