

Important Questions

Why do I need to update my account information

To ensure your eligibility for a subsidized tariff

To ensure the bill delivery to the account owner

To protect you from any legal issues related to electricity consumption

To ensure contacting the customer in case of providing any service or in the event of any emergency interruption

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The new tariff is applied for all customers including the customers who have prepaid accounts



Is there a closing date to update the customer's information?

After 30 June 2021

The citizen account tariff will be implemented from the bill of the month following the date of the update, and the customer will not benefit from backdated offer.

April

May

June

July

August

From 1 January until 30 June 2021

The citizen account tariff will be implemented backdated.

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Owner

- Copy of the Title Deed
- Copy of the Krookie
- ID Copy

Tenant

- Copy of a valid & attested by the Municipality Tenancy Agreement copy valid and attested by the Municipality.
- ID Copy

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Inheritors

- Copy of the Title Deed
- Copy of the Krookie
- ID Copy of the heirs agent
- Copy of the "Power of Attorney" certificate*

*Note: In case there is no agent, the requirements are the inheritance inventory certificate and the ID copy of one of the heirs.

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Multiple Owners in one Title Deed

- Copy of the Title Deed
- Copy of the Krookie
- ID Copy of one of the owners (applicant)

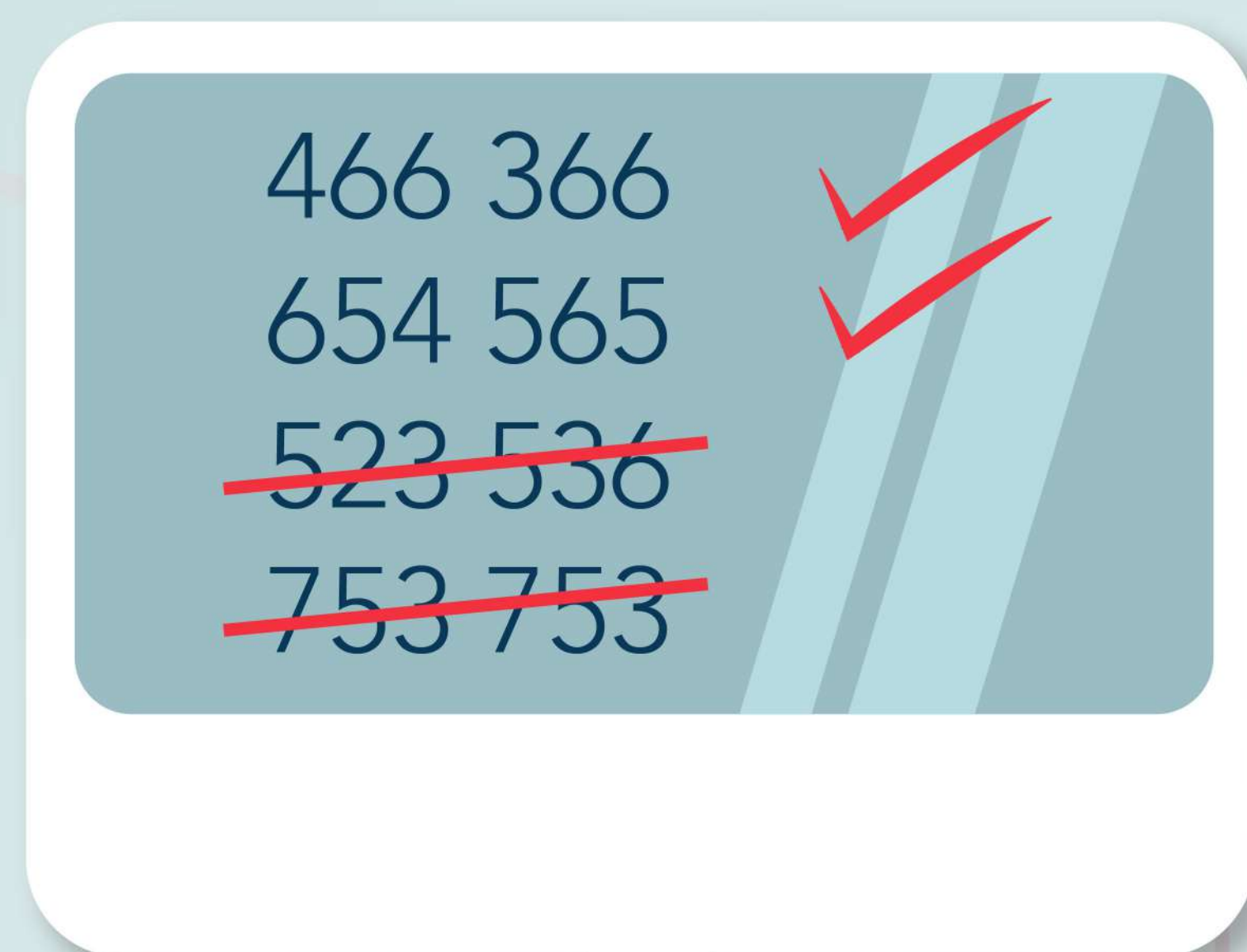
Living in properties owned by or rented from the employer

- Letter from the employer
- Letter of undertaking from the employee of bearing the financial liability
- ID Copy

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How the supported accounts by subsidy will be selected, in case there are more than two accounts for the citizen?



Automatically

The system will include the two highest consumption accounts in the citizen tariff.



Manually

The customer can contact the Call Center of the service provider (the distribution company) and select the two accounts to be included under the citizen tariff.

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مركز سند للخدمات
Sanad Services Center

518 Offices Around Oman

This service is offered for: Muscat Electricity Distribution Company, Mazoon Electricity Company and Majan Electricity Company.



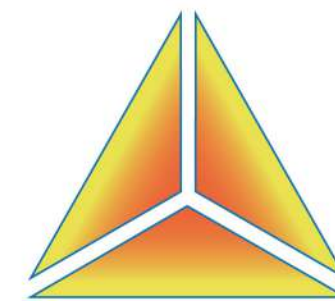
Muscat Electricity Distribution Company medcoman.com



Majan Electricity Company majanco.co.om



Dhofar Power Company dpcoman.com



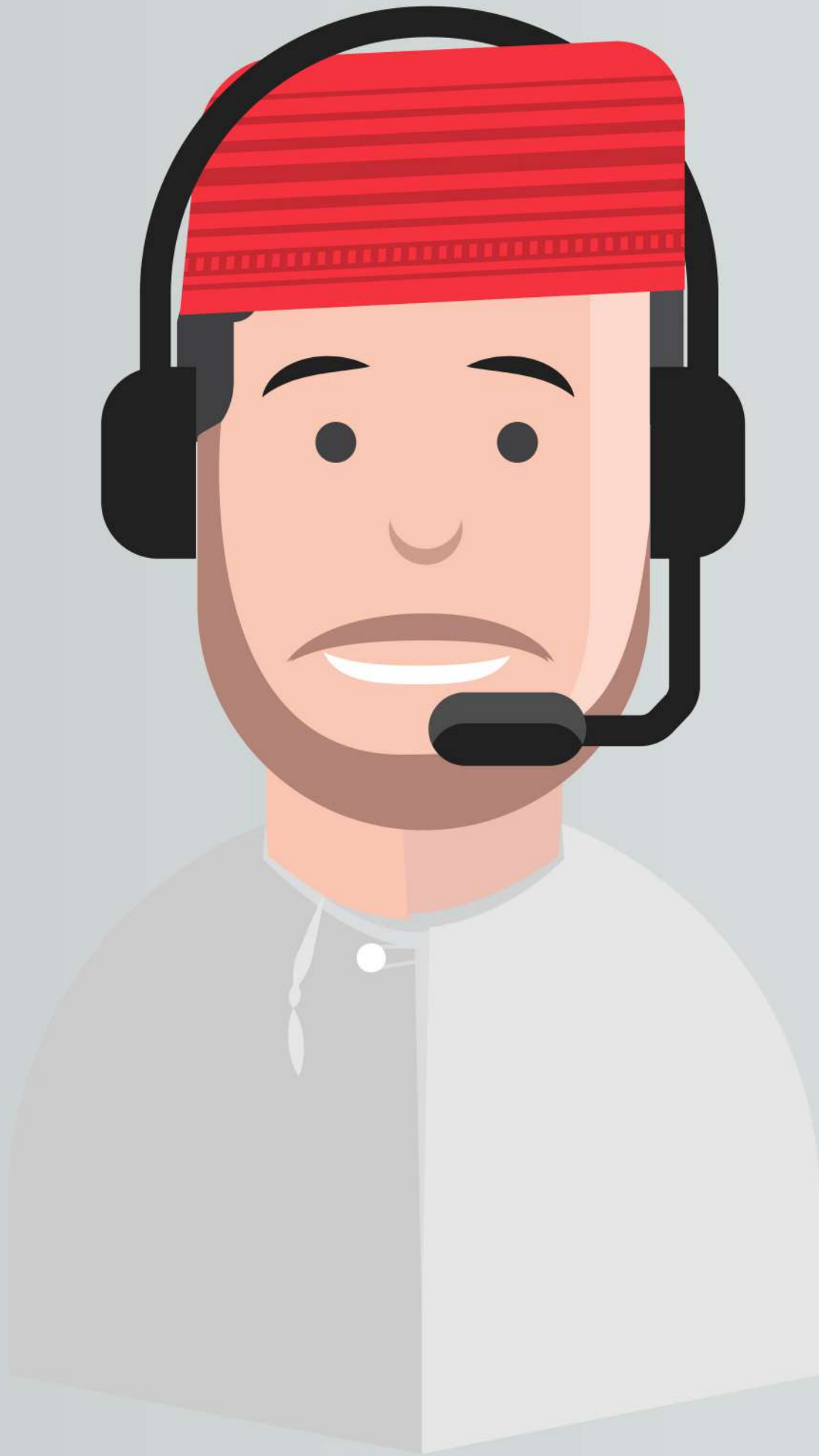
Mazoon Electricity Company mzec.nama.om



Tanweer tanweer.om



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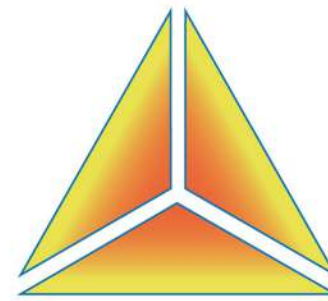
Muscat Electricity Distribution Company 8007 0008



Majan Electricity Company 8007 8000



Dhofar Power Company 8007 7700



Mazoon Electricity Company 8007 7771



Tanweer 8007 7787

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Estimated Reading FAQs

What is the estimated reading?

Why estimated reading?

Does the estimated reading affect the customer?

What are the reasons for the estimated reading?

Can I avoid the estimated reading?

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Estimated Reading FAQs

What is the estimated reading?

It is an automatized reading by billing system in the event that the company is unable to take actual reading from the customer's meter.

Why estimated reading?

Does the estimated reading affect the customer?

What are the reasons for the estimated reading?

Can I avoid the estimated reading?



Estimated Reading FAQs

What is the estimated reading?

Why estimated reading?

The estimated reading is calculated for the purpose of issuing monthly bills for the customer, so that it clarifies the consumption rate estimation to ensure that the customers do not receive high bills later and to avoid the accumulation of consumption dues.

Does the estimated reading affect the customer?

What are the reasons for the estimated reading?

Can I avoid the estimated reading?



Estimated Reading FAQs

What is the estimated reading?

Why estimated reading?

Does the estimated reading affect the customer?

The automated mechanism for calculating the estimated reading has been established on fundamentals that protect the customer's right with regards to consumption tariff layers to ensure that the customer is not included in the higher tariff layer. The previous estimated consumption is reviewed after the actual reading is issued. The amendments to be included in the following bill to ensure the customer's right so that the customer bears only the actual consumption value.

What are the reasons for the estimated reading?

Can I avoid the estimated reading?



Estimated Reading FAQs

What is the estimated reading?

Why estimated reading?

Does the estimated reading affect the customer?

What are the reasons for the estimated reading?

There are reasons for the estimated reading. One of the important reasons is inability of meter reader to take the reading as the customer is not presents, despite the frequent attempt to read.

Can I avoid the estimated reading?



Estimated Reading FAQs

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Can I avoid the estimated reading?

A customer can avoid the estimated reading through the following options:

1. Submitting the meter reading by self reading through the available channels for each of the distribution companies, such as the website, WhatsApp and smart phone applications.
2. Changing the postpaid meter to a prepaid meter.
3. Changing the postpaid meter to a smart meter (AMR)
4. Moving the meter from the inside to the outside of the property.

