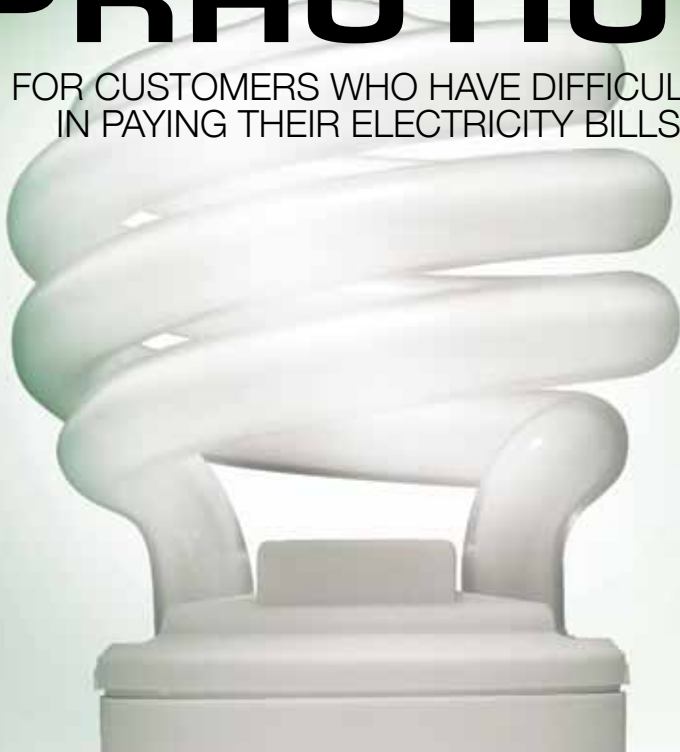


# CODE OF PRACTICE

FOR CUSTOMERS WHO HAVE DIFFICULTY  
IN PAYING THEIR ELECTRICITY BILLS



شركة مسقط لتوزيع الكهرباء  
Muscat Electricity Distribution Co.



# STATEMENT FROM GENERAL MANAGER OF MUSCAT ELECTRICITY DISTRIBUTION COMPANY

Dear Customers

In the context of MEDC's continued endeavours to render help to its customers who may face some problems in paying their electricity bills, I am pleased to announce that MEDC has issued a code of practice aimed at assisting some of you who may have difficulties in paying their electricity debt owed to MEDC as listed below.

The new Code of Practice has been prepared in compliance with the requirements of MEDC's Distribution and Supply Licence. The Code sets out our commitment to help those Customers who have difficulties paying their electricity bills and outlines the steps that we will take, and that you should take to prevent disconnection of your electricity supply.

The Code also presents the services that MEDC will provide to help you understand your electricity bill and prevent debt build up. You will find in the document a description of the different payment methods and our payment centres, in order to help you pay your bills conveniently.

We hope it is clear and understandable, but if you feel it could be improved or have comments or suggestions please don't hesitate to contact us. We will consider your valuable feedback in our regular review.

I avail of this occasion to assure you of MEDC' commitment to providing you with reliable service and its continued pursuit to attain your satisfaction.

Eng. Abdullah bin Said Al Badri  
General Manager

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This Code of Practice has been approved by the Authority for Electricity Regulation in accordance with the provisions of Royal Decree 78/2004 (the Sector Law) and the terms of Condition 41 of our Distribution and Supply Licence

**IDENTIFYING  
THOSE WHO NEED  
OUR HELP**

# CONTACT US: WE ARE HERE TO HELP

- Let us know if you are having difficulty paying your bill. We wish to help you to pay for electricity. Not to disconnect you; our contact details are listed inside.
  - Our staff and agents are trained and will continue to be trained to listen and not to dismiss your problems.
  - We will give you a reasonable time to pay your debts, but you must ensure that you pay for your future supplies and an agreed contribution towards your debt.
  - Our debt counsellors are specially trained and will be further trained to help you with payment advice and electricity efficiency advice and to help you understand your bills; their contact details are inside.
  - We will take a sympathetic approach if you cannot pay – try not to ignore things if you have payment difficulties; we cannot help you if we do not know you have a problem.
  - If you cannot pay we will seek to understand what you can pay and allow you to pay off your debts in accordance with your ability to pay.
  - We will not disconnect you if you are genuinely trying to pay us what you owe, unless you default on an agreed and reasonable payment arrangement without good reason.
- We will seek to identify debt related problems as early as we can
  - We train and will continue to train our staff to identify problems from customer payment records and may approach those customers we believe may be having difficulty paying
  - We will work with local communities & other agencies to enhance awareness of debt related problems and the procedures we have put in place to help those who have difficulty in paying their bills.

Please remember that if you choose not to work with us we have the legal right to disconnect your supply for not paying for the electricity you have consumed.

**HELPING YOU  
TO UNDERSTAND  
YOUR BILLS AND  
HOW TO USE  
ELECTRICITY  
EFFICIENTLY**

# UNDERSTANDING YOUR ELECTRICITY BILLS

- It is important that you are able to understand your electricity bill, and that the information presented is clear
- We will review the format of our electricity bills from time to time in order to make it easier to understand and to enhance the information provided to you.
- We will provide you with clear information on your bills and advise you of what you must pay.
- If you do not receive a bill, you must still pay for the electricity you consume. If you did not receive a bill or have misplaced it, you are still obliged to pay us. We will be glad to provide a duplicate bill on request.
- The period between each meter reading should be 30 days, or as close to that period as we can reasonably manage
- Bills are provided on paper but may also be viewed as an electronic copy on the ePortal website - [www.medcoman.com](http://www.medcoman.com)
- If you provide us with your contact details, we may send bill reminders by SMS.
- Details of how and where to pay your bills are included in the next section of this Code of Practice, headed "How to pay your bills"
- The format and content of our electricity bills is approved by the Authority for Electricity Regulation.
- If you have difficulty in understanding your electricity bill, please let us know and we will try to help you understand it.



# PREVENTING DEBT BUILD-UP

- If you miss a payment or more than one payment, we will send you a notice reminding you to pay and asking you to contact us if you have difficulty in doing so. Please do not ignore these notices
- We will monitor your payments regularly in order to ensure you are paying your bills on time and to prevent large debts from building up.
- We are working with our billing agent to improve the billing process so that you can receive your bill sooner after the meter has been read. This will allow you to pick up any perceived inaccuracies and better manage your budget.

**Set your air  
conditioners  
on 23°C**

# USING ELECTRICITY EFFICIENTLY

- We produce a separate Code of Practice on the efficient use of electricity, and have produced a number of brochures to assist you in this regard. Please ask us if you would like to have more information. We also run electricity saving campaigns on a regular basis
- If you have difficulty paying your bills and ask us for advice, one of our advisors would be pleased to talk with you at our offices or on the telephone. They can also provide you with advice on how to understand your bills and how to use electricity more efficiently

**Use energy-  
efficient  
home and  
office  
appliances**



ATM

Notes In

Receipt الرصيد

Notes In التالف هنا

**MAKING IT  
EASY TO PAY**

# PAYING YOUR BILLS

- The Sector Law, promulgated by Royal Decree 78/2004, provides that you must pay for the electricity that you consume. Bills should be paid by the due date indicated on the bill. (If the due date indicated is a Thursday, Friday or Public Holiday the next working day will be the due date).
- We have a number of payment locations, designed to meet your needs.
- We can also provide a duplicate bill if you did not receive the original that we sent to you or if you have mislaid it.

**Turn off the  
lights when  
you're out of  
the room**

# A CHOICE OF PAYMENT OPTIONS

- We have various payment plans and payment locations, designed to meet your needs. Please let us know if you need advice on any of these payment methods:-
  - **Internet E-portal** please visit website addresses below. You will need to register to use the service and will need details of your account number (you can find this on your bills) but thereafter you can find details of your bills and account history and pay your bills online [www.medcoman.com](http://www.medcoman.com)
  - **OIFC payment machines** these are located at major shopping centres and other key locations throughout our region
  - **At your bank**
  - **At the offices of our agents OIFC**

# IF YOU HAVE DIFFICULTY PAYING YOUR BILLS, WE WILL HELP YOU TO PAY WHAT YOU CAN

If you have difficulty paying your bill, please let us know. We do not want to disconnect you

If this situation applies to you, it is better to contact us directly rather than our agents. Our contact details are included inside.

We will talk to you to try to agree a payment plan that meets your ability to pay, though you must also pay for your ongoing use.



**CONNECTING WITH  
OUR CUSTOMERS**

# COMMUNICATION PROCESS

- To reflect the importance we place on talking with those customers who have difficulty in paying their bills, we will ensure that this Code of Practice and the related procedures are well publicised and distributed, including on our bills, in our offices and in our agents' offices
- We will ensure that this Code of Practice is available to all customers on request
- We will work actively to ensure that local community representatives and other customer support and advice agencies active in the areas we supply are aware of this Code of Practice and the related procedures

**Use energy-  
efficient  
home and  
office  
appliances**

# DISCONNECTION PROCEDURE

- We wish to continue the supply of electricity to all of our Customers, this is our business, we must pay for the electricity we buy from the electricity generating companies and you must pay us for the electricity you consume
- In order to ensure that your electricity supply is not disconnected we have agreed a disconnection procedure with the Authority for Electricity Regulation
- We will work to let you know if there is a problem with your account and to provide you with the opportunity to contact us, so that you can let us know if you have difficulty paying
- It is your responsibility to pay for the electricity you consume. If you do not receive a bill you are still obliged to pay us. We will of course be glad to provide you with a duplicate bill if you let us know
- We will communicate your account status through your monthly bill and in separate notices, as described in the disconnection procedure
- The disconnection procedure is summarised in this Code of Practice under the heading "The last resort – when we will disconnect you"



**WHAT TO DO IF YOU  
HAVE A PROBLEM**

# CONTACT US

- Our staff are well trained to listen to your problems
- Some of our staff are trained to a high standard and are designated as debt counsellors. Contact details are on the back of this Code of Practice
- If you have a dispute about your bill, you must notify us so that we can help to resolve it. If an amount is genuinely disputed, it will be deducted from the outstanding sum until the dispute is resolved
- If you are prepared to pay for your ongoing supplies of electricity and something towards your debt, our staff will help you agree a payment arrangement that will prevent your supply from being disconnected
- Our staff may also be aware of other sources of help, advice and support, such as social security benefits, energy efficiency advice and support schemes and other community support mechanisms.
- They will be able to ensure that your supply is not disconnected in the summer if you are registered as a special needs customer, or if you are eligible to be registered and let us know
- Full contact details and details of where to pay your bill are provided inside.

# ENSURE THAT ELECTRICITY IS NOT YOUR LAST PRIORITY

- The Sector Law, promulgated by Royal Decree 78/2004, provides that electricity is a service that should be paid for, although the Government provides a subsidy to keep costs down
- The Sector Law also provides that the supply of electricity to customers who do not pay their bills can be disconnected.
- For almost all customers electricity is an important and priority service that it is uncomfortable to be without, especially in summer
- Do not treat your electricity supply as a last resort. If you do not pay for your ongoing supply and something towards your debts we may have to disconnect you

**THE LAST RESORT:  
IF WE HAVE TO  
DISCONNECT YOU**

# WE REGARD DISCONNECTION AS A FAILURE

- We wish to continue the supply of electricity to all of our customers.
- We will not disconnect you if you have a debt and are prepared to pay for your ongoing supply and a contribution to your debt, through a payment arrangement that reflects your circumstances.
- If all attempts to contact you fail and you have an outstanding debt, or if you have been interfering with your meter or other equipment provided by us, your electricity supply will be disconnected, as provided by law.

# OUR DISCONNECTION PROCEDURE

- In case of non-payment of your bill within 30 days from the date the bill was issued we, will include a Reminder Notice on your next bill and may also send an SMS message to the number you have notified us of.
- In case of non-payment within 60 days from the date your bill was issued, a Final Notice will be sent to the address you have provided. We will also include a message on your bill.
- If you still fail to pay, you will receive a Disconnection Notice that we will try to deliver by hand to your premises. We may do so within 10 days of sending a Final Notice, or with your next bill.
- If the bill is not paid immediately after you receive the Disconnection Notice, your electricity supply may be disconnected without further notice.
- If the meter and/or any of the associated electrical apparatus have been tampered with, we will disconnect your supply as provided for by the Sector Law. The Sector Law also provides that a fine and/or imprisonment may be levied on those who interfere with our electrical equipment
- If your supply is disconnected for non-payment, it may only be reconnected after the full outstanding debt, plus disconnection and reconnection fees are paid, unless we agree with you otherwise.
- In some circumstances, for example, if you have repeatedly failed to pay your bills on time, we may ask you to pay a security deposit, in accordance with rules agreed by the Authority for Electricity Regulation.

# CONTACT DETAILS

If you have a difficulty paying your bills or if you believe we have not met the promises set out in this Code of Practice, please call us.

We recommend that you should contact us through our call centre on the following number:

## 800 70008

If you are not satisfied with our explanation you may contact the Authority for Regulation:

**Directorate of Customer Affairs  
Authority for Electricity Regulation  
PO Box 954, PC 133, Al Khuwair**

**Telephone 24 609 700**

### HEAD OFFICE

Al Kuwair (near to LULU Hypermarket and Oman Oil petrol station next to Park Inn Hotel)  
Tel 24588600 | Fax 24588690

### SEEB OFFICE

Al Mabelah South (near industrial area)  
Tel 24462888 | Fax 24450135

### AL KHUWAIR OFFICE

Al Khuwair 33 (near to Said bin Taimor Mosque and Safeer International Hotel)  
Tel 24471700 | Fax 24471722

### AL AMERAT OFFICE

Al Amerat (same building as OmanTel near to Shell petrol station)  
Tel 24877898 | Fax 24875596

### RUWI OFFICE

Ruwi (opposite Star Cinema)  
Tel 24723790 - 24702092 | Fax 24791004

### QURAYAT OFFICE

Qurayat (opposite to Al-Fawaris Mosque and beside Oman International Bank)  
Tel 24845008 | Fax 24845255









