



These are the Guaranteed Standard of Service



Nama Electricity Distribution Company and Nama Supply Company, have prepared guarantee standard of services.

This document explains the Guaranteed Services Standards approved by Authority Of Public Services Regulation to deliver the highest quality of service to our customers and in ensuring continuous improvement in the standard of the service that we provide.

Guaranteed Standard Of Service

1 Meter Reading

GS-1

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

Terms and conditions

GS-1 applied to accessible active customers subscribing to post-paid services (non-AMR/AMI).

Conditions do not apply to

- vacant locations
- The customer's meter could not be read due to a reason, such as door locked permanently (DLP) accounts or an obstacle preventing access to the meter
- customers with self-meter reading (SMR) agreement
- prepaid accounts
- The customer informs the company that he does not wish to pursue the complaint.

Compensation
amount if the
standard is not meet



Once every 6
consecutive
months

GS-2

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

Terms and conditions

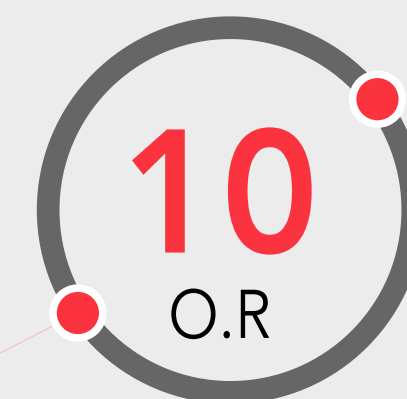
GS-2 applied to customers subscribing to post-paid service only. And those who have been newly connected to the network (new connections).

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Conditions do not apply to

- vacant locations
An obstacle preventing access to the meter
- prepaid accounts
- The customer informs the company that he does not wish to pursue the complaint.

Compensation
amount if the
standard is not meet



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

Terms and conditions

- This is applied for complaints submitted in accordance with the approved Customer Complaint Handling Procedures CCHP (first stage).
- The time necessary to respond to a complaint in working days between the opening of the complaint and the time of providing an explanation to the customer about the nature of the complaint and the solution that will be implemented.
- This time should not exceed 10 working days starting from the day following the date of receipt.

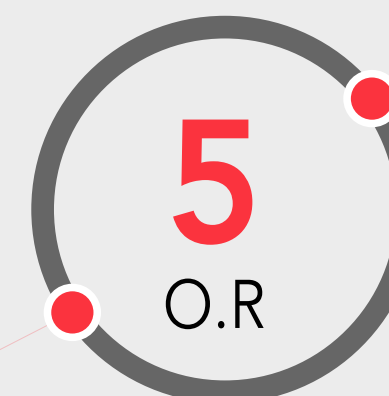
Conditions do not apply to

- The customer informs the company that he does not wish to pursue the complaint
- The act or default of a customer other than the company made it not feasible to send a response within the relevant period

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- The complaint was not sent through complaint channels published by the company
- Submitting a complaint not related to the services provided by the company according to the license granted to it.

Compensation amount if the standard is not meet



One time for each officially registered complaint

GS-4

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

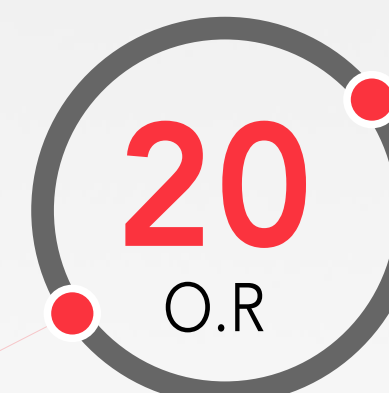
Terms and conditions

- This is applied to complaints submitted in accordance with the approved Customer Complaint Handling Procedures CCHP (second stage)
- This includes those complaints required to be responded to within a period of 40 days, following escalation to the Director of Customer Service (or equivalent).
- The customer must be notified of the complaint escalation according to CCHP
- The time necessary to respond to a complaint in working days between the opening of the complaint and the time of providing a final response should not exceed 40 working days starting from the day following the date of receipt.

Conditions do not apply to

- The customer informs the company that he does not wish to pursue the complaint
- The act or default of a customer other than the company made it not feasible to send a response within the relevant period
- The complaint was not sent through complaint channels published by the company
- Submitting a complaint not related to the services provided by the company according to the license granted to it.

Compensation amount if the standard is not meet



One time for each officially registered complaint

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GS-5

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

Terms and conditions

- If a customer reports a problem with the voltage of the electricity to his premises, the company should provide the customer with a written explanation or offer to visit him to investigate within 10 working days.
- The time is in working days between the date of the customer notification and the date of providing a written explanation or the date of the visit to the customer's premises.
- This time should not exceed 10 working days starting from the day following the date of receipt.

Conditions do not apply to

- The customer informs the company that he does not wish to pursue the request
- The act or default of a customer other than the company made it not feasible to send a written response or to arrange a visit within the relevant period
- The notification was not sent through the channels published by the companyhe license granted to it.

Compensation
amount if the
standard is not meet



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.

Terms and conditions

- This applies following the provision by the customer of all reasonably required information, which may include: details of the required load; authentic land ownership documentation.
- After the company obtains the information and documents required to connect the service, the company must provide an initial quotation at the estimated cost of connecting the electricity service to the applicant, which includes the connection fees as specified in the connection regulation approved by APSR.
- The estimated cost depends on the details of the loads shown in the connection request, and the quotation can be modified at a later time after the company inspects the wires and loads of the request, if necessary.
- The time is in working days taken to provide the customer with a substantive response to his or her request for a new connection to the licensee's distribution network (applicable for new connection application where the premise is ready for electrical connection). This time should not exceed 15 working days starting from the day following the date of receipt.

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Conditions do not apply to

- Incomplete applications where the customer has not provided all required documents
- Extension requests to a distance of more than 50 meters.
- Complex connections (for connections with 2.5 MW demand or more)

Compensation
amount if the
standard is not meet



one time for
each connection
application

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.

Terms and conditions

- This applies to the time (in working days, starting from the day following the date of payment receipt) taken for the company to connect and energize the customer's connection, or to enable a certified contractor to energize the customer's supply.
- The customer should make full payment to the Disco, including any payment to be made to an approved contractor.
- This includes all works necessary to enable the supply to the customer's premises to be energized, including the calibration of meters and the delivery of a certified meter to the customer, but not works that are the responsibility of the customer or any qualified contractor he has appointed.

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Conditions do not apply to

- Incomplete payment by the customer
- GS-7 does not apply should, at any time, the licensee's inspection or other examination reveal that the customer's internal electrical installations do not meet Oman Electrical Standards and same to be notified to customers with reasons and justifications.
- Customer causes or requests any delay
- Complex connections (for connections with 2.5 MW demand or more) and premises with distance of 1.5 KM or more from closest electrical network.

Compensation
amount if the
standard is not meet



one time for
each connection
application

4 Reconnections

GS-8

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

Terms and conditions

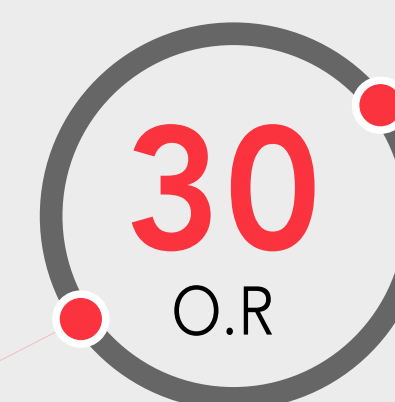
- This applies to the time in hours starting from receipt of payment after the disconnection. The time should be measured after the customer has made full payment, or partial payment as per the applicable rules and regulations of late payments (where the payment should cover a certain percentage of the dues), or the customer has entered into a payment agreement with the company.
- In case the customer has made the payment electronically, he must inform the company within one hour of his payment via call center 1011.

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Conditions do not apply to

- The customer informs the company that he does not wish to pursue the request
- The act or default of a customer other than the company made it not feasible to reconnect the supply.
- The customer failed to inform the company of electronic payment within one hour of successfully processing the payment
- Fail to provide payment proof
- The customer did not applied for reconnection via the call center after paid the dues

Compensation
amount if the
standard is not meet



One time for
each case

GS-9

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

Terms and conditions

- If the electricity supply fails during normal weather conditions because of a problem in the distribution system, the company must restore the supply within 24 hours from the supply failure.
- Applicability of 24 hours shall be based on the timestamp of incident or failure reporting or information available to the licenses. It can be company's system or customer intimation or any other means.

Compensation
amount if the
standard is not meet



One time for
each case

GS-10

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

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Terms and conditions

- Planned power outages are deliberate decisions made by the company to cut the power supply to residents and businesses to conduct maintenance within the electricity infrastructure.
- The company is required to give customers at least two days' notice of planned power cuts. This can be done through public announcement in media, newspapers, SMS, electronic channels (including company's website), letters or any other suitable means as agreed with the customer and the effectiveness of such communication to be ensured. The company should be able to demonstrate and prove the above-stated communications.

Conditions do not apply to

- Minor planned outages (plan outages for one hour and less) for LT customers and half-hour for HT customers can be considered minor outages and can be exempted from this standard.
- Emergency repairs
- The customer informs the company that he does not wish to pursue the request

Compensation
amount if the
standard is not meet



One time for
each case

GS-11

The company must credit the customer's account/ make a payment within 10 days in the event of a breach of a guaranteed standard

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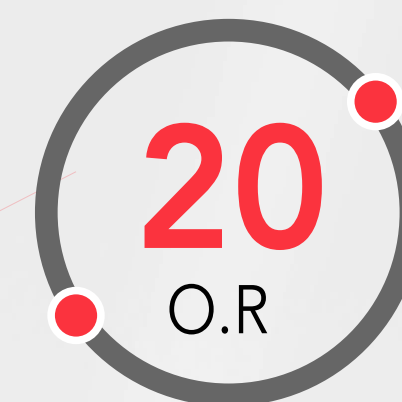
Terms and conditions

- This is referred to as the number of days that the company is allowed to make the payment to customers, in case the customer is entitled to a payment under GSOS scheme
- The time necessary to make a payment to the customer in working days between the date of officially confirming the breach of GSOS and stating the amount due to the customer and the time of the confirmed payment processing (credit to electricity account or other payment means as agreed between the company and the customer).
- This time should not exceed 10 working days starting from the day following the date of customer receipt of company's official response (as per the timeframe stipulated in Customer Complaint Handling Procedure).

Conditions do not apply to

- The customer has confirmed to the company that he does not wish to pursue the request of payment.

Compensation
amount if the
standard is not meet



One time for
each case