LOGIC UTILITIES

COOLING YOUR COMMUNITY

CUSTOMER SERVICE CHARTER



Clear Billing. Responsive Service.
Trusted Partnerships.

District Cooling
Billing Services

Permit Number	Version	Date
01-2021	3	June 2026

1. Introduction

1.1 Purpose of this Charter

Logic Utilities District Cooling Services LLC (**"Logic Utilities"**), holder of RSB Permit Number **01-2021**, is committed to delivering exceptional billing services and a consistently positive customer experience. This Customer Service Charter ("Charter") sets out our commitments to customers, the service standards and Key Performance Indicators (KPIs) we use to measure performance, how customers can contact us, give feedback or make complaints, and how we will continuously improve and report on our performance.

This Charter is prepared in accordance with, and submitted to the Regulatory and Supervisory Bureau (RSB) for approval under, Regulatory Document **RD05 – Customer Service Charter**, issued pursuant to Executive Council Resolution (6) of 2021 Regulating the Provision of District Cooling Services in the Emirate of Dubai.

1.2 Our Mission and Values

Our mission is to:

- Provide accurate, transparent and timely billing for chilled water (district cooling) and associated utilities.
- Ensure efficient, fair and respectful handling of all billing-related enquiries and complaints.
- Continuously improve our services through customer feedback and full regulatory compliance.

Our core values — **Integrity, Transparency, Accountability, Innovation, Respect and Sustainability** — guide every interaction with our customers.

1.3 Scope of Services

This Charter applies to Logic Utilities in its role as a Permit Holder for Billing Services under Permit #01-2021. It covers:

- Customer registration/activation (move-in) and account closure (move-out).
- Meter data management for billing purposes.
- Meter maintenance, including inspections, troubleshooting and meter replacements.
- Issuance of bills and account statements.
- Collection of payments in line with RSB RD02 – Handling Customers in Arrears.
- Coordination of disconnection and reconnection of chilled water services where required due to non-payment and in accordance with RD02.
- Administration of security deposits and deposit refunds.
- Handling of all customer enquiries, feedback and complaints related to billing services.
- Express services for time-critical billing-related transactions across our portfolio, where available.
- Meter verification inspections across our portfolio where permitted by the RSB.

1.4 Regulatory Framework

This Charter and our billing practices are aligned with the applicable RSB regulatory framework:

- **RD05** – Customer Service Charter
- **RD02** – Handling Customers in Arrears
- **RD06** – Metering, Billing and Charges
- **RD04(d)** – Billing Service Agreement (where applicable)

2. Business Days and Hours

For this Charter and all associated KPIs and service level commitments:

- **Business days:** Monday through Saturday, excluding official public holidays in the Emirate of Dubai.
- **Business hours:** 09:00 to 18:00 GST on business days.

Where different hours apply to specific services, such as express services, these are stated in the relevant section of this Charter.

> *All service level commitments and KPI targets in this Charter are measured in business days and business hours as defined above, unless explicitly stated otherwise.*

3. Customer Commitments

3.1 Core Service Levels

The table below sets out our committed service standards and the KPIs by which we measure delivery. All timeframes are in business days unless otherwise stated.

Service Area	Committed Standard	KPI Reference
General enquiries — phone	≥ 85% of calls answered within 30 seconds of exiting the IVR during business hours.	Call Answer Rate; Avg Queue Waiting Time; Dropped Calls
General enquiries — email / portal / WhatsApp	Acknowledged within 4 business hours; full response within 3 business days for non-urgent enquiries.	Resolving Customer Requests Duration
Customer registration / move-in	Completed within 2 business days of receiving complete documentation and required payments.	Resolving Customer Requests Duration; FCR
Account closure / move-out	Final bill issued within 3 business days of receiving final meter data and a complete move-out request.	Resolving Customer Requests Duration
Security deposit refund	Eligible refunds processed and released within 5 business days of final bill settlement and confirmation of refund method.	Resolving Customer Requests Duration
Disconnection (non-payment)	Carried out only after all notices and timeframes mandated by RSB RD02 and applicable agreements have been followed.	Internal RD02 compliance metrics
Reconnection of chilled water	Coordinated within 24 hours of outstanding amounts being settled and a formal request received, subject to site access.	Resolving Customer Requests Duration
Complaint acknowledgement	Same business day if received during business hours; by 10:00 on the next business day if received after hours.	Resolving Customer Requests Duration
Complaint — simple cases	Resolved within 3 business days.	Resolving Customer Requests Duration; FCR
Complaint — complex cases	Resolved within 5 business days, or a revised timeframe with reasons provided for any delay.	Resolving Customer Requests Duration;

Service Area	Committed Standard	KPI Reference
		Escalation

3.2 Communication Standards

We commit to communication that is:

- **Clear and accurate:** plain language, all relevant information provided.
- **Timely:** responses and resolutions within the timeframes in this Charter.
- **Accessible:** multiple channels — phone, email, portal and WhatsApp.
- **Consistent:** all agents trained to the same standard regardless of channel.

3.3 Privacy and Data Protection

Logic Utilities is committed to protecting customers' personal data. We collect and use personal data only for defined purposes such as service provision, billing and legal obligations. We store data securely, restrict access to authorised personnel and share data only where required by law, by the RSB or other regulators, or with the customer's consent. Full details are set out in our Privacy Notice, available on our website and customer portal.

The RSB reserves the right to update these regulations from time to time. Logic Utilities will review and update this Charter promptly following any such regulatory change.

4. Expectations of Customers

To help us serve you efficiently and fairly, we ask customers to:

- Provide accurate, complete and up-to-date information, including contact and identification details.
- Inform Logic Utilities promptly of changes in ownership, tenancy or contact details.
- Use our portal and online channels wherever possible to submit requests and track progress.
- Pay bills on or before the due date and contact us early if you anticipate difficulty in making payment.
- Provide safe access to metering equipment when visits are scheduled.
- Communicate respectfully with our staff and contractors.

5. Feedback and Complaints Handling

5.1 How to Give Feedback or Make a Complaint

Logic Utilities welcomes feedback and treats every complaint as an opportunity to improve. Customers can raise a complaint or provide feedback through any of the following channels, at no charge:

Channel	Details
Call Centre	800 LOGIC (56442) — Monday to Saturday, 09:00 to 18:00 GST
Email	enquiry@logicutilities.com (monitored during business hours)
Customer Portal	Online complaint and feedback options via the Logic Utilities Customer Portal
WhatsApp / Live Chat	+971 58 885 8972 — real-time assistance accessible via the customer portal
Web Contact Form	Available to all customers at logicutilities.com/contact-us

5.2 Complaint Categories

For clear reporting and regulatory compliance, Logic Utilities classifies billing complaints into the following categories:

- Bills (amount, calculation, estimated billing)
- Connection and reconnection of chilled water services (billing/non-payment driven)
- Security deposits
- Meter readings and meter data
- Registration and termination (move-in/move-out)
- Queries (general account and billing enquiries)
- Back charges and prior-period adjustments
- Other billing-related issues

Complaints are also classified by customer class (Residential or Commercial). These classifications are made available to the RSB on request.

5.3 Complaint Handling Process — Three-Level Escalation

Logic Utilities operates a structured three-level internal escalation process for all billing-related complaints, in accordance with RD05 Section 4(b). Every effort is made to resolve complaints fairly, transparently and promptly at the earliest possible level.

Level 1 — Customer Service Advisor

- All complaints are first handled by a Customer Service Advisor.
- Logged, assigned a unique reference number, and acknowledged the same business day if received during business hours, or by 10:00 the next business day if received after hours.
- Advisor investigates and aims to resolve within 1–3 business days, wherever possible at first contact.
- If resolved, the outcome is confirmed to the customer in writing and the case is closed.

Level 2 — Complaint Resolution Specialist

- Escalated if the customer is not satisfied with the Level 1 outcome, or if the issue requires deeper investigation (complex billing disputes, meter data review, third-party coordination).
- Specialist performs a detailed review, may request additional documentation, and coordinates with relevant internal teams.
- A clear, written outcome is provided within 3–5 business days from escalation to Level 2.

Level 3 — Complaint Resolution Management

- If the customer remains dissatisfied after Level 2, the complaint is escalated to the Complaint Resolution Manager or a designated member of senior management.
- Full case history is reviewed, regulatory and policy obligations are verified, and exceptional circumstances are considered.
- A final written response is provided within 5–7 business days from escalation to Level 3.

> *Referral of any unresolved complaint to the Committee organised by the Dubai Supreme Council of Energy (DSCE) may only be initiated by a Director of Logic Utilities, after all three internal escalation levels have been fully exhausted. Such referral shall be made in writing in accordance with the Committee's terms of reference. (RD05 §4(b) / EC Resolution (6) of 2021 Article 9(6))*

Where complaints are submitted to the RSB before Logic Utilities' internal processes are complete, the RSB may direct the customer back to Logic Utilities for full internal resolution first. Our objective is always to resolve complaints fairly without regulatory intervention, while ensuring customers retain full access to the RSB and DSCE if they remain dissatisfied.

5.4 Customer Feedback and Satisfaction Surveys

Logic Utilities actively collects feedback to drive service improvement through the following structured approach:

- **Transactional surveys:** a short satisfaction survey is automatically triggered following closure of every complaint, service request or meter verification inspection.
- **Periodic surveys:** a broader survey is distributed to all active customers biannually (June and December), covering overall service quality, portal usability, billing clarity and complaint handling.
- **Sample methodology:** periodic surveys are distributed to 100% of active customer accounts with a valid email address. Results are weighted by customer class (Residential/Commercial).
- **Feedback channels:** portal ratings, WhatsApp and email feedback are monitored and consolidated into monthly trend reports.

6. Ease of Access and Digital Channels

In accordance with RD05 Section 5, Logic Utilities makes forms and applications to start service, end service, or request any account change available via its website and customer portal. The following transactions can all be initiated online:

- Registration/activation (move-in) and de-registration/account closure (move-out)
- Billing enquiries and account statements
- Complaint and feedback submissions
- Reconnection coordination requests
- Express service and meter verification inspection requests (where available)

The customer portal is available at **portal.logicutilities.com**, and current links for all digital services are maintained at **logicutilities.com**.

7. Recording Customer Contacts

In accordance with RD05 Section 6, Logic Utilities systematically records all customer contacts — including requests, queries and complaints — in its customer management systems. Each contact record includes:

- **Contact type:** request, query or complaint.
- **Topic:** bills; connection and reconnection; security deposits; meter readings; registration and termination; queries; back charges; other.
- **Customer class:** Residential or Commercial.
- **Channel:** phone; email; portal; WhatsApp/live chat; web form.
- **Timestamps:** date and time of receipt, all updates, and final resolution.
- **Reference number:** unique reference assigned to every contact at point of logging.

All customer contact records are made available to the RSB on request, in accordance with RD05 Section 6.

8. Express Services

Logic Utilities offers express services for selected billing-related transactions where supported by project arrangements and regulatory approvals. Express services include:

- Express account opening and closing confirmations
- Express billing status or clearance letters
- Express reconnection coordination for chilled water services (subject to technical and access constraints)

8.1 Express Service Window and 4-Hour Commitment

Express processing hours are **Monday to Friday, 09:00 to 15:00 GST**.

- Complete express requests received between 09:00 and 15:00 on a business day will be completed within **4 business hours** from receipt.
- Requests received after 15:00 or outside business days are treated as received at 09:00 on the next business day and completed by 13:00 that day.

Performance is tracked through the Express Service On-Time Completion KPI (Annex 2).

9. Meter Maintenance and Verification Inspections

9.1 Meter Maintenance and Replacement

As part of our billing services, Logic Utilities supports meter maintenance, including:

- Checking meter health where billing anomalies are suspected.
- Coordinating meter repairs or replacements where faults are identified or meters are upgraded.
- Ensuring correct configuration and reading of meters for billing purposes.

Customers are expected to facilitate safe access to meter locations when site visits are required.

9.2 Meter Verification Inspections

Meter verification inspections are available in projects where the RSB has authorised such inspections and are being progressively extended across our full portfolio. A typical inspection includes:

- On-site verification of metering equipment and interfaces.
- Cross-checking of meter readings with data captured in billing systems.
- Review of consumption trends and historical patterns.
- Issuance of a written outcome with findings and, where relevant, corrective actions.

Milestone	Committed Timeline
Appointment offered	Within 2 business days of a complete request
Site visit conducted	Within 5 business days of appointment confirmation
Written outcome issued	Within 3 business days after the site visit

Performance is tracked through the Meter Verification – Closure Within Target KPI (Annex 2). The applicable fee is set out in Section 11.

10. Service Improvement and Accountability

10.1 Continuous Improvement

Logic Utilities is committed to:

- Regularly reviewing processes, systems and staff training.
- Using complaint and contact data to identify recurring issues and root causes.
- Implementing corrective and preventive actions promptly.
- Updating this Charter as regulations and customer needs evolve, subject to RSB approval.

10.2 Performance Monitoring and KPIs

Logic Utilities measures performance using KPIs established in consultation with, and as required by, the RSB for Permit Holders operating under Executive Council Resolution (6) of 2021. These are set out in Annex 1 (RSB-required KPIs) and Annex 2 (additional operational KPIs). Logic Utilities will adopt any additional KPIs mandated by the RSB and will publish such additions on its website following RSB approval.

10.3 Transparency and Annual Reporting

In line with RD05 Section 9, Logic Utilities will produce an annual report on performance against the KPIs and service standards in this Charter. The annual report will:

- Set out performance against each KPI target for the reporting year.
- Comment on performance against expectations and identify areas for improvement.
- Outline improvement plans and targets for the coming year.
- Provide detailed KPI data and complaint statistics to the RSB on request.
- Publish a customer-facing summary on the Logic Utilities website.

Survey results and complaint trend analysis feed directly into the Happiness Index KPI (Annex 1) and are referenced in Logic Utilities' annual performance report.

11. Fees and Charges

A transparent Schedule of Charges applies to Logic Utilities' billing services. All fees are subject to applicable RSB caps and project-specific terms:

Fee	Description	AED	Frequency
Activation Fee	One-time fee for registering a new account and activating services on the portal.	200	One-time
Billing Fee	Monthly fee for meter infrastructure upkeep and billing services, included in monthly invoices.	Per contract	Monthly
Late Payment Fee	Applied when a bill is not paid by the due date, in accordance with RSB regulations.	100	Per late bill
Reconnection Fee	Applied for service callouts to reconnect chilled water services following disconnection due to non-payment.	500	Per event
Meter Inspection / Call-Out	Charge for customer-requested expedited visits, meter inspections and related callouts.	250	Per call-out
Returned Cheque Fee	Applied when a cheque issued by the customer is returned unpaid by the bank.	As per End-User Agreement	Per event
Default Payment Fee	Applied for continued non-payment or breach of agreed payment terms, including a payment plan.	As per End-User Agreement	Per event
Meter Tampering Penalty	Applied for any unauthorised interference with the meter or metering equipment. Charged at the cost of repair or replacement plus 10%.	Cost + 10%	Per event

Any additional or project-specific fees are described in the online Schedule of Charges at logicutilities.com and are displayed to the customer before being applied.

12. Digital Portal, Auto Payment and Process Transparency

12.1 Portal-Based Applications

All key customer activities can be completed online via the Logic Utilities Customer Portal, including registration/activation, account closure, viewing and downloading bills, submitting enquiries and complaints, requesting reconnection coordination, and requesting express services and meter verification inspections. The portal is accessible at **portal.logicutilities.com**, and the current portal address is always shown on the Logic Utilities website.

12.2 Auto Payment

Customers may enable recurring automatic payment through the portal, providing convenience, avoidance of late fees, and continuity of service. Customers retain full control and may view payment history or modify settings at any time. Logic Utilities encourages all eligible customers — particularly long-term tenants and property owners — to activate auto payment.

12.3 Process Flow Transparency

For each main transaction — including registration, move-out, deposit refund, billing dispute, reconnection and express service requests — Logic Utilities provides clear process flows on its website, including step-by-step stages, expected timelines, required documents and how to track status via the portal.

13. Contact Information

Channel	Details
Telephone	Toll-free 800 LOGIC (56442) — Monday to Saturday, 09:00 to 18:00 GST
Email	enquiry@logicutilities.com
Customer Portal	portal.logicutilities.com (portal, forms, enquiries, complaints, statements)
WhatsApp / Live Chat	+971 58 885 8972 — accessible during business hours via the customer portal
FAQs	logicutilities.com/faqs
Contact / Enquiry Form	logicutilities.com/contact-us
Office	Addresses and in-person service locations listed at logicutilities.com

14. Reviewing and Revising this Charter

In accordance with RD05 Section 8, Logic Utilities commits to:

- Reviewing this Charter at least every six months and additionally on demand by the RSB.
- Inviting the views of customers on any proposed modifications before finalising revisions.
- Submitting any revised Charter to the RSB for approval prior to implementation and publication.
- Updating the Charter on the Logic Utilities website promptly following RSB approval.
- Maintaining a reference to this Charter in billing literature issued to customers, including invoice footers and account statements.

14.1 Review History

Version	Date	Review	Summary of Changes
v1	10/2022	Yes	Initial Charter issued
v2	12/2023	Yes	Updated SLAs; channels revised
v2 (Nov 2025)	11/2025	Yes	Extended scope; KPIs formalised; express services added
v3	10/2026	Yes	DSCE Director clause added; KPI attribution corrected; survey methodology defined; annual report formalised; billing literature reference added; permit number added to face of document; SLA range corrected; broken links resolved; business hours updated to 09:00 to 18:00; new customer portal URL added; reconnection within 24 hours; Schedule of Charges updated

15. Key Customer Journeys

To make our services easy to understand, Logic Utilities describes the main customer journeys step-by-step on its website. Each journey is supported by an online application through the customer portal and a visual process flow showing expected timelines, required documents and status updates.

15.1 New Registration / Move-In

- Customer reviews the checklist of required documents (Emirates ID, tenancy contract or title deed) on the Logic Utilities website.
- Customer submits a move-in application through the Logic Utilities customer portal.
- Logic Utilities validates the information, sets up the account and links the meter in the billing system.
- Customer receives confirmation of activation, portal login guidance and billing information.
- **Target:** registration completed within 2 business days of receiving complete documentation and required payments.

15.2 Move-Out and Deposit Refund

- Customer logs a move-out request through the portal, specifying the final date and providing required documents.
- Logic Utilities arranges and captures final meter data in the billing system.
- Final bill issued within 3 business days of receiving final meter data and a complete move-out request.
- Once the final bill is settled and the refund method confirmed, eligible security deposits are processed and released within 5 business days.
- Customer receives written confirmation of account closure and refund completion.

15.3 Billing Complaint and Meter Verification

- Customer raises a billing complaint via the portal, phone, email or WhatsApp, selecting the relevant category.
- Level 1: a Customer Service Advisor reviews the bill, explains the charges and corrects any clear errors.
- If needed, the case is escalated to Level 2 for deeper investigation, including meter data checks.
- Where meter verification inspections are available, an appointment is scheduled, a site visit conducted, and a written outcome issued within the defined timelines.
- A final response is provided. If the customer remains dissatisfied, escalation to Level 3 and subsequently to the RSB is available.

15.4 Disconnection and Reconnection (Billing Related)

- If an account falls into arrears, Logic Utilities follows all notice periods and processes required under RSB RD02, including reminders and opportunities to pay or agree a payment plan.
- Disconnection of chilled water services is coordinated only as a last resort, after all required notices and timelines have been met.
- Once the outstanding balance is settled and a formal reconnection request received, Logic Utilities coordinates reconnection within 24 hours, subject to site access and any third-party constraints.
- Customer receives written confirmation that the account is in good standing and service has been restored.

Annex 1 — RSB-Required KPIs

The following KPIs are required for Permit Holders under Executive Council Resolution (6) of 2021, as established by the RSB for comparative measurement across the district cooling sector. Logic Utilities will adopt any additional KPIs mandated by the RSB and will publish additions following RSB approval.

A. Customer Satisfaction

KPI	Definition	Target
Happiness Index	Percentage of customers indicating satisfaction with services provided, based on structured Logic Utilities customer surveys (transactional and periodic) as described in Section 5.4.	≥ 75%

B. Resolving Customer Requests

KPI	Definition	Target
Resolving Customer Requests Duration	Average time taken to fully resolve customer requests from initial contact to closure.	≤ 5 business days
Requests Resolved on First Contact	Percentage of customer requests resolved during the first contact without further follow-up.	≥ 70%
Requests Resolved in 2 or More Contacts	Percentage of requests requiring more than one contact to resolve, without internal escalation.	≤ 20%
Requests Resolved Only After Internal Escalation	Percentage of requests requiring internal escalation (Level 2 or Level 3) to be resolved.	≤ 10%

C. Performance Over the Phone

KPI	Definition	Target
Call Answer Rate	Percentage of calls answered within 30 seconds of exiting the IVR during business hours.	≥ 85%
Average Queue Waiting Time	Average time a customer spends in the queue before being answered by a representative.	≤ 30 seconds
Dropped Calls (Abandoned)	Percentage of calls disconnected by the customer before being answered.	≤ 8%

D. Billing Accuracy

KPI	Definition	Target
Meter Reading (Actual vs Estimated)	Percentage of bills issued based on actual meter readings, in compliance with RSB RD06 – Metering, Billing and Charges.	≥ 90% actual readings

Additional RSB reporting (provided to the RSB but not published publicly):

- Total number of complaints received in the reporting period.
- Number of complaints by customer class (Residential / Commercial).
- Number of complaints by type (bills; connection; deposits; meter readings; registration; queries; back charges; other).

Annex 2 — Additional Operational KPIs

The following KPIs are set by Logic Utilities to monitor and improve operational performance beyond the RSB-required minimum. They are reported internally and provided to the RSB on request.

KPI	Definition	Target
Digital Adoption Rate	Percentage of active customers registered on and using the customer portal for at least one transaction per year.	≥ 60%
Auto Payment Adoption	Percentage of eligible customers with auto payment enabled through the customer portal.	≥ 35%
Express Service On-Time Completion	Percentage of express service requests completed within the committed 4-hour window (where available and a complete request has been received).	≥ 90%
Meter Verification – Closure Within Target	Percentage of meter verification inspection cases completed within all committed timelines: appointment within 2bd; site visit within 5bd; written outcome within 3bd after the visit.	≥ 90%