

ista Middle East FZE

Customer Service Charter

As a billing service provider registered with the REGULATORY AND SUPERVISORY BUREAU (RSB) FOR THE ELECTRICITY AND WATER SECTOR, we are compliant with their REGULATIONS FOR DISTRICT COOLING PURSUANT TO EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

INTRODUCTION

At ista Middle East FZE, our goal is to provide the best-in-class Customer Experience. This customer service charter is oriented towards delivering our clients and customers high-quality services by our well-trained employees.

This customer charter explains who we are, the services we provide to you as our customer, and guidelines on how to get in touch with ista representatives 24/7. We are actively working to improve, and your recommendations for better services, as well as your feedback on energy saving measures and climate protection, would be much appreciated.

We generate and review periodic reports on our performance. This is done to ensure we take necessary actions towards providing best-in-class Customer Experience.

WHO ARE WE?

ista Middle East is one of the world's leading companies providing services for greater energy efficiency in buildings – especially in apartment buildings and commercial properties. We make individual energy and water consumption transparent. We add sustainable value to buildings for their residents and owners. To achieve this, we manage data and processes that make the building climate-friendly, safe and comfortable.

Our data-based products and services make individual energy consumption transparent to residents so they can save energy and reduce costs as well as CO2 emissions. This, in turn, makes it easier for the owner to increase energy efficiency, therefore, increasing the value of the property. Residents and owners together actively contribute to climate protection.

Our objectives are to:

Enhance customer service and dispute resolution support.

Maintain good relationships and transparent communication with all our stakeholders.

Reduce the damage to our planet Earth by reducing energy costs and carbon emissions.

HOW CAN YOU ACCESS RSB PUBLICATIONS?

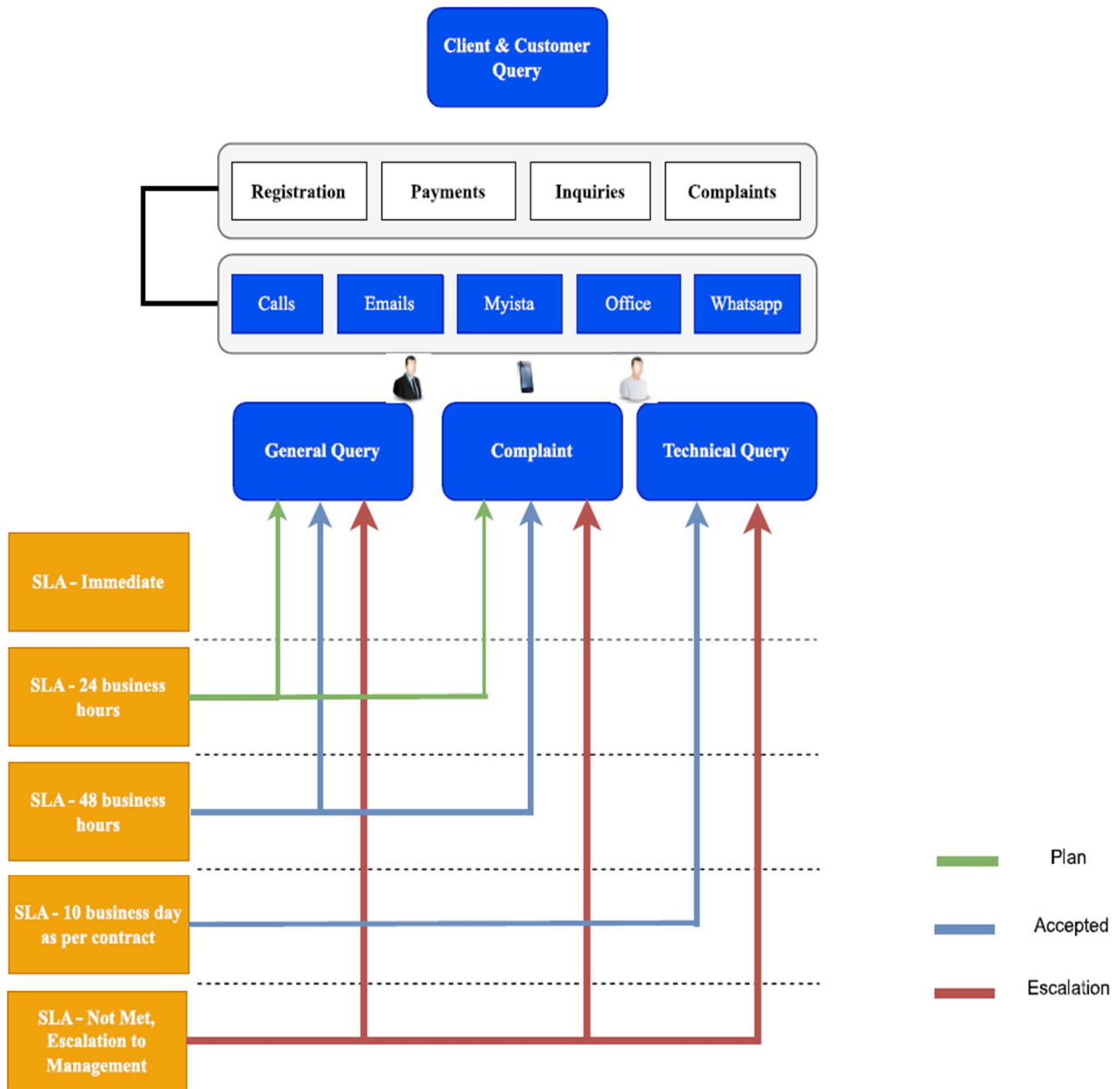
Dubai's electricity and water regulatory body (<https://rsbdubai.gov.ae/>) publications governing the codes and standards that are available on:

https://rsbdubai.gov.ae/?sfid=1846& sft_resources_type=standards-codes-regulations.

HOW CAN YOU REACH US?

- ❖ You can conveniently reach us via FOUR Channels of contact for registration, payments, inquiries and complaints. o 24/7 Call Center o Dedicated e-mail for project building o Myista online portal – myista.ae o 3 offices in UAE operating Monday to Friday 9:00 AM to 6:00 PM
- ❖ Ease of access o 24/7 Call Center provides the information and details available at their end and all other related queries are raised as a ticket and assigned to relevant ista customer service agents. The team then investigates the tickets.
- ❖ We provide a dedicated e-mail address for each project, which can be found on your tax invoice; we also use this email address to communicate with the customers directly. Customers can reach out to the customer service agents directly via e-mail mentioned on their tax invoices.
- ❖ Our office locations are easily accessible online and mentioned in the e-mail signature. Our customers can visit any of our offices to resolve their respective queries.
- ❖ Myista (www.myista.ae) our online portal provides an easy option to register, make payments, and view account statements. You can also visit www.ista.com/ae/contact/contactform/ to submit your query and e-mail any concerns to our customer service agents.
- ❖ For general queries: We strive to assist immediately, however, if further investigation is needed, we will ensure to close your query within 48 working hours. If we fail to address your query within 48 hours, this will be escalated to our concerned team member.
- ❖ For complaints: We strive to assist immediately, however, if further investigation is needed, we will ensure to close your query within 24 - 48 working hours. If we fail to address your complaints within 24 - 48 hours, this can be escalated on – complaints.uae@ista.com
- ❖ For technical queries: We strive to assist immediately, however, if further investigation is needed, we will ensure to close your query within 10 working days. If we fail to address your query within 10 working days, this will be escalated to our concerned team member.

OUR KEY PERFORMANCE INDICATORS



ESCALATION MATRIX

We aim to provide complete satisfaction to customers, regarding their queries and issues.

- ❖ Customers can email their queries to the designated email address of each building.
- ❖ ista ME Call Center: +971 800 4782 63
- ❖ Online customer support: csuae@ista.com
- ❖ Online customer complaint: complaints.uae@ista.com

Customer Complaints: **Moawiya Alkurdi**

Email: moawiya.alkurdi@ista.com

Phone: +971 58 682 9265

Billing Enquiry: **Deepak Raj**

Email: deepak.raj@ista.com

Phone: +971 58 128 1377

Maintenance Enquiry: **May Macatiggay**

Email: may.macatiggay@ista.com

Phone: +971 55 688 9828

Technical Enquiry: **Sujan Kumar**

Email: sujan.kumar@ista.com

Phone: +971 52 682 7652

Escalation for Customer Service and Complaints: **Tariq Al Abbas**

Email: tariq.alabbas@ista.com

Phone: +971 52 613 3764

Escalation for Billing and Complaints: **Poonam Santosh**

Email: Poonam.ashpal@ista.com

Phone: +971 55 157 0396

HOW CAN YOU HELP US SERVE YOU BETTER

- ❖ You can help us serve you better and improve our performance to meet your expectations by the following methods:
- ❖ Ensure you are registered with ista for your cooling service.
- ❖ Provide all necessary information and documents regarding your ownership, tenancy and identification.
- ❖ Treat our staff with courtesy while they assist you.
- ❖ Paying your bills on time to ensure continuity of service.
- ❖ Share proof of payment when you pay your bill via bank transfer or bank deposit.
- ❖ Provide regular feedback on the quality of our service through one of the many communication channels mentioned above.

DEPOSIT REFUND

- ❖ The deposit amounts are refunded directly by the building management or ista ME.
- ❖ Refunds managed by ista will be processed within 5 working days after the submission of all required forms and documents.
- ❖ The deposit amount will be specified in the end-user agreement and/or registration.
- ❖ Any applicable deductions will be communicated at the time of the refund.

ENERGY SAVING TIPS**AC Energy Saving Checklist**

24°C is a recommended temperature for an air conditioner to run at **optimal performance**. Just 5 degrees lower can lead to 40% higher energy use!

Keeping the air flowing with **portable fans** helps maintain temperatures, reducing stress on the AC.



Dress your windows with shutters, blinds and shades, to avoid direct sunlight heating the room. Also keep them closed when the AC is on to keep hot air out.

Keep heat producing devices away from thermostats. It will think the temperature is higher and produce excessive cooling.



Keep an eye on **filters** for build ups of **dust and sand**. This can reduce air flow and AC efficiency up to 15%. Periodic cleaning will benefit air quality in the premises!

Ensure **air vents** are clear from furniture or objects that might disrupt them. If possible point them towards the wall and ceilings for optimum air flow.



Ensure **maintenance** of your systems is carried out regularly. Including devices like thermostats, valves and actuators. Even minor faults can effect energy use.

Follow these tips to keep your AC efficient and your **energy bills lower!**



HOW WE RATE OURSELVES?

Based on preset key performance indicators, we periodically assess our performance and assess our service levels. This activity provides insights into areas of improvement as strive to provide responsive and reliable services that meet the expectations of our customers.

The following table provides further details on areas of focus and how we score our performance:

| Performance Scorecard | | | |
|--|--|---------------|------------------------|
| Rating Legend | | | |
| 5 | Excellent | 91% to 100 % | Client: |
| 4 | Very Good | 71 % to 90 % | Month: |
| 3 | Good | 61 % to 70% | Year: |
| 2 | Average | 51 % or 60 % | Date Completed: |
| 1 | Poor | 50 % or below | Submitted By: |
| 0 | Unacceptable | 0 | |
| | | | |
| A. Billing and Collection | | Score | Comments |
| 1 | Actual billing on consumption rate | | |
| 2 | Collection rating, invoicing within time and accuracy rate | | |
| | | | |
| B. Customer Service and Complaint Response | | Score | Comments |
| 1 | General queries via phone calls | | |
| 2 | General queries via emails | | |
| 3 | Customer complaints | | |
| 4 | Registration | | |
| 5 | Deposit refund | | |
| 6 | Payment allocation | | |
| 7 | Technical queries | | |
| | | | |
| C. Innovation and Suggestion | | Score | Comments |
| 1 | Innovation and suggestion to overcome from abnormal consumptions | | |
| | | | |
| TOTALS and SIGNATURE | | | |
| Percentage Score Calculation: | | | |
| Agree and Accepted By: | | <i>Sign</i> | <i>Date</i> |
| | | <i>Sign</i> | <i>Date</i> |

CUSTOMER DATA PRIVACY

Our customers' data is secure and safe. ista complies with the legal data protection regulations, to ensure your data is kept confidential.

To read more about our data privacy, please see the below link.

<https://www.ista.com/ae/data-privacy/>

SUGGESTIONS

We would like to hear from you as we strive to enhance your Customer Experience with ista.

Please submit your suggestions at <https://www.ista.com/ae/contact/contactform/> on how to improve our billing services and provide more flexible payment methods and accessibility to ista staff. This charter will be revised and amended accordingly.

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