

CS-CCCC-P1/G1

Customer Services Manual



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Services:

QTR Exemption

Service Card					
Service code	KM-SP01	Service Name	QTR Exemption	Service Provider	Kahramaa
Description	Qatari Exemption for Electricity & Water consumption fees				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	☐ Commercial		☐ Secondary	Service Access Method	☐ Walk in
					☐ Call Center
	☐ Government				√ KM Website
					√ KM App
No. of Steps/Duration	3 Steps/ 5 working days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Contract Authentication Office at the Ministry of Municipality	Association type	√ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Registration of consumption in the name of the Qatari customer with exemption from electricity and water consumption fees.				

Move In Service

Service Card					
Service code	KM-SP02	Service Name	Move In	Service Provider	Kahramaa
Description	Upon moving to a new premise, customer should register as tenant				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
				√ Electronic	
	√ Commercial		☐ Secondary	Service Access Method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	5 Steps/ 3 Working Days	Service fees	☐ Free	Service Prerequisites	Emptiness of premise
			√ Fees Apply Commercial: 500 QAR for Electricity, 400 QAR for Water Residential: 1200 QAR for Electricity, 800 QAR for Water		
Service Association	√ Associated	Entity	Lease Contract Registration office	Association type	√ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
Service Association method	√ Electronic	Required Documents	- Service Request Form (When Visiting the Branch) - Copy of QID for Owner/Tenant - Lease contract notarized by the municipality - Copy of the establishment / power of attorney registration (for companies) - Government Housing Allocation Letter addressed to Qatar General Electricity and Water Corporation (KAHRAMAA) - Certificate of Registration of Heirs, Power of Attorney for Heirs, and a copy of the Agent's ID card (if required)		
	☐ Manual				
Main Outcome	Register the consumption under the customer name				

Move Out Service

Service Card					
Service code	KM-SP03	Service Name	Move Out	Service Provider	Kahramaa
Description	Final settlement & disconnection of service for the purpose of moving out the premise/ leaving the country				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Access Method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	4 Steps/ 3 Working Days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	√ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents	- Service Request Form (When Visiting the Branch) - Copy of QID of the Customer - IBAN in case not already registered in the system - Certificate of Registration of Heirs, Power of Attorney for Heirs, and a copy of the Agent's ID card (if required)		☐ Others
	☐ Manual				
Main Outcome	Updating the tenant's data, ending his association with the property, and settling any remaining financial dues, which ensures that the property is free of any future liabilities in the name of the former tenant				

Change Premise Type

Service Card					
Service code	KM-SP04	Service Name	Change Premise Type	Service Provider	Kahramaa
Description	Change the premise type from commercial to residence and vise versa				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	2 Steps / 4 working days	Service fees	√ Free	Service Prerequisites	
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents	- Service Request Form (When Visiting the Branch) - Copy of QID - Copy of the establishment / power of attorney registration (for companies) - Service Connection Card/ Building Completion Certificate/ Notarized Lease Contract/ copy of the Activity Certificate from the Ministry of Municipality/ Allocation Letter		
	☐ Manual				
Main Outcome	Updating the property data to reflect the new category, which may affect the consumption tariffs and bills for the services provided to the property according to the specific category (e.g. residential, commercial, industrial, etc.) to .ensure that the appropriate fees and tariffs are applied to the property				

Register New Owner

Service Card					
Service code	KM-SP05	Service Name	Register New Owner	Service Provider	Kahramaa
Description	Change the premise type from commercial to residence and vise versa				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					☒ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				☒ KM Website
					☒ KM App
No. of Steps/Duration	3 Steps / 3 working days	Service fees	☒ Free ☐ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Ministry of Justice (MOJ)	Association type	☒ Prior Approval
					☐ Subsequent Approval
	☐ Unassociated				☐ Others
Service Association method	√ Electronic	Required Documents	Through MOJ:		
	☐ Manual		Through KM website: — New Property Deed — Property Deed — Land Layout incase the deed doesn't mention the pin number — Service Request Form (When Visiting the Branch) — Copy of QID		
Main Outcome	Accurately update the information of property owner for proper management of property's ownership, to ensure accurate service provision.				

Meter Removal

Service Card					
Service code	KM-SP06	Service Name	Meter Removal	Service Provider	Kahramaa
Description	.This to allow property owners to raise meter removing request for demolition purpose				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
				√ Electronic	
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	4 steps / 12 working days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents	- Service Request Form (When Visiting the Branch) - Copy of demolishing permit/deed/land scheme - Copy of QID - IBAN Certificate (if required)		
	☐ Manual				
Main Outcome	Meter Removal from the premises and stop the billing				

Postpaid Service Conversion to Prepaid Service

Service Card					
Service code	KM-SP07	Service Name	Service Conversion to Prepaid Service	Service Provider	Kahramaa
Description	This to allow property owners to raise meter removing request for demolition purpose.				
Entity	☒ Individuals	Service Structure	☒ Main	Service Delivery Channel	☐ Paper
	☒ Commercial		☐ Secondary	Service Reach method	☒ Electronic
	☐ Government				☐ Walk in
					☐ Call Center
No. of Steps/Duration	4 steps / 4 hours	Service fees	☒ Free	Service Prerequisites	This service is only available for KM Customers with smart meters installed in their premise with a circuit breaker not exceeding 100 amps.
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	☒ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Account conversion to prepaid service				

Renewable Energy Generator Connection

Service Card					
Service code	KM-SP08	Service Name	REG COnection	Service Provider	Kahramaa
Description	This to allow property owners to apply for connecting REG to KM network				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
				√ Electronic	
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	4 steps / 40 working days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	– The customer should be a postpaid customer – The customer must meet the Corporation's policy for renewable energy systems connected to the electricity distribution network
Service Association	√ Associated ☐ Unassociated	Entity	Ministry of Municipality		Association type
Service Association method	√ Electronic ☐ Manual	Required Documents	Documents will be submitted through KM approved contractor		
Main Outcome	Insallation of REG system and connect it to KM network				

Ezba Service Connection

Service Card					
Service code	KM-SP11	Service Name	EZBA Service Connection	Service Provider	Kahramaa
Description	This to allow property owners to apply for connecting REG to KM network				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
				√ Electronic	
	☐ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	☐ Government				√ KM Website
					√ KM App
No. of Steps/Duration	5 main steps / 3 working days	Service fees	☐ Free	Service Prerequisites	Register the EZBA in MM system
			√ Fees Apply		
Service Association	√ Associated	Entity	Ministry of Municipality	Association type	☐ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
Service Association method	√ Electronic	Required Documents	— Photo of the service wall and service cabinet for E&W — Photo of the ground Water Tank — Loads Table signed by contractor — Owner QID — Undertaking and delegation form for Installation contractor		☐ Others
	☐ Manual				
Main Outcome	Provision of E&W services to EZBA				

Bill Payment/ view & Download bill

Service Card					
Service code	KM-SP14	Service Name	Bill Payment/ view & Download bill	Service Provider	Kahramaa
Description	Allows customer View, download, and pay bills				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					☐ Electronic
	√ Commercial		☐ Secondary	Service Reach method	√ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free	Service Prerequisites	The customer should have an account registered in KM website and/or mobile App
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	√ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			☐ Others
	☐ Manual				
Main Outcome	View & pay bills				

Certificates Request

Service Card					
Service code	KM-SP15	Service Name	Certificate Request	Service Provider	Kahramaa
Description	Print various KAHARAMAA certificate ☐ To Whom It May Concern - School ☐ Final Settlement Certificate ☐ Final Settlement Certificate (Non-Customer) ☐ Meter Removal Certificate ☐ Service Connection Date Certificate ☐ Property Clearance Certificate ☐ Account Statement				
Entity	☒ Individuals	Service Structure	☒ Main	Service Delivery Channel	☐ Paper
	☒ Commercial		☐ Secondary		Service Reach method
	☒ Government			☐ Walk in	
				☐ Call Center	
				☒ KM Website	
			☒ KM App		
No. of Steps/Duration	1 Step / 0 days	Service fees	☐ Free	Service Prerequisites	Service Connection Certificate
			☒ Fees Apply 20 QAR		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	☒ Unassociated				☐ Subsequent Approval
					☐ Others
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Certificate Issuance				

Receipts

Service Card					
Service code	KM-SP16	Service Name	Receipts	Service Provider	Kahramaa
Description	Allows customers to View and print payment receipts for any of their account bills				
Entity	√ Individuals	Service Structure	☐ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		√ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free	Service Prerequisites	The customer should have an account registered in KM website and/or mobile App
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Show Payment Receipt, which make it easier to the customer to keep track of their financial records				

Tariff Calculator

Service Card					
Service code	KM-SP17	Service Name	Tariff calculator	Service Provider	Kahramaa
Description	Tariff Calculator				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Knowing the consumption charges by quantity, which helps in estimating the value of monthly bills based on actual consumption.				

Update Customer Contact Information

Service Card					
Service code	KM-SP18	Service Name	Update Customer Contact Information	Service Provider	Kahramaa
Description	Updating costumer's contact info: Mobile Number, Email, and PO Box				
Entity	☒ Individuals	Service Structure	☒ Main	Service Delivery Channel	☐ Paper
	☐ Commercial		☐ Secondary		☒ Electronic
	☐ Government			Service Reach method	☐ Walk in
			☒ Call Center		
			☒ KM Website		
No. of Steps/Duration	1 Step / 0 days	Service fees	☒ Free	Service Prerequisites	The customer should have an account registered in KM website and/or mobile App
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	☒ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Customer Information Update in KM systems				

KM Account Activation

Service Card					
Service code	KM-SP19	Service Name	KM Account Activation	Service Provider	Kahramaa
Description	Updating costumer's contact info: Mobile Number, Email and PO Box				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					√ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Activate Customer Account				

Meter Recording Service

Service Card					
Service code	<u>KM-SP20</u>	Service Name	Meter Recording Service	Service Provider	Kahramaa
Description	Self E&W meter recording by customer through KM electronic service				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				☐ KM Website
			√ KM App		
No. of Steps/Duration	2 Step / 0 days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents	Photo of E & W meter details		
	☐ Manual				
Main Outcome	The ability to record accurate meter reading and avoid estimated bills				

Service of Auto deduction of Monthly bills

Service Card					
Service code	KM-SP21	Service Name	Auto deduction of Monthly bills	Service Provider	Kahramaa
Description	Self E&W meter recording by the customer through KM electronic service				
Entity	☒ Individuals	Service Structure	☒ Main	Service Delivery Channel	☒ Paper
					☒ Electronic
	☐ Commercial		☐ Secondary	Service Reach method	☒ Walk in
					☐ Call Center
	☐ Government				☒ KM Website
					☒ KM App
No. of Steps/Duration	2 Step / 1 days	Service fees	☒ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☒ Associated	Entity	Commercial Bank (CBQ)	Association type	☒ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
					☐ Others
Service Association method	☐ Electronic	Required Documents	The customer prints the direct debit form from Kahramaa's website, fills it out, and then submits it to the commercial bank		
	☒ Manual				
Main Outcome	Bills payment on regular basis				

My Properties Service

Service Card					
Service code	KM-SP22	Service Name	My Properties	Service Provider	Kahramaa
Description	View an accurate and detailed statement of your property details				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
			√ KM App		
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free	Service Prerequisites	The customer should have an account registered in KM website and/or mobile App
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	√ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents	— Copy of customer's QID — In case the customer does not attend himself, an authorization letter is required to update his data. — Copy of authorize person QID		
	☐ Manual				
Main Outcome	To access all properties of the customer				

Service Tracking

Service Card					
Service code	KM-SP23	Service Name	Service Tracking	Service Provider	Kahramaa
Description	Tracking of any request submitted by the customer				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free	Service Prerequisites	The customer should have an account registered in KM website and/or mobile App
			☐ Fees Apply		
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	√ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	To see estimated time for completing the service request				

Service Connection Service Tracking

Service Card					
Service code	KM-SP24	Service Name	Service Connection Service Tracking	Service Provider	Kahramaa
Description	Tracking of service connection request				
Entity	√ Individuals	Service Structure	☐ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		√ Secondary	Service Reach method	☐ Walk in
					√ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
					☐ Subsequent Approval
	√ Unassociated				☐ Others
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	To know the current stage of the request				

Reporting of Service Interruption

Service Card					
Service code	KM-SP25	Service Name	Reporting of Service Interruption	Service Provider	Kahramaa
Description	To report a service interruption, this requires giving the correct E or W number to resolve the issue promptly.				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
				√ Electronic	
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					√ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step / 0 days	Service fees	√ Free ☐ Fees Apply	Service Prerequisites	No outstanding amount on the relevant E or W
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	√ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Meter Inspection and restore the service				

Meter Complaints

Service Card					
Service code	KM-SP26	Service Name	Meter Complaints	Service Provider	Kahramaa
Description	To request an E&W meter inspection				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
				√ Electronic	
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					√ KM App
No. of Steps/Duration	1 Step /3 days	Service fees	☐ Free √ Fees Apply 50 QAR will be added as a fee for Meter inspection, in case the meter was conforming	Service Prerequisites	The customer won't be able to request E&W meter inspection within 60 days after the previous meter inspection request (if any)
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	√ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	Meter Inspection and ensure that it works properly, replace it in case of a bad meter.				

Request E&W network information (owner only)

Service Card					
Service code	KM-SP27	Service Name	Request E&W network information	Service Provider	Kahramaa
Description	To provide E&W network information				
Entity	☒ Individuals	Service Structure	☒ Main	Service Delivery Channel	☐ Paper
					☒ Electronic
	☒ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	☒ Government				☒ KM Website
					☒ KM App
No. of Steps/Duration	--	Service fees	☒ Free ☐ Fees Apply	Service Prerequisites	--
Service Association	☐ Associated	Entity		Association type	☐ Prior Approval
	☒ Unassociated				☐ Subsequent Approval
Service Association method	☐ Electronic	Required Documents			
	☐ Manual				
Main Outcome	To get the Maps of network routes around the land				

New Permanent Connection for Electricity and/or Water)

Service Card					
Service code	KM-SP28	Service Name	New Permanent Connection for Electricity (and/or Water	Service Provider	Kahramaa
Description	Permanent connection for electricity and/or water services				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
			☐ KM App		
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free	Service Prerequisites	√ Building an electricity license
		√ Fees Apply			√ Building completion certificate
Service Association	√ Associated	Entity	Municipality	Association type	☐ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
					☐ Others
Service Association method	√ Electronic	Required Documents	- Building an electricity license - Building completion certificate - Owner's ID - Property deed - Land survey plan - Photos of low-voltage panels (if required) - Contractor authorization form (electricity & water) - Photos of electricity connection points - Water and electricity layout plans - Manufacturing drawings for low-voltage panels - Photo of water service box - Civil approval for the station (if required) - Low-voltage protection system approval (if required) - Approved load distribution diagram		
	☐ Manual				
Main Outcome	Provision of electricity and/or water service to the property				

Additional Meter – Electricity and/or Water)

Service Card					
Service code	KM-SP29	Service Name	New Permanent Connection for Electricity (and/or Water)	Service Provider	Kahramaa
Description	Provision of an additional meter for electricity and/or water.				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
			☐ KM App		
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free √ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Municipality	Association type	√ Prior Approval
					☐ Subsequent Approval
	☐ Unassociated				☐ Others
Service Association method	√ Electronic	Required Documents	- Owner's ID - Contractor authorization form (electricity & water) - Photo of the current main breaker - Municipality certificate or productive farms letter (if required) - Service site plan - Electricity: Service / Modification / Temporary Connection Request Form - Water: Service Modification Request Form		
	☐ Manual				
Main Outcome	Additional electricity and/or water meter supplied.				

Add Point of Connection / Direct Supply without Meter / Direct Supply with Meter

Service Card					
Service code	KM-SP30	Service Name	Add Point of Connection / Direct Supply without/with Meter	Service Provider	Kahramaa
Description	Modification to existing services by adding a point of connection or direct supply with/without a meter.				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					☒ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				☒ KM Website
					☐ KM App
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free ☒ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Municipality	Association type	☒ Prior Approval
	☐ Unassociated				☐ Subsequent Approval ☐ Others
Service Association method	√ Electronic	Required Documents	- Owner's ID - Contractor authorization form (electricity & water) - Municipality certificate or productive farms letter (if required) - Service site plan - Electricity: Service / Modification / Temporary Connection Request Form - Water: Service Modification Request Form		
	☐ Manual				
Main Outcome	Customer supplied via APE and/or DMW and/or DWW, as requested.				

Direct Supply – With or Without Meter

Service Card					
Service code	KM-SP31	Service Name	Direct Supply – With or Without Meter	Service Provider	Kahramaa
Description	Modification to existing services to enable direct supply with or without a meter for electricity and/or water.				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
					☐ KM App
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free √ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Municipality	Association type	√ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
Service Association method	√ Electronic	Required Documents	- Owner's ID - Contractor authorization form (electricity & water) - Municipality certificate or productive farms letter (if required) - Service site plan - Electricity: Service / Modification / Temporary Connection Request Form - Water: Service Modification Request Form		
	☐ Manual				
Main Outcome	Direct supply provided with or without meter (electricity and/or water).				

Irrigation Control -ICO/ Main Distribution Board- MDO

Service Card					
Service code	KM-SP32	Service Name	Irrigation Control -ICO/ Main Distribution Board-MDO	Service Provider	Kahramaa
Description	Modification to existing services via either Irrigation Control or Main Distribution Board.				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					☒ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				☒ KM Website
					☐ KM App
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free ☒ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Municipality	Association type	☒ Prior Approval
	☐ Unassociated				☐ Subsequent Approval ☐ Others
Service Association method	√ Electronic	Required Documents	-Contractor authorization & undertaking -Owner ID -Service/Modification forms (Elec/Water). -Schematic drawings/site plane. -Letter of approval from Kahramaa.		
	☐ Manual				
Main Outcome	Provision of ICO and/or MDO as requested.				

Lost Meter – Electricity and/or Water

Service Card					
Service code	KM-SP33	Service Name	Lost Meter – Electricity and/or Water	Service Provider	Kahramaa
Description	Modification to address a lost meter for electricity and/or water.				
Entity	√ Individuals	Service Structure	√ Main	Service Delivery Channel	☐ Paper
					√ Electronic
	√ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	√ Government				√ KM Website
			☐ KM App		
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free √ Fees Apply	Service Prerequisites	
Service Association	√ Associated	Entity	Municipality	Association type	√ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
Service Association method	√ Electronic	Required Documents	- Photo of the current main breaker - Latest meter clearance statement - Electricity: Service / Modification / Temporary Connection Request Form - Water: Service Modification Request Form - Contractor authorization form (electricity & water) - Owner's ID - Police report (optional for LME / mandatory for LMW)		
	☐ Manual				
Main Outcome	Provision of lost-meter service (LME and/or LMW).				

Temporary supply – Water (and/or Electricity)

Service Card					
Service code	KM-SP34	Service Name	Temporary supply – Water (and/or Electricity)	Service Provider	Kahramaa
Description	Modification request for a temporary connection for electricity and/or water during project construction.				
Entity	☒ Individuals	Service Structure	☒ Main	Service Delivery Channel	☐ Paper
					☒ Electronic
	☒ Commercial		☐ Secondary	Service Reach method	☐ Walk in
					☐ Call Center
	☒ Government				☒ KM Website
					☐ KM App
No. of Steps/Duration	3 steps each 3 working days	Service fees	☐ Free ☒ Fees Apply	Service Prerequisites	Approved electricity or water license issued by the licensing complex
Service Association	☒ Associated	Entity	Municipality	Association type	☒ Prior Approval
	☐ Unassociated				☐ Subsequent Approval
					☐ Others
Service Association method	☒ Electronic	Required Documents	- Water: Service Modification Request Form - Contractor authorization form (electricity & water) - Owner's ID - Stamped load schedule and single-line diagrams - Approved electricity/water license - Plan of the requested loads to be supplied (for electricity) - Daily water consumption rate (for water) - Service site plan indicating the proposed temporary connection point - Detailed load drawings for the requested temporary supply		
	☐ Manual				
Main Outcome	Temporary connection provided for electricity and/or water.				