

# Meter Reading

## GS-1

The customer's meter is read at least once in 6 months

**20** OMR

Customer payment if standard not met

Once every 6 consecutive months

## GS-2

The new account's first reading must be on the first or second reading cycle

**10** OMR

Customer payment if standard not met

Once every 6 consecutive months



# Complaint Handling

## GS-3

Customer's complaint (excluding GS-5 complaints) must be dealt within 10 days or less

**5** OMR

Customer payment if standard not met

One time for each officially registered complaint

## GS-4

A customer's complaint must be dealt with in 40 days or less

**20** OMR

Customer payment if standard not met

One time for each officially registered complaint

## GS-5

A full written explanation must be sent, or a visit must be arranged to investigate, within ten working days of receiving customer notification of a voltage problem to their property

**15** OMR

Customer payment if standard not met

One time for each officially registered complaint



# Customer Connections

## GS-6

Time taken to provide customers with a substantive response to the initial connection application must not exceed 15 days

**10** OMR

Customer payment if standard not met

One time for each connection application

## GS-7

The Time taken to provide the final connection from receipt of customer payment and the completion of any required network extension must not exceed 15 days

**20** OMR

Customer payment if standard not met

One time for each connection application



# Reconnections

## GS-8

Time taken to reconnect customers after disconnection for non-payment must not exceed 24 hours from receipt of payment

**30** OMR

Customer payment if standard not met

One time for each case

## GS-9

Time taken to reconnect a customer after a supply failure must not exceed 24 hours

**30** OMR

Customer payment if standard not met

One time for each case

## GS-10

Customers must be notified of a planned outage at least 2 days in advance

**5** OMR

Customer payment if standard not met

One time for each case

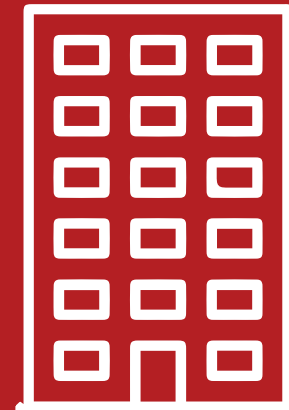


**Note:** The customer has the right to claim a compensation in the amount of 20 Omani riyals for each time the licensed company fails to pay the amount of compensation due to him under GSOS scheme within 10 working days from the date of receiving the final response from the company (one time for each breach of GS).

**For more inquiries:**



**Call Center**  
**80077700**



**Customer**  
**Services hall**