

CUSTOMER HANDBOOK

This handbook will give you more information resource for common questions and concerns, as well as the services we provide so we could provide a positive and satisfying experience for our valuable customers.

A new periodic inspection service in the apartment to be introduced in the year 2021

www.alfanargas.com



PAYMENT METHOD



Pay Through Bank

If you wish to pay through bank transfer, kindly email customercare@alfanargas.com and request for the bank details.

Website Online Payment

1. On your internet browser, please go to www.alfanargas.com
2. On our website, Click the "PAY ONLINE" button
3. Click "New Registration"
4. Fill the registration form with required details (Contract No. ALF****/FGP****), create your own password, mobile number & email ID). Then click submit.
5. A verification code and link will be sent to the registered email for verification.
6. After verifying, you can log in.

Pay at our Office

You may visit our office and pay at the reception.

Request for a Collector

- You can pay at your door step by requesting our collector to visit your home for collection.
- For this special service there will be a premium charge of 30 AED (Abu Dhabi & Dubai).

Pay through Al Fanar Mobile Application

Scan to download!



IMPORTANT NOTES:

- Refund will be transferred to your submitted local bank account and shall be paid through local bank account only
- Refund & Clearance will only be issued to the mentioned tenant or an authorized representative possessing an original authority letter issued and signed by the tenant.
- No Cash Policy.
- All Defective Parts found during Disconnection will be charged accordingly.
- The refund process takes 30 working days after submission of all documents.

TRANSFERRING OF ACCOUNT

As per the company protocol, transferring of account is not applicable. Customer needs to disconnect and request for a new connection (even within the same building).

DISCONNECTION & CLEARANCE PROCEDURE

- Contact our Customer care Hotline to request for disconnection and set an appointment to take your final gas meter reading and disconnection of gas services.
- A technician will visit the customer's apartment in the next 48 hours to disconnect and check the gas services.
- After disconnection, the customer will receive the disconnection checklist from the technician and customer has two options to request for the clearance certificate:
 - ✓ Customer can visit our office the following day.
 - OR
 - ✓ Customer can forward the checklist to customercare@alfanargas.com and request the clearance through email.

REQUIRED DOCUMENTS FOR REFUND

- ✓ Disconnection Service Report (Signed by Technician)
- ✓ Emirates ID / Driving License / Passport copy
- ✓ Original Deposit Receipt (Issued by Al Fanar at the time of Connection, Compulsory for the Refund)
- ✓ Local Bank Account IBAN

GAS CONNECTION

Standard

- Customer can request a gas connection through our website or by calling Al Fanar Hotline.
- Within 48 hours Customer Care Agent will schedule a technician to visit your apartment for gas connection.
- Connection Fees will be collected upon connection by our technician, you may pay either by cash or card.

VIP Connection

- Customer can request a same day gas connection by calling Al Fanar Hotline. Customer care agent will schedule a technician to visit your apartment for gas connection within the day.
- An additional Premium fee will be charged for VIP connection
- Connection fees will be collected at the time of gas connection, you may pay either by cash or card.

PREPAID CARD

1. RECHARGE CAN REQUEST 10 OR 20 UNITS

- Doorstep Charges:
Per Cubic Meter price
(Depending on the building)+ Premium charge (AED 20.00) + Service charge (AED 20.00) +VAT
- Visiting our office to avoid premium charge:
Per Cubic Meter price (Depending on the building)+ Service charge(AED 20.00)+ VAT

2. LOST CARD - AED 100.00 for replacement

3. BATTERY REPLACEMENT - AED 30.00

For all the above services place a request one day advance by calling Al Fanar Hotline.

GAS BILLING

Estimated

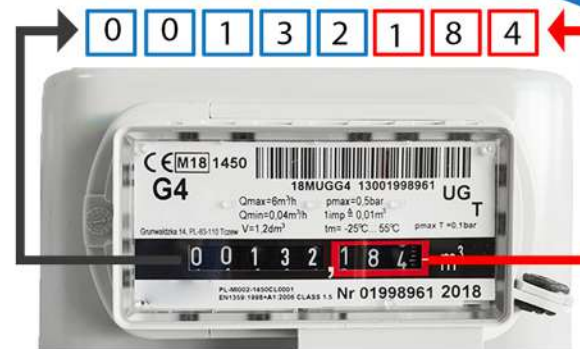
- Customers will be visited by our collectors every three months based on their area to collect their actual meter readings.
- In other months, customers are invoiced for Unit Consumption based on Estimation or Average of their Previous Months' consumption.
- Minimum usage of consumption will take automatically based on the previous months reading.
- Any excess charge due to estimation will be adjusted at the time of actual meter readings.
- Alternatively, to avoid this you may share your readings through our Website/ Email / WhatsApp/ Mobile Application every month between 24th to 28th, otherwise readings will be considered as estimated.

Actual Reading

We advise our customers to send your meter readings through any of the below options:

1. Send your gas meter readings picture to customercare@alfanargas.com
2. Log into your online payment account and submit your gas meter reading
3. Send your gas contract number and gas meter reading photo to Al Fanar Gas whatsapp number 0504416681

Send your meter reading- 8 digits as per the illustration below



ABU DHABI & DUBAI HOTLINE

800- ALFANAR
800- 2532627

DAMAC HOTLINE

800- ALFGAS
800- 253427

ABU DHABI HEADQUARTER

P.O Box 45020, Abu Dhabi, UAE

Tel: +971 2 642 3372

Fax: +971 2 642 3352

Email: alfanarg@emirates.net.ae

DUBAI BRANCH

P.O Box 124726, Dubai, UAE

Tel: +971 4 570 6041

Fax: +971 4 347 5957

Email: alfanar.dubai@alfanargas.com

OMAN BRANCH

P.O Box 176-B.C 102 Alqur, Muscat, Oman

Tel: +968 450 2981

Fax: +968 450 2757

Email: fanargas.omentel.net

OTHERS BRANCH:

RAS AL KHAIMAH
FUJAIRAH
AJMAN

www.alfanargas.com

Al Fanar has the right to modify any of the terms & conditions without upfront notice, kindly visit frequently our website for the latest updates
Other terms and conditions apply

GUIDE TO USE GAS SAFELY



WHAT TO DO WHEN YOU SMELL GAS?



Do not turn on or turn off any electronic appliances

لا تقم بتشغيل أو إيقاف تشغيل أي أجهزة إلكترونية



Turn off gas taps/ stove knobs

أغلق مقابض الموقد



Shut off the gas valve

أغلق صمام الغاز



Call Al Fanar Hotline and report the smell of gas.

أتصل بالخط الساخن للفنار في حالة وجود أي رائحة غاز

SAFETY MEASURES ABOUT GAS



Do not try to do any gas piping on your own.

لا تحاول العبث بأي من مكونات الغاز



Do not leave a gas appliance unattended

لا تترك جهاز الغاز دون رقابة



Do not place anything flammable near any gas appliances

لا تضع أي شيء قابل للاشتعال بالقرب من أي أجهزة تعمل بالغاز



Make sure to keep children away from gas appliances or installations

تأكد من أبعاد الأطفال عن أجهزة وتركيبات الغاز



الفنار
AL FANAR