



## RESIDENT REGISTRATION FORM (Residential)

RESIDENT / TENANT DETAILS					
Resident Details	<input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Occupant <input type="checkbox"/> Other (Please Specify)				
Company Details / Name	<input type="checkbox"/> Owner <input type="checkbox"/> Tenant				
Resident's Full Name				Nationality	
Building Name / Number				Unit No.	
P.O. Box Number			Email (1)		
Residence Landline No.			Mobile	Mob (2)	
Office Landline No.			Move-in Date (Occupancy)	Fax	
Registration Date			Customer SAP ID Number		
OTHER RESIDENTS / DEPENDENTS					
Spouse Name				<input type="checkbox"/> M <input type="checkbox"/> F	D.O.B
Other Dependent				<input type="checkbox"/> M <input type="checkbox"/> F	D.O.B
PARKING DETAILS					
Building		Level		Number	
VEHICLE DETAILS					
Make		Model		Colour	Plate #
CONTACT PERSON IN CASE OF EMERGENCY					
Name				Relationship	
Mobile Number(s)				Landline No.	
<i>I hereby confirm that the above details are accurate and should there be any changes, I will contact the Property Management Office to update them with the relevant information. I agreed to abide by all the Rules and Regulations and also follow any related update or notice, communicate to me from time to time. Furthermore, I acknowledge and understand that it is my Landlord's responsibility to provide me a copy of the same.</i>					
Resident Signature				Date	
FOR OFFICIAL USE ONLY					
<ul style="list-style-type: none"><li>- Customer Registration Form shall not be considered as permit to Move In.</li><li>- Permission to Move In shall be issued upon completing registration with Three60 Energy.</li></ul>					
Community Executive:			Stamp:		
For enquiries, please call the 24/7 Contact Center: 800 360 (UAE) or International: +971 2 403 6933 or via email: <a href="mailto:contactus@three60.ae">contactus@three60.ae</a>					



# LETTER OF INDEMNITY (Residential)

Letter of Indemnity	Date	
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I / We, Mr. / Mrs. / Ms. / M/S \_\_\_\_\_,  Tenant  Owner

Of Unit No. \_\_\_\_\_. Undertake on this date to have fully read and understood the below contents to my/our satisfaction and agree to comply with the applicable terms & conditions as stated herein. I/We further agree to indemnify, compensate / make good, to the satisfaction of the Community Management, any non-compliance / breach / violation mentioned within this form & the Master Community Rules of Marina Square and City of Lights (available at [www.three60communities.ae](http://www.three60communities.ae))

Applicable Terms and Condition
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- Resident(s) are required to obtain a valid permit from the Property Management Office prior to any Move-in / Move-out from the building. No Move-in / Move-out shall be permitted whatsoever, in case of non-fulfillment of necessary move-in / move-out formalities.
- Resident(s) are required to provide minimum of 7 working Days advance notice for any Move-out Request. Late payment fee might be applied for late Move-out requests.
- During the Resident(s) Move-in and / or Move-out with their personal belongings, they indemnify on behalf of himself / herself / house movers / contractors or their representatives and agree to make good / compensate to the satisfaction of the management, any willful / accidental damage caused to the common areas / shared facilities or the building premises.
- During the Move-in / Move-out, the Resident(s) shall be responsible for the conduct of his / her / their family members, visitors, guests, house movers, contractors and servants / agents at all times, ensuring that no disturbance is caused to others and that their behavior is not offensive to other tenants or the Community Management – Employees / Staff / Contractors / Service Partners / Representative
- Resident(s) shall not under any circumstances, transport, store or use any kind of explosives or highly inflammable materials (especially gas cylinders, which are prohibited in the building and community) of any nature in any Building / common area and / or Shared Facilities; which would endanger lives or could cause damage to the property.
- Management shall not accept any liabilities, whatsoever, for loss or damage of goods or items, for any injury, accident or losses sustained / incurred by the resident(s) in any part of the Building and / or the common areas / shared facilities within the Development at any time.
- Resident(s) are to ensure that personal belongings must not be placed and / or stored in any part of the Building and / or the common areas / shared facilities within the Development at any time and must not obstruct the sidewalks, passages, lobbies, lifts, stairways and corridors; or use the same for any purposes other than their designated usage.
- Littering in any part of the building premises during the Move-in / Move-out is strictly prohibited; in breach whereof, the resident(s) shall bear the cost of removing the litter and cleaning up the area. The cost of removing the litter and cleaning shall be determined at the sole discretion of the Management.
- Resident(s) shall not transfer any furniture or large object through or on the common areas / shared facilities / building premises, unless otherwise specified by the Management / its authorized representatives, by resolution, the manner in which furniture or large objects are to be transported through or on these areas. All items / large objects must travel through the cargo / service lift. Use of passenger lifts for transporting such items is expressly forbidden.
- Resident(s) are not allowed to use any employee / staff / service partners of the Management for any business or private errands during Move-in or Move-out.
- No animals (except fish kept in a secure aquarium in the Unit), shall be transferred, raised, bred or kept in any Building or Unit, or in the Shared Facilities, except in the case of guide dogs, for visual / hearing impaired individuals, wherein it may be considered on a case by case basis, by the Management. Breeding of animals for commercial purposes is strictly prohibited.

Owner / Tenant's Name & Signature	
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**Disclaimer**

***The contents of this document are not intended to be a substitute for obtaining advice from a lawyer. Although we try to keep the information contained in these documents up-to-date, it may not reflect the most recent developments and it may contain errors or omissions. All rights reserved.***

For enquiries , please call the 24/7 Contact Center: 800 360 (UAE) or International: +971 2 403 6933 or via email : <a href="mailto:contactus@three60.ae">contactus@three60.ae</a>
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## DISTRICT COOLING METERING SERVICES END USER AGREEMENT

Three60 Energy LLC (the "Service Provider") registered at P.O Box 113939, Abu Dhabi, United Arab Emirates and the Customer as defined below declare having entered into the following district cooling metering services end user agreement (the "Agreement").

I. CUSTOMER			
<input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Individual <input type="checkbox"/> Corporate Client			
<b>Date</b>			
<b>Name</b>			<b>Project</b>
<b>Postal Address</b>			<b>Building Name</b>
<b>Landline / Mobile</b>			<b>Unit Number</b>
<b>Email Address</b>			<b>Unit Area (sq. / ft.)</b>
<b>Documents Required</b>	<input type="checkbox"/> Proof of Ownership / Attested Tawtheeq <input type="checkbox"/> Trade License Copy (for companies)		
	<input type="checkbox"/> Passport Copy with Resident Visa / Emirates ID <input type="checkbox"/> Signatory Authority Letter (for companies)		
II. CHARGES			
Charges Due Upon Signing the Agreement	Rate (AED) excl. VAT		✓
<b>Connection Fee (Owner Only)</b>	200		
<b>Account Registration Fee / Transfer Fee (Tenant Only)</b>	200		
<b>Refundable Security Deposits</b>	1,500 (Residential Apartments)		
	3,000 (Villa)		
	2,000 (Commercial)		
	6,000 (Retail)		
<b>Annual Pre-Payment for billed amounts (In case of pre-payment mode)</b>	1,500 (Residential Apartments)		
	3,000 (Villa)		
	2,000 (Commercial)		
	6,000 (Retail)		
III. OTHER CHARGES			
Charges Due Upon Signing the Agreement	Rate (AED) excl. VAT		
<b>Consumption Charge (District Cooling)</b>	Rate as advised by DCP (District Cooling Provider)		
<b>Meter Administration Fee (Monthly)</b>	30		
<b>Meter Maintenance Fee (Monthly)</b>	Included in Community Service Charge		
<b>Capacity Charge Fee</b>	As per DCP		
<b>Admin Fee for Annual Capacity Invoice</b>	100 per Annum		
<b>Late Payment Fee</b>	50		
<b>Fuel Surcharge</b>	As invoiced, if applicable		
<b>Heat Loss</b>	As invoiced, if applicable		
<b>Reconnection Fee</b>	500 (if disconnected due to non-payment)		
<b>Returned Cheque Fee</b>	50		
<b>Statement of Account</b>	100		
<b>Final Bill Fee (Move out)</b>	100		
FOR THREE60 ENERGY USE ONLY			
<b>Account Name</b>			<b>Meter Number</b>
<b>Customer ID</b>			<b>Meter Reading</b>
<b>Contract Number</b>			<b>Received by</b>
<b>Handover/Tenancy Date</b>			<b>Date</b>

Customer's Signature

**IV. DETAILED PROVISIONS**

**1. Definitions**

**British Thermal Unit ("BTU")** means the measurement of the energy content used in the chilled water system;

**BTU Meter** means a device which measures energy usage in BTUs;

**Capacity Charge** means the charge levied by the DCP for providing connectivity to the Cooling Services which is calculated on the basis of the Refrigeration Tonnage (RT) or Net Floor Area (NFA) at the prevailing Capacity Charge rate (AED / sq. ft.);

**Consumption Charge** means the monthly charge to the Customer for the Ton Hours (TR-Hrs) used in the preceding month as measured by the cooling meter and calculated at the prevailing Consumption rate (AED / RTH);

**Cooling Services** means the services provided by the DCP;

**Customer** means the person owning and/or residing in the Unit and being the contractual partner of the Service Provider with regard to this Agreement;

**District Cooling Provider ("DCP")** means the provider of chilled water for the purposes of air-conditioning of the Unit;

**Fuel Sur-Charge** means charges by a utility provider to adjust the electricity and water tariff for all DCP customers;

**Heat Loss** means the net decrease in BTUs within a given space by heat transmission through spaces around windows, doors, etc.;

**Invoice** means the bill sent by the Service Provider to the Customer reflecting the amount the Customer needs to pay for chilled water services;

**Metering Services** means the administration of BTU Meters (i.e. reading, validation, billing, and customer service), the maintenance of BTU Meters as well as the receipt and handling of payments the Service Provider under this Agreement;

**Owner** means the owner of the Unit;

**RT** means Refrigeration Ton;

**RTH** means Refrigeration Ton measured in hours;

**The Service Provider** means Three60 Energy LLC or any other nominated third party service provider; and

**Unit** means the premises as defined in section "I. Customer" of this Agreement.

**2. Provisions of Metering Services**

The Service Provider's responsibility shall be strictly limited to the provision of Metering Services. In particular, the Service Provider shall not be responsible for any kind of Cooling Services, the actual provision of utilities and/or the chilled water rates set by the DCP.

**3. Term**

This Agreement shall commence on the date the Customer signs this Agreement or the contract start date, whichever is earlier, and shall continue until it is either lawfully terminated by the Service Provider in accordance with Clause 12 hereof or terminated by the Customer upon transfer/handover of the Unit in favor of a new Owner and/or resident of the Unit.

**4. Change in Occupant of Unit**

If a Unit is sold by the current Owner or vacated by the current tenant, as the case may be, without the Service Provider being requested to issue a no-objection certificate prior to such incident, the Customer shall remain responsible for all charges up until the date a new Customer registers with the Service Provider; and signs a new district cooling metering services end-user agreement with the Service Provider. Such an agreement will not be signed with a new customer until all outstanding charges are settled. The Owner shall be responsible for paying the Capacity Charge directly.

**5. Terms of Payment**

**5.1** The Customer shall receive an Invoice reflecting amongst others, the monthly Consumption Charge, meter administration fee, and any other applicable fee. The Invoice shall be paid on or before the due date mentioned in the Invoice.

**5.2** In case of pre-payment, the Customer shall pay the annual pre-payment as set out in section "II. Charges" of this Agreement upon the Customer signing this Agreement for amounts to be billed during the initial 12 (twelve) month period and annually thereafter in advance upon receipt of a pre-payment notification for the next 12 (twelve) period. If, however, it becomes obvious (which will be determined by Service Provider) at any time within a 12 (twelve) month period that the billed amounts will exceed the amount of the annual pre-payment, the Service Provider shall have the right to request a further pre-payment for the remainder of the 12 (twelve) month period.

**5.3** If the accuracy of the BTU Meter reading or equipment is in dispute and if, after investigation, the BTU Meter is found to be faulty, balance payment shall be settled in the next Invoice.

\_\_\_\_\_  
Customer's Signature

- 5.4 In the event of delayed payment in either payment mode, the Customer shall be immediately notified and a late payment fee shall apply as set out in section "III. Other Charges" of this Agreement and Clause 6.4 hereof. Should the Customer not settle all outstanding payments after having been notified,
- 5.4.1 The first reminder shall be issued by the Service Provider within 7 (seven) days of notification of non-payment;
  - 5.4.2 A second reminder shall be sent after 14 (fourteen) days of notification of non-payment, identifying the disconnection;
  - 5.4.3 A third reminder shall be sent after 21 (twenty-one) days of notification of non-payment, identifying the disconnection process and giving notice that services may be disconnected if the Invoice remains unpaid;
  - 5.4.4 The Service Provider shall notify the concerned party after 30 (thirty) days of notification of non-payment, which may lead - at the discretion of the concerned party - to the immediate suspension of the chilled water services and/or disconnection of chilled water to the Unit by the concerned party.
- 5.5 Prior to reconnection, all outstanding payments need to be settled in full plus payment of associated reconnection fees set out in section "III. Charges" of this Agreement.
- 5.6 All amounts are exclusive of all taxes, VAT and other applicable government levies.

## 6. Charges

The Customer shall be obliged to pay the charges as set out in section "II. Charges & III. Other Charges" of this Agreement (some of which are further defined below) as well as the following charges, all of which may be amended from time to time by the Service Provider:

- 6.1 **Connection Fee:** This fee shall be paid by the first and any future Owner upon signing a district cooling metering services end-user agreement with the Service Provider as set out in section "II. Charges" of this Agreement.
- 6.2 **Account Registration Fee / Transfer Fee:** This fee shall be paid by the Customer upon signing this Agreement as set out in section "II. Charges" of this Agreement.
- 6.3 **Meter Administration Fee and Meter Maintenance Fee:** These fees shall be paid by the Customer monthly as set out in section "III. Charges". The Service Provider will notify any changes 4 weeks in advance.
- 6.4 **Late Payment Fee:** This fee shall be paid by the Customer in case of Clause 5.4.2 hereof and as set out in section "III. Charges" of this Agreement.
- 6.5 **Reconnection Fee:** This fee shall be paid by the Customer as set out in section "III. Charges" of this Agreement in case of reconnecting the service after disconnection due to non-payment.
- 6.6 **Changes in Cost:** The Service Provider shall be entitled to pass on to the Customer all costs and expenses incurred in complying with any relative changes in the law.
- 6.7 **BTU Meter Inspection Fee:** If a BTU Meter inspection is requested by the end user and the BTU Meter is found to be faulty, the Service Provider shall bear the costs for inspection. If the BTU Meter is found to be in working order, the costs of the inspection shall be paid by the Customer and be added to the next month's Invoice.

## 7. Refundable Security Deposit

The Customer shall pay to the Service Provider an initial refundable deposit as set out in section "II. Charges" of this Agreement. If there is an increase in charges as set out in Clause 6 hereof, the Service Provider shall be entitled to ask the Customer to pay an additional deposit(s). The Service Provider shall have the right to apply the deposit against any amounts owed or outstanding from the Customer at any time. If there are no amounts owed or outstanding upon the termination of this Agreement, the deposit shall be refunded to the Customer within 15 (fifteen) working days of the payment of the final bill.

## 8. Failure of BTU Meter

Should the BTU Meter fail for whatever reason, the Service Provider shall repair or change the BTU Meter at the earliest opportunity. The Service Provider shall make an estimate of chilled water used during the period the BTU Meter is out of commission and the Customer shall be liable for paying such estimates.

## 9. Consumption Charges During Maintenance

If the BTU Meter is removed for maintenance, repair or inspection, Consumption shall be calculated in accordance with Clause 8 hereof.

\_\_\_\_\_  
Customer's Signature

**10. Contact Information**

The Customer shall be responsible for providing the Service Provider with updated contact information for billing purposes including email, mobile, telephone, fax, and postal address.

**11. Access**

A representative of the Service Provider shall have access to the Unit at all reasonable hours, for the purpose of inspecting the Customer's installation and examining, repairing or removing BTU Meters with respect to the Unit.

**12. Sanctions**

In addition to the Service Provider's other rights under this Agreement, if the Customer:

- 12.1 Fails to pay in full any amount owed the Service Provider as set forth in section "II. Charges and III. Other Charges" of this Agreement or in Clause 6 hereof,
- 12.2 Fails to comply with the requirements under Clause 5 hereof,
- 12.3 Fails to pay community service charges applicable to the Unit by the due date,
- 12.4 Tamper with the BTU Meter or associated equipment, or attempts to do so, or
- 12.5 Otherwise fails to comply with any obligation under this Agreement,

The Service Provider shall have the right to terminate this Agreement and use the Customer's deposit to pay in full, any outstanding amount owed as well as notify the concerned party, which may lead - at the discretion of the concerned party - to the immediate suspension of the chilled water services and/or disconnection of chilled water to the unit by the concerned party.

**13. Liability**

The Customer shall indemnify and hold the Service Provider harmless of any claims, damages, and losses arising out of or in connection with the Customer's failure to comply with the terms of this Agreement. In no event shall the Service Provider be liable to the Customer for any direct, indirect, special or consequential loss or damage of any kind, including but not limited to, loss of revenue or loss of anticipated profits. The Service Provider shall not be liable for any suspension or disruption of the chilled water services, any disconnection of chilled water and/or any loss or damage arising therefrom.

**14. Assignment**

The Service Provider shall have the right to assign this Agreement or any part thereof to any third party without the consent of or prior notification to the Customer. The Customer shall not be entitled to assign this Agreement or any part thereof without the prior written consent of the Service Provider.

**15. Legal Effects, Governing Law & Jurisdiction**

This Agreement shall be legally binding once signed by both parties and shall be subject to the laws of the Emirate of Abu Dhabi and the applicable laws of the United Arab Emirates. The Abu Dhabi Courts shall have non-exclusive jurisdiction to hear and determine any dispute arising hereunder.

We have read this Agreement carefully, understand it completely and agree to all of it.

For and on behalf of Customer,

\_\_\_\_\_  
Signature over Printed Name

**For inquiries, please call the 24/7 Contact Center: 8000 360 (UAE) or International: +971 2 403 6933 or  
via email: [energy\\_auh@three60.ae](mailto:energy_auh@three60.ae)**