

# CODE OF PRACTICE FOR SERVING CUSTOMERS WITH SPECIAL NEEDS

October 2024

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# 1. INTRODUCTION

The company has established work guidelines for serving customers with special needs, specifically focusing on residential clients who rely critically on uninterrupted electricity supply, particularly during the summer months, ensuring their safety, comfort, and peace of mind. Furthermore, the work guidelines were developed in compliance with the relevant terms outlined in the supply license, as approved by the Authority for Public Services Regulation.

## 2. CATEGORIES OF SPECIAL NEEDS CUSTOMERS

The following cases are eligible to benefit from the services outlined in the guidelines for serving customers with special needs:

- **Persons with Medical Needs.**
  - Customers who are dependent on medical devices that require an uninterrupted electricity supply.
  - Customers with chronic health conditions mandate a continuous electricity supply (as confirmed by a medical report by an accredited government hospital).
- **Persons Requiring Social Care.**
  - Seniors (aged 70 and above).
  - Customers with visual impairments.

## 3. SPECIAL SERVICES FOR PERSONS WITH SPECIAL NEEDS





- **Maintain continuous communication** with customers to keep their registered case information up-to-date.
- **Facilitate the registration of electricity accounts** for persons with special needs to ensure priority in handling their inquiries and requests.
- **Offer flexible payment options**, such as installment and fixed payment plans tailored to the customer's circumstances.
- **Implement special measures** to minimise the risk of service interruptions whenever feasible.
- **Provide expert advice and guidance** on optimizing electricity consumption and maximising energy efficiency.
- **Provide priority access** to services during visits to the company office.
- **Maintain ongoing communication** with customers to address billing increases or outstanding amounts to ensure uninterrupted service.
- **If the customer has no support at home, a visit to their property may be arranged to assist with data updates**, bill clarification, tariff selection, and other Nama Supply services.

## 4. HOW CAN A CUSTOMER REGISTER FOR THE SPECIAL NEEDS CATEGORY?

The Register of Customers with Special Needs serves as the reference for Nama Supply Company and its contractors to identify any special circumstances or needs of customers. If you or a family member have special needs that meet the conditions outlined above, please follow the steps below:





- Submitting a registration request in the special needs category through the Nama Services website: [namaservices.om](http://namaservices.om)

### Attach the required documents:

-  A copy of the ID card of the person representing the patient
-  A copy of the patient's ID card
-  Medical report
-  A copy of the medical devices

In some specific cases, the company will communicate with the competent authorities such as the Ministry of Social Development or the Ministry of Health to confirm the information contained in the evaluation form regarding your special needs for electricity supply.

## 5. CUSTOMER'S RESPONSIBILITY

-  **Update contact information** or residence details as required.
-  **Submit any additional information** requested by the company following the review of application.
-  **Contact the company in case of any changes** or updates in the registered status.
-  **Ensure the continuous payment** of all dues.

## 6. WORK GUIDELINES FOR EFFICIENT USE OF ELECTRICITY

**How you use electrical appliances directly affects your electricity bill.** Therefore, adopting efficient usage practices is essential for managing household energy costs. For detailed guidelines on optimising electricity use, please visit our website.

## 7. PROCEDURES FOR COMPLAINT MANAGEMENT?

**Customers are entitled to file complaints regarding the services** provided by Nama Supply Company using the communication channels specified in this publication.

**According to the 'Customer Complaint Handling Procedures,'** customers are entitled to appeal if dissatisfied with the initial response. The appeal will be sent to the Customer Care Manager for resolution.

**Additionally, if the customer remains dissatisfied,** they may escalate the complaint to the Authority for Public Services Regulation or submit it directly through the Authority's official complaint channels.

**Customers can also view the detailed 'Customer Complaint Handling Procedures'** on the website.

## 8. VISUAL IMPAIRMENT

The company offers a communication service for visually impaired customers (upon request of the customer) to explain the monthly bill, update on any tariff changes, and assist with payment methods.

## 9. GENERAL GUIDELINES

To assist you effectively, we have outlined the following guidelines to address exceptional circumstances:



### **In case of service interruption:**

Please contact the toll-free number 1011 to receive information about the cause of the power outage and guidance on the necessary procedures based on the type of outage. For your safety, turn off all electrical appliances until power is restored.



### **In the Event of Data Changes:**

Nama Supply Company offers an electronic data update service through the Nama Services Mobile App and Website. If your personal information, such as your phone number or property details changes, please update it on our website to ensure accurate information for communication purposes.



### **In Case of Payment Difficulties:**

If you are experiencing difficulties with paying your dues, you may take advantage of our easy payment plan for persons with special needs. Contact us immediately via our contact center or mobile application or website to request an installment plan and avoid accumulating dues.

Additionally, you may apply for the -THABIT- fixed Payment Service through the Nama Services mobile App or Nama Services Website to manage electricity bill payments by paying a fixed amount each month.



## 10. CONTACT CHANNELS

Customers can contact us to register, update their data, or make inquiries through the following channels:

### HOW TO CONTACT NAMA ELECTRICITY SUPPLY COMPANY:

Call Center: 1011

Website: [www.supply.nama.om](http://www.supply.nama.om)

Email: [info@supply.nama.om](mailto:info@supply.nama.om)

Mail: P.O. Box: 1239 - Postal Code 131, Sultanate of Oman



### HOW TO CONTACT THE AUTHORITY FOR PUBLIC SERVICES REGULATION:

Call Center: 1616

Phone: 24609700

Website: [www.apsr.om](http://www.apsr.om)

Email: [customers@apsr.om](mailto:customers@apsr.om)

Mail: P.O. Box: 954 - Postal Code 133 Al Khuwair, Sultanate of Oman

