

# ORIONTEK INNOVATIONS LLC



## Customer Service Charter

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**Document Title** OrionTEK Utilities - Customer Service Charter

**Prepared By** OrionTEK Innovations Management – Chilled Water Division

## 1. Introduction & Document Purpose

This Customer Service Charter is created in accordance with the Regulatory and Supervisory Bureau for the Electricity and Water Sector and the Regulations for District Cooling pursuant to Executive Council Resolution (6) Of 2021

This Customer Service Charter is a public commitment by OrionTEK Utilities to deliver high quality services to our customers. This service charter sets out to inform our customers on who OrionTEK Utilities is, our commitment to customers, our core functions and the service procedures and expectations when you interact with us.

This charter describes the standard of service that customers can expect from OrionTEK utilities and members of its staff. It is written based upon activities, policies, standards and guidelines already in practice. It also aims to provide you with a transparent set of designations and roles as they apply to customer service activities.

This charter will be amended and reviewed regularly, based upon changes to our processes and any new regulations issued by RSB. If you have any suggestions pertaining to this document and our customer service activities, please direct your feedback to [wecare@orionteki.com](mailto:wecare@orionteki.com) and we thank you in advance.

You can access regulations and other information from 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](https://rsbdubai.gov.ae/?sfid=1846&_sft_resources_type=standards-codes-regulations).

## 2. Duties & Responsibilities to our Customers

- Ensure all customer enquiries and/or complaints are responded to promptly, professionally and within a timely manner.
- Provide clarity and transparency on our Chilled Water Billing activities, including but not limited to: ease of invoice understanding, transparent consumption and capacity data, any reports generated or created in accordance with any in-unit surveys carried out.
- Communicate clearly, honestly and responsibly with regards to any and all customer queries.
- Continuously evolve and improve our customer service activities in line with feedback received, regulations issued, and technology developments produced by OrionTEK.
- Ensure all customer queries, activities and requests are tracked in accordance with our ticketing system, in order to provide full history and transparency with all interactions. We further ensure all of your queries as a customer are easily referable through this ticket number (E.g. **OTI:23158**)

### 3. Enquiries, Contacts & Escalations

- We maintain a **24/7** Contact Center, (800 ORIONTEK), along with a dedicated email address for all customer enquires at [wecare@orionteki.com](mailto:wecare@orionteki.com).
- OrionTEK aims at all times to provide prompt and transparent responses to your queries. If you feel however that in any way your issue or query has not been resolved to your satisfaction, please find below a list of contacts that you may reach:

#### OrionTEK Primary Customer Service

E: [wecare@orionteki.com](mailto:wecare@orionteki.com)

T: Contact Centre 800 67466835

International +971 2 403 6944

#### Customer Service Team Lead

E: [maleetas@orionteki.com](mailto:maleetas@orionteki.com)

T: +971 50 170 6931

E: [Mohamed.bahaa@orionteki.com](mailto:Mohamed.bahaa@orionteki.com)

T: +971 50 1722 695

#### Billing and Collection Manager

E: [Jeannyb@orionteki.com](mailto:Jeannyb@orionteki.com)

T: +971 50 3647 282

- OrionTEK will ensure your enquiries are responded to within 24 hours. We aim to resolve the following case types within these specified time frames:
- General Enquiries: **48 Hours**
- Customer Registration & Registration Transfers: **72 Hours**
- Security Deposit Refunds: **5 Days**
- Technical issues, such as Meter Reading Disputes, are dependent on your appointment availability, however we will always schedule inspections within **7 Days**
- Should you wish to make an appointment for an in-person visit, please email [wecare@orionteki.com](mailto:wecare@orionteki.com) and we will provide you an appointment within 7 working days.

### 4. Customer Records & Data Storage

- OrionTEK maintains customer records securely and these are not shared with third parties, aside from regulatory bodies should this be required. We may ask you for updated records upon request and you as a customer reserve the right to request all information currently stored in regards to your details.
- We maintain these records in order to contact and invoice you correctly and should you wish to change or amend these records at any point, please send a request from your registered email to [wecare@orionteki.com](mailto:wecare@orionteki.com)



## 5. Payments & Refunds

- OrionTEK endeavors to ensure ease of access and payment with regards to your Chilled Water bills.
- QuickPay with no login required, is available through the below QR code at the bottom of this page or through the following link: <https://quickpay.orionteki.com/#/bill-type/towers>
- We also support payments through ApplePay and the PropEZY application, should your community be using it.
- Should you wish to request your Security Deposit or other refund to an account different from your own, please provide an NOC from the account holder and a signed Transfer Form.



## 6. KPIs

Average Time to close cases	2-3 Days
Average Waiting Time (Calls)	30 Seconds
Bills issued based on Actual Readings	98%
Call Answer Rate	96%
Dropped Calls Percentage	4%
Escalation	1%
First Contact Resolution	83%
Satisfied Customers	85%-90%
Second Contact Resolution	16%
Security Deposit Refunds	3-5 Days

## 7. Service of Charges

Charge Type	Description
Activation / Registration Fee	One-time fee applicable upon registration.
Connection Charge	A one-time fee applied upon the initial connection.
Security Deposit	Refundable security deposit collected at the time of registration.
Capacity Charge (AED/TR)	Monthly fixed charge based on the contracted cooling capacity in Tons of Refrigeration.
Consumption Charge (AED/TRh)	Variable charge based on actual cooling energy consumed.
Fuel Surcharge (AED/TRh)	Variable charge reflecting variation in the energy required to produce chilled water.
Billing Service Fee / Meter Admin Charge (AED)	Monthly fee for meter operation, maintenance, reading, and billing services.
Reconnection Fee (AED)	Fee charged for restoring service after disconnection due to non-payment or other reasons.
Late Payment Fee	Additional fee applied when payments are not received by the due date.
Meter Tampering Penalty	Charged for unauthorized meter interference.

**Approved by:**  
**Date approved:**  
**Last Reviewed:**

*Dani Najem – Senior Operations Manager*  
*23.11.2025*  
*23.11.2025*