CUSTOMER SERVICE CODE OF PRACTICE

Customers With Special Needs

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Muscat Electricity Distribution Company SAOC

Contact details:
Telephone: 24588600 • Service Centre Telephone: 24588607, 24588627 • Fax:24588690
E-Mail:medc@medcoman.com
1. 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 home.

We have compiled this Code of Practice to tell you about the range of special services we provide for our customers who live in residential property and who are of pensionable age, have limited income, have a disability, are chronically sick, or who have other special needs.

This Code of Practice is designed for your security, comfort and your peace of mind. It was compiled under the relevant conditions of the distribution and supply license under which we operate and has been approved by the Authority for Electricity Regulation, Oman, the industry regulatory body.

2. REGISTER OF CUSTOMERS WITH SPECIAL NEEDS

We are required to maintain a Register of Customers with Special Needs (“the Register”). This register will help us and our representatives know about any special circumstances or special needs you may have. If you think that you, or any member of your family, has a special need, we would invite you to complete the Special Needs Assessment Form so we can determine if you or any member of your family should be included in the Register. We may, in certain circumstances contact the appropriate agencies, such as the Ministry of Social Development and the Ministry of Health to confirm information provided in the Assessment Form in relation to your special needs for the supply of electricity.

Please fill in the Special Needs Assessment Form at the back of this Code and send it to us. You can also add the name of anyone else in your home who might qualify for entry to the Register.
3. MEDICAL SUPPORT EQUIPMENT AND ELECTRICITY SUPPLY INTERRUPTIONS

We appreciate that it is essential to have a constant electricity supply if you rely on certain types of medical support equipments. It might be necessary to temporarily disconnect your supply to carry out essential work and we guarantee that we will inform you beforehand. Our agents will notify you, usually by sending a letter or by any other communication means, giving you no less than 3 days notice. If you require any further information about a specific scheduled interruption please contact the Call Centre number mentioned in the notification letter.

In some occasions, it might not be possible to inform you that your electricity will be off if it is beyond our control. For example, lightning may strike the network you are being supplied with. Our representatives will try to put your electricity back on as soon as they possibly can. In some situations though, this may take a few hours.

The time needed to restore your supply will vary depending on where you live and the severity of the problem.

You should therefore consider an alternative source of power that would be available for any medical support equipment you need. You also need to know how long this power source is likely to last. The unit at the hospital at which you are being treated should also be able to help you manage your healthcare when your electricity is off for a long time.
4. WHAT TO DO IF YOU LOSE YOUR ELECTRICITY SUPPLY

If you experience an unexpected supply interruption:

Check if any of your neighbours have lost their supply also. If they have not, the problem could be with your electrical installation;

If you have a trip switch, check if your trip switch has moved to the ‘off’ position. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on;

If the trip switch is in the ‘on’ position, and your neighbours have no electricity or if you cannot find any other reason, there might be a problem with the electricity supply in your locality. If so please contact us on [phone number] to report the problem; and

Always have a torch, candles and matches close at hand. If you have a torch, check the batteries regularly; if you use a candle, always be careful not to start a fire. Keep candles and matches away from children.

We advise you to use an emergency light which comes on as soon the main electricity goes off. Please let us know if you require any further information on the emergency lights.
5. DISCONNECTION:

If you let us know that you or a member of your household relies on electric powered medical support equipment, or chronically sick or has a disability or one of pensionable age, we will take extra steps to avoid or delay disconnection of service due to non payment of your bills. We may require that a doctor confirms a medical condition.

If you or anyone in your home relies on electric powered medical support equipment and you are unable to pay your electricity bill, we will avoid disconnection of your electricity supply between 1 May and 30 September but we would advise you to provide us with details of your circumstances.

Muscat Electricity Distribution Company SAOC undertakes to adopt the following standards for customers with special needs, we will:

* Ensure that vulnerable customers’ internal records are flagged to indicate that special attention may be required;

* Offer a range of debt repayment options that best meet the customer’s circumstances; and

* Ensure follow up contact with customers after payment options have been agreed.
6. HOW TO RECOGNISE OUR REPRESENTATIVES

We will be represented by a local agent who will carry out any works necessary at your property. The agent or we may need to visit you if your supply needs attention or to maintain, check or read your meter.

Before you let anyone into your home, always make sure that you check who they are. All of our representatives will present an Identity Card showing the company name, their own name, a reference number and a colour photograph of the individual. They will also tell you the reason for their call.
If you have any doubts about whether a caller is genuine, do not let them into your home.

7. 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. 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
P.O. Box 954, Postal Code 133, Al Khuwair, Sultanate of Oman
Tel: +968 24609700, Fax: +968 24609701
Email: enquiries@aer-oman.org
Website Address: www.aer-oman.org
8. REGISTER OF CUSTOMERS WITH SPECIAL NEEDS: ASSESSMENT FORM

The information you provide on this form will be used to assess whether you should be registered as a customer with special needs. The Register will help us give a better service and help our representatives know about any special circumstances or needs you may have. We will also need to inform our agents so that they are aware of your special needs. In certain circumstances, we may have to pass on your information to appropriate agencies such as Ministry of Social Development or Ministry of Health. If your circumstances change, please update your registration. This can be done by contacting our Customer Service Centre. Please remember to re-register if you move your home. All provided information will be confidentially treated.
Name: ____________________________________________
Address: _________________________________________
Telephone Number: _________________________________
Age: ___________________ Sex:   Male ☐ Female ☐
ID/ Passport No: _____________________________________
Customer Account Number- this is shown on your bill or statement


Customer Meter Number- this is shown on your bill


**Details of your special needs**

Do you have a registered medical condition related to:

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<th>Yes ☐</th>
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Does your medical condition require you to keep electrically operated medical equipment in your home? Yes ☐ No ☐
If yes, please specify _____________________________________________

Are you a recipient of benefit? Yes ☐ No ☐
If yes please give details: _____________________________________________

Number of household members over 60 years old ________________________
Details of house members with special needs

______________________________________________________________

Do you have any difficulties to pay your electricity bill? Please explain.
___________________________________________________________________________

Do you have a representative on your behalf who we can contact? Yes ☐ No ☐
Name: ____________________________
Telephone No: ____________________

Signature of Applicant: ____________________________ Date: ________________

**PLEASE SIGN AND RETURN TO THE FOLLOWING ADDRESS:**

**Customer Services Manager**
Muscat Electricity Distribution Company SAOC
P.O Box 1239,P.C 131, Al Hamriya, Sultanate of Oman