



Rules & Regulations for Contractual Relationship - Owner

Consumers of Electricity & Water Services shall abide by the following rules, regulations and any amendments thereto, adopted by FEWA from time to time in accordance with business requirements.

- 1 Settle monthly invoices and any other fees and penalties occurring during contract period.
- 2 In case the owner sells, or rent out the premises to any party or person, must comply with the following:-
 - 2.1 Visit FEWA office for settlement of account, pay dues and obtain a Clearance Certificate.
 - 2.2 Inform new owner / new tenant to visit FEWA office to complete the following procedure:-
 - 2.2.1 Registration of personal details
 - 2.2.2 Provide relevant supporting documents.
 - 2.2.3 Pay required Security Deposit Amount.
 - 2.2.4 Pay Services fee.
 - 2.3 At the end of Tenancy Contract or Tenant vacating the premises, the owner must make sure that the tenant (consumer) obtains a clearance certificate from FEWA before vacating.
 - 2.4 In case the tenant leaves without informing the owner, or obtaining a clearance certificate from FEWA, Owner must inform FEWA and provide requested supporting documents for verification. FEWA has the right to take appropriate action / decision against such cases.
- 3 Owner will be held responsible for any dues or fines on the account, in case of failure in complying with the procedures mentioned in Para 2 above.
- 4 The owner may not leave the account registered in his/her name on the premises that have been leased or sold to others, without the knowledge of FEWA, and in such case the owner shall be liable for any fees and fines due on the account.
- 5 When a tenant vacates the premises after obtaining a clearance certificate or without obtaining it, FEWA will disconnect the supply and close the meter. Owner does not have the right to reconnect service by himself/herself. For reconnection or leasing the premises to a new tenant, it is necessary to visit FEWA office to complete the procedures mentioned in the Para 2.1 & 2.2 above.
- 6 The owner may not request disconnection of service on his/her leased premises, if the tenant (consumer) obtains a valid tenancy contract, pays monthly dues regularly and there are no violations on the account.
- 7 In case of non-payment of final bill or any other financial obligations on the account, FEWA has the right to transfer such amounts to any other account held by the same consumer whoever is responsible according to above paras.

Termination of Contractual Relationship

- 1 Contractual relationship may terminate according to the following:-
 - 1.1 In case a consumer violates any of the terms and conditions of contractual relationship.
 - 1.2 In order to preserve safety and security of the public and its staff, if there are any risks in continuing the service, or exigent circumstances such as natural calamities and the like which are beyond FEWA's control.
 - 1.3 Upon consumer's request.
 - 1.4 Upon issuance of a final judgment from a competent court of law for which EFWA is bound to implement.
- 2 In case of any dispute between FEWA and the customer (Owner/Tenant), the matter shall be resolved amicably. In case of non settlement, FEWA will have the final authority in resolving the dispute for ending the contractual relationship.
- 3 In all abovementioned cases which result in the termination of contractual relationship, owner/tenant liability to pay all due fees and outstanding consumption amounts shall continue and FEWA shall have the right over (owner/tenant) to withhold deposit amount till the settlement of all dues.
- 4 Customer must allow FEWA's employees to enter into the premises to take final readings and remove meters and other FEWA equipments.

Name:			Signature	
Emirates ID:				
Region:		Service Centre:		Date: