



TECHEM ENERGY SERVICES LLC

RSB PERMIT #24-2022

REGULATIONS FOR DISTRICT COOLING PURSUANT TO
EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

RD05: THE CUSTOMER SERVICE CHARTER



Introduction

This customer care charter has been tailored to give you an overview about who we are, our customer care service standards, how we are reaching out our clients and end users, how we manage customers issues, and the escalation matrix.

Techem Energy Services L.L.C. "Techem" is a leading international provider of solutions for the management and billing of energy and water for real estate.

We are a thermal energy solutions provider that offers a wide spectrum of services and equipment for consumption-based metering.

Our advanced software is automated and allows our back-end operation team to effectively undertake comprehensive billing, maintenance, and cash collection and account management effectively eliminating extensive processes which save our clients time and efforts.

Techem take care of fast recording, remote reading and billing for energy and water consumption. This is not to mention that our customer care portal is accessible around the clock wherein generated bills can be reviewed at any time, and payment can be done online simultaneously.

Our back-end solution also is empowered through our digitalized and automatized solutions to suit our B2B and B2C customer care concentric service. This is whilst enabling environmentally responsible solutions that delivers energy efficiency and customer satisfaction.

At Techem, we care about our clients and customers and our pursuit of customer excellence can only get better when we hear from the experts.

Please share with us your opinion or comments and we shall not hesitate to optimize our customer care processes at any time.

Who We are

Techem embarked its metering services in 2007 in the UAE and we have two offices in Dubai and Abu Dhabi.

We are a small business focusing on supplying chilled water utilities meters " BTU meters" and comprehensive billing services for the commercial and residential buildings.

Our mother company Techem GmbH Germany has been established since 1952 and has strong history in Germany as well as Europe.

For more about who we are, please visit our website www.techem-me.com.

Techem Core Services

Techem manages and maintains the entire value chain, from the engineering stage with the developers, main contractors, property owners, or homeowners' association companies all the way to the end users besides the following

- Retrofit (non-metered) constructed buildings with BTU meters
- Rectification of existing metering systems
- Comprehensive billing service which encompasses of Reading and Billing
- Efficient and effective account management and cash collection
- Long term leasing options for metres supply and installation within our service contract

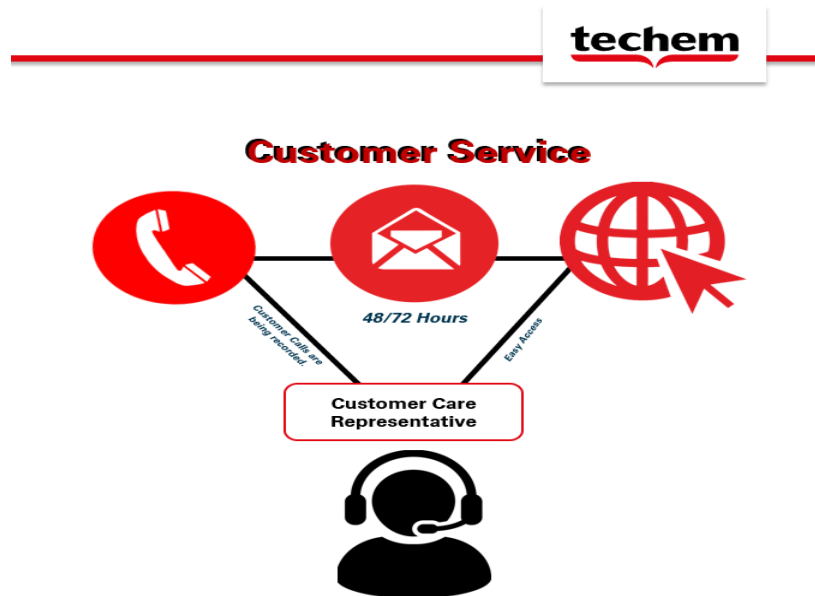
Customer Service

How to contact Techem?

Techem deals with the received enquiry promptly and in a helpful, courteous, and responsive manner.


The client or customer can contact us with any questions they might have through email, call, or in person and our available customer service agents responds immediately.

In addition, our customer care team calls back the unanswered calls and send SMSs the unreachable clients before the end of the working hours to acknowledge the receipt of their calls and request them to recontact us at their own convenience.



Contact Us

Direct Calls

-  Via Phone: +971 (4) 3883023

Our Operator Manual

- ✓ Press 1 – for Customer Care
- ✓ Press 2 – for Accounts
- ✓ Press 3 – for Sales & Marketing
- ✓ Press 4 – for Operator
- Our customer care agents are reachable, and their contact details and extensions are available on their Emails signature.
- Our agents introduce themselves by name upon answering any incoming call “Thank you for calling Techem, this is _____, how May I help you? “



- All received Calls get recorded for quality assurance and training purposes.
- It is our Company Policy to refer harassment or bullying cases to our legal department
- We have a dedicated customer care email where the client can reach us with their complaints or clarifications. customercare@techem-me.com
- We answer our mail within 48h/72h from the time of receipt. Besides that, an electronic response gets generated to acknowledge the receipt of their email.

Website

Typically, our received enquiries via <https://www.techem.com/ae/en/information-and-service/contact> gets forwarded to Customer Care Email and the concerned customer care agent of the property account handles the client enquiry.

For general enquiries

If we receive a general enquiry, Techem agents assist as much as possible by directing the client to the concerned personnel or answer the question directly.

For service complaints- Escalation map

Our customer care agents assist immediately after collecting the necessary information from the client such as the Customer ID and Property Code. However, if more information or investigation is required, we collect the required information as soon as possible and solve the complaints within 24 to 72 hours. If the agents could not address the complaints within 24 hours the complaints get escalated directly to the Team Leader or Manager.

For technical enquiries

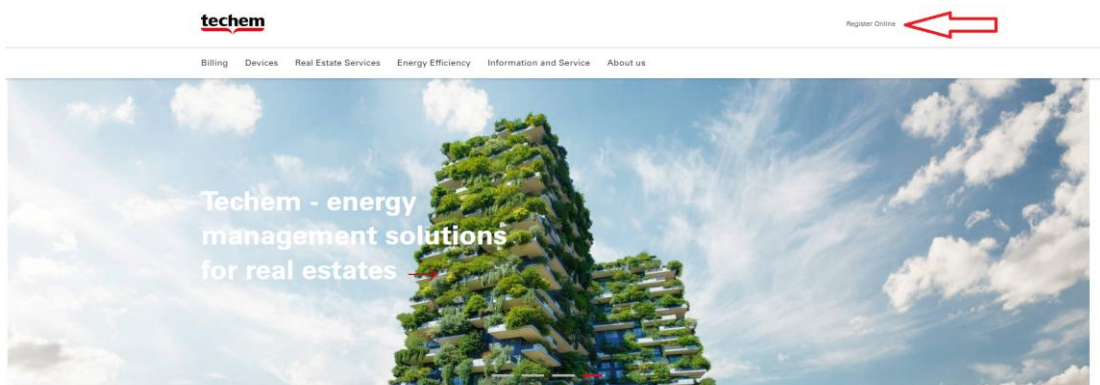
Techem assigns rotating technicians to cover the related geographical areas in weekly bases. When our customer care team receive and inspection request, the visit gets assigned to the concerned technicians who cover that area during that day or week. If we receive an urgent site visit however for reasons related to leakage or poor air conditioning, the team send the specialist immediately to remedy the issue.

Customer Online Portal

Techem online portal provides an easy option to register, make payments, and view account statements.

Customer registration

Customer can register at their convenience at the comfort of their home online at <https://www.techem-me.com/>





Customer Account Portal

Our customers can access their online portal account after creating their usernames and passwords. Our online portal allows the users to refer to their previous bills and communicate with our team via email if required.

Log In
techem

Techem Energy Services Customer Login

Email address

Password

Remember Me

Log In

[Forgot your password?](#)

By clicking on the Log In button, you understand and agree to Oracle Terms of Use and Oracle Privacy Policy

Visiting our office

- Techem office are in the center of Dubai and Abu Dhabi. Therefore, our customers can visit any of our offices to meet with our Team in person when necessary.
- Our office timings are from Monday to Friday, 8:30 AM – 5:30 PM.
- While Maintenance and Technical Team is working from Monday to Saturday, 8:30 AM to 5:30 PM.

Customer Care Campaign

Techem's senior management, Ms. Bissan Abbas, Managing Director, organize visiting the clients at least twice a year to meet with the clients to find the level of their satisfaction and concerns.

General Announcements

Furthermore, we exhibit our roll-up banners as well as our announcements to keep the end users updated with the most recent and periodically about the following

- Billing mobilization and activation date
- Registration requirement and the process of doing the registration for the chilled water utilities
- How to reach us
- Importance of making the payment of the chilled water utilities to avoid penalties and discomfort of disconnection of the AC.



Our roll-up banners



AC Service Provider

Dear Home Owners and Tenants,

We would like to take this opportunity to welcome you as a valued customer of **Techem Energy Services LLC**. We were assigned by **your premises Owners & Management**, to carry out the BTU metering services.

Techem is a thermal energy solutions provider that offers a wide spectrum of services and equipment for the most **accurate consumption** - based metering and billing for all your thermal energy.



How To Register?

1. Visit www.techem-me.com
2. Click on Register Online
3. Input all your details
4. Project Property Code is DXB
(Available at the Reception of your Building)
5. Project Property unit
(Available at the Reception of your Building)
6. Upload Title Deed/Tenancy Contract and Emirates ID

We specialize in end-to-end project management and supervision to our clients assets, to manage their properties and businesses in the most efficient and cost-effective method.

Our Comprehensive Cooling Energy Services:

- Mechanical HVAC Services
- Energy Efficient Consultancy
- Electrical Inspection and Installations
- Chilled Water Utility Services and more...

Supply | Installation | Reading | Billing | Cash Collection | Maintenance

If you need any support, reach us at 04 38 83 023 or send an email to customer@techem-me.com

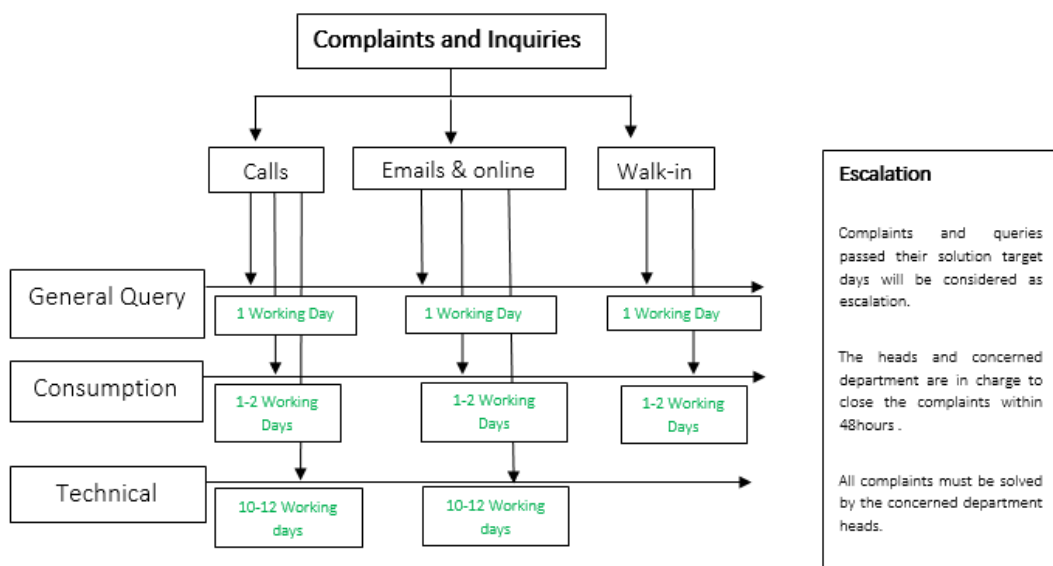



Techem's KPI

In reference to section **Customer Service (How to Contact Techem)** Page 3 of this customer service charter , we categorize the received complaints or queries as follows:

1. General queries
2. Consumption complaints
3. Technical complaints
 - General Queries : all received queries or complaints are assisted immediately. If further investigation is required, we ensure to close the general queries within 1 working day at the latest. However, if the query couldn't be solved within the mentioned above time we escalate it to the Team Leader who is in charge to close it within 1 working day.
 - Consumption Complaints : this kind of complaints can be diverted to a technical complaint if the consumption data doesn't tally with the seasonal consumption trend or looks doubtful. Otherwise, our billing executives verifies the consumption of relevant unit , check the reading values of the pertaining BTU meter, and close the complaint within 1 - 2 working days by the billing executive team.
 - Technical Complaints: We assist immediately, however, if further investigation is required, we ensure to close the query within 10-12 working days. The complaint get addressed simultaneously to the concerned technical engineer who is in charge to do a physical site inspection. If the complaint require further investigation the complaints gets escalated to the head of technical department to address and close the concern on or before the completion of 10-12 working days.

TECHEM'S KEY PERFORMANCE INDICATORS





Escalation Matrix

We strive to reach to our clients satisfaction. Our heads are fully responsible to close complaints and queries as per the stated above target days and their contact details are as follows:

Billing & Cash Collection Head

Dani Najem – Billing & Cash Collection Manager

Email: dani.najeem@techem-me.com

Mobile: +971549963908

Sheila Bersabal - Billing & Cash Collection Team leader

Email: Sheila.bersal@techem-me.com

Mobile: +971543213897

Technical Department Head

Nayeem Khan – Project Engineer

Email : Nayeem.khan@techem-me.com

Mobile: +971551102710

Customer Service & Business Development

Feroz Shah – Business Development Manager

Email: Feroz.shah@techem-me.com

Mobile: +971505591636

Reem Al Saffarini – Sales & Portfolio Manager

Email: reem.saffarini@techem-me.com

Mobile: +971564243212

What to expect from Techem

Techem business model is based on long term relationships, and we pay close attention to every details before, during and after our service provision.

We are genuinely committed to providing a single point of contract for all billing and technical needs. We contact the concerned people through the phone, emails, and SMSs and engage in personalized and regular communications to help to understand the customer requirements.

Besides that, we ensure to have our end users and clients well informed about the billing cycle, payment due date, cash collection campaigns with regular updates via SMS or email.

Our staff are well trained and follow standardized customer care training procedures.



How can the clients help us to serve them better

It is essential to communicate properly to the service providers to receive right answers besides

- Treat our employees with courtesy and respect.
- Read Techem announcements, FAQs , End User terms and conditions and understand the related procedures.
- Provide honest and constructive feedback to help us improve service when necessary.
- Register online to obtain credentials to access the online portal such as username and password.
- Be aware of each party rights and obligations to avoid any misunderstanding.

Privacy and Confidentiality

We treat the personal information and client's data base as strictly confidential. Said that, we disclose it however only in accordance with the United Arab Emirates laws, or if we believe it is necessary to comply with a requirement of the UAE law enforcement agencies.

Security

To protect the client's personal data against accidental or unlawful destruction, loss, or alteration and against unauthorized disclosure or access, Techem uses technical and organizational security measures.

Privacy Policy

We are committed to protecting the client's privacy. All the information gathered in the online forms on the website used to personally identify users that subscribe to our services.

The information will not be used for any purpose other than which is stated in the Terms & Conditions of use for the service.

Feedback and Suggestions

The clients can directly reach us at any time to provide their feedback to enhance our services or by sending an email to customercare@techem-me.com or via Contact us link <https://www.techem.com/ae/en/information-and-service/contact>.

This policy shall be revised and amended periodically.

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<https://www.techem.com/ae/en/disclaimer>