

**NATIONWIDE**

**Frequently Asked Questions (FAQ)**

## **1. What is chilled water?**

Chilled water is a commodity that is used to cool a building's air equipment, especially in situations where the air supply and temperature of many individual rooms must be controlled on an individual basis.

## **2. Why do I need chilled water?**

Chilled water is the basic element required to make any AC unit effective and to cool the air, since chilled water is the basis of low temperatures.

## **3. Who is the supplier of chilled water for my building?**

Chilled water can be supplied in two ways:

1. District Cooling Supply (like Empower) – Business Bay, Downtown, Barsha South and Midtown buildings are supplied through DC's
2. Building-owned chillers (Oakwood, DSO, JVC, Opal, Al Ameri have own chillers)

## **4. Why do I need to sign the chilled water supply service contract?**

The contract is an agreement between you and the supplier. It sets out the terms and conditions of supplying chilled water to your unit.

## **5. Who is the billed party?**

The unit owner is the billed party by default. As soon as the tenant registers, the tenant becomes the billed party.

Registered customers will receive the bills and be able to use our Online Customer Portal

**Deyaar Community Management LLC Customer Login([netsuite.com](https://netsuite.com))**, the easiest way to manage your account and make payments.

## **6. How to register for chiller?**

**For new tenant**, Registration through Nationwide LLC application is required. Application to be downloaded through apps store and play store.

Note: The landlord must clear his outstanding dues first before the new tenant can register connection under their name and should complete his registration documents.

**For new owner**, manual registration only. To be forwarded to [utilities@nationwide.ae](mailto:utilities@nationwide.ae) along with the required documents.

Note: Client Relations Team should ensure the new owner registered to chiller at the time of unit transfer.

## **7. What are the requirements for registration?**

For Tenant (Individual), please upload the below documents:

- Registration Form.
- Tenancy Contract and Ejari Copy.
- Passport Copy and Emirates ID Copy.

For Tenant (Company, Retail Unit), please upload the below documents:

- Registration Form.
- Valid Trade License Copy
- Tenancy Contract and Ejari Copy
- Passport Copy and Emirates ID Copy.
- VAT Certificate Copy (Optional)

For New Owner:

- Filled Customer Registration Form (Manual)
- Proof of ownership (copy of Title deed and SPA)
- Passport Copy and Emirates ID Copy.
- Valid Trade License Copy (if Company)
- VAT Certificate Copy (Optional if company)

## **8. What is the refundable security deposit (SD) for?**

Refundable SD is collected to cover any outstanding when the tenant moves out /Owner sold the unit.

The due amount will be deducted from SD and remaining amount will be refunded.

## **9. I have completed the registration process. When will my chiller services be activated?**

For Tenants:

If you have completed the registration process and paid the applicable charges (account registration fee and chiller security deposit), the chiller service will be activated within the same day. Just present the Nationwide NOC at the building reception at the time of move in to assist with the chiller activation.

For Owners:

If you have completed the registration process and paid the applicable charges (account registration fee and chiller security deposit), the chiller service will be activated within the same day. Just present the Nationwide NOC at the building reception at the time of move in to assist with the chiller activation.

## **10. Is There Any Fixed Charge?**

There are 2 types of fixed charge:

1. Capacity / Fixed Charge: Charged by District Cooling Company.
2. Service Charge: Charged by NMS, Amount depends on individual unit.

## **11. Why do I need to pay the fixed charged?**

The fixed monthly charge is a fee every owner/tenant is obliged to pay as per the building design regardless of whether the customer uses or refrains from using the service.

The cost of chilled water is allocated amongst units on the basis of the load required to cool the apartment and, therefore, needs to be paid by each unit in the premises.

This is the operational mechanism of the building and cannot be changed.

## **12. Why am I not paying to District cooling company directly?**

During the construction of the subject property, the District Cooling Company in the area was not equipped to install individual meters for ensuring direct billing.

Instead, the service provider installed one common meter and instructed developers to facilitate and manage sub-metering, as well as the collection of charges.

### **13. What are the components of chilled water invoice?**

Chilled water charges are typically divided into:

1. Consumption Charges (based on actual energy consumption of your unit)
2. Capacity / Demand Charges (based on the measurement of unit Refrigeration Ton (RT) / Allocated load capacity for your unit)
3. Service Charges

### **14. What is the consumption charge?**

It is the charge for the actual flow of chilled water provided to your unit. The flow is measured by a meter installed for each individual unit.

The measurement is made in BTU's by the sub meter, and charged at the rate set out in your supply agreement.

### **15. What is the capacity charge?**

It is the charge levied upon the building by the supplier of the chilled water for providing connectivity to the cooling services and is inclusive of the cost of the base load of chilled water provided to the building as a whole.

It is based on the Unit Capacity Tonnage projected by the supplier as the maximum load for the building. It is a fixed sum distributed evenly among all units and is paid on a monthly basis.

### **16. What is the capacity tonnage?**

It is the maximum air conditioning cooling capacity required to be made available by the building owner to cool the common areas of a building.

It is measured in tons and calculated as a proportion of the building's total air conditioning cooling capacity provided by the utility supplier.

### **17. How much Refrigeration Ton (RT)(Demand charge) am I paying for?**

The RT of your unit is pre-determined by the Developer depending on your unit area and premise type.

## **18. How will I receive my bill?**

The monthly invoices will be sent via email on the registered email address. You will also be able to view the bills online on our Online Portal. Please make sure that your contact information is always updated on your account.

## **19. How to access my account if I am an existing customer?**

If you want to access your account online, please visit our website [Deyaar Community Management LLC Customer Login\(netsuite.com\)](https://netsuite.com). Log in with your username and password you have created at the time of registration.

## **20. How can I retrieve my password?**

Visit Deyaar customer portal

[Deyaar Community Management LLC Customer Login\(netsuite.com\)](https://netsuite.com)

Click on Login button then “Forgot Password”.

Type your username & click on the “Send Reset Link”.

The link will be sent to your registered email address to create a new password.

## **21. How can I update my account information?**

If you are an existing registered customer, please log in to your online account, and you will get access to your Profile, from where you can update your account information.

Alternatively, please send your request to [utilities@nationwide.ae](mailto:utilities@nationwide.ae).

## **22. How can I make the payment for Chiller? Easy Payment Options:**

- Direct Payment Options: Cash or Cheque Payment (in favor of Nationwide Management Services L.L.C) at Cashier - Ground Floor, Deyaar Office, The Burlington Tower, Business Bay
- Cheque Payment: In favor of Nationwide Management Services L.L.C (please mention your building name and unit number on the reverse side of cheque).
- Bank Transfer : Refer to Invoice. For every successful payment, send your payment details to [collections@nationwide.ae](mailto:collections@nationwide.ae) for verification and receipt booking.

- Online Payment Via Deyaar Customer Portal **Deyaar Community Management LLC Customer Login([netsuite.com](https://netsuite.com))**

### **23. I paid my bill but why it is not reflected on my invoice and I keep receiving payment reminder?**

Please confirm if you paid via the bank transfer or cash deposit. This payment method is not automatically reflected on your account unless the proof of payment is sent. Once identified, it will be booked in the system and shall reflect on the following month's chiller invoice.

Please send an enquiry on [collections@nationwide.ae](mailto:collections@nationwide.ae)

### **24. I paid my bill but why the late fee has been applied to my bill?**

Late payment penalties is applicable, a 1% late payment PER MONTH will be imposed on any amount that is unpaid after the due date.

The payments made and / or booked after due date shall reflect on the following month chiller invoice.

### **25. Why has my AC been disconnected?**

The chiller services of the unit will be disconnected under any of the following circumstances:

- 1) If Chiller Outstanding dues exceeds 300 AED and it is outstanding for more than 15 days.
- 2) If Chiller registration has not been completed, chiller security deposit has not been paid.

In the event of service disconnection due to non-payment of bills, a "**Reconnection Fee**" shall be charged as mentioned below:

- 1. Residential Units: AED 500+VAT**
- 2. Commercial/ Retail Units: AED 1000+ VAT**

## **26. What are the things that I should know regarding cooling services?**

Equipment's within your unit will need to be maintained and serviced regularly to operate efficiently. We encourage residents/owners to enter into a service agreement with a company providing maintenance services.

## **27. What I should do if there are issues related to my cooling services?**

Please inform your landlord and or approach your building facility management for assistance.

**Note: NMS scope is limited to metering, billing and collection. Hence, in-unit maintenance/rectification is the owner/tenant's responsibility.**

**For units not managed by Deyaar:** You can arrange a competent service provider of your choice for carrying the necessary in unit maintenance.

**For units managed by Deyaar:** Contact 800Deyaar to register maintenance request.

## **28. What should I do if I found consumption while I am not using the AC?**

Please contact us through e-mail [utilities@nationwide.ae](mailto:utilities@nationwide.ae) to arrange for an inspection.

## **29. Who should I contact for any chiller billing related queries?**

For any payment/invoice related matters please contact [collections@nationwide.ae](mailto:collections@nationwide.ae)

For any other clarifications please contact [utilities@nationwide.ae](mailto:utilities@nationwide.ae)

We strive to respond to your query within 48 hours on business days.

Please note that our working hours is 08:00 AM to 04:30 PM from Monday to Thursday, Friday work timings are 8.00 AM to 12.30 PM.

## **30. I am moving out, how can I apply for a final bill?**

- Please approach your building reception for the move out procedure. Moveout request should be submitted 1 week in advance.

Request your landlord to send email NOC to [utilities@nationwide.ae](mailto:utilities@nationwide.ae). NOC must be sent from the registered email address of the Landlord. NOC must contain the detail of Building Name, Unit Number, Tenant Name, exact move out date of the tenant.

If the property is managed by Deyaar Property Management, Dewa clearance is required to be able to generate final bill which to be send to [utilities@nationwide.ae](mailto:utilities@nationwide.ae).



**31. How to get my clearance certificate so I can show it to my landlord?**

Clearance Certificate will be received automatically through registered email address, 2 weeks after all the bills has been cleared.