



1. What is Aquacool Metering LLC?

Aquacool Metering LLC is one of the leading Utility Billing & Collection Service Providers in the United Arab Emirates (UAE). It is wholly owned by Emirates District Cooling LLC (Emicool), which was established in 2003.

2. What services does Aquacool provide?

Aquacool Metering LLC offers sub-metering, billing, and collection services across various locations in the UAE. Please note that Aquacool does not provide cooling services; our responsibility is limited to issuing monthly invoices and collecting payments for chilled water services. Additionally, Aquacool ensures the proper functioning of BTU meters to identify and resolve metering issues prior to monthly readings.

3. How can I register for Aquacool services?

You can register online via our web portal by clicking on “Register,” completing the required fields, uploading the necessary documents, and submitting your request. Existing customers may use their current credentials to log in.

4. What documents are required for registration?

Please upload the necessary documents on our customer portal to complete your registration. For any inquiries, contact our customer service team at 600560136 or via email at customercare@aquacool.me.

- **Individual Tenant:**

- Ejari
- Passport copy
- Emirates ID copy
- Mobile number and email address

- **Tenant (Company):**

- Trade license copy
- MOA/POA copy
- Passport and Emirates ID copies of authorized signatory/POA holder

- **Individual Owner:**

- New title deed copy
- Passport copy
- Emirates ID copy

- **Owner (Company):**

- Trade license copy
- MOA/POA copy



- Passport and Emirates ID copies of authorized signatory/POA holder

Applicable registration fees and charges:

- Security Deposit: A refundable amount equivalent to eight (8) months of the contracted capacity charge for the unit.
 - Administration Fees: A one-time payment of AED 200 upon commencement of billing services.
- 5. How long will the registration process take?**
The registration will be completed within 3-4 business days after all required documents, fees, and charges have been received and finalized.

6. How can I pay my Aquacool bills?

Payments can be made via:

- Online through the Aquacool portal
- Cash or cheque deposit at bank/ATM (refer to your End-User Agreement for bank details)
- Bank transfer
- In-person at Aquacool's Head Office in Dubai Investment Park (DIP)

Important: Please always email your payment proof to payments@aquacool.me.

7. What happens if I don't pay my bill on time?

- A late payment fee of AED 100 may be applied.
- Service disconnection may occur after two reminders if payment remains outstanding.
- Reconnection requires full settlement of dues plus a reconnection fee of AED 100.

8. How do I request a final bill or move out?

- Log in at www.aquacool.me/user2
- Click "Initiate Move Out"
- Upload required documents (e.g., NOC, cleared dues)
- Final bill will be issued within 4 working days
- Refunds, if applicable, will be processed within:
 - 5 working days via bank transfer
 - 14 working days for cheque collection at the office



9. What is Contracted Capacity Charge?

This is an annual fee based on a fixed rate per refrigeration ton (TR) of contracted capacity, approved by the building owner's consultant and authorized by Dubai Municipality. It is divided into 12 monthly payments paid by the property owner/tenant, regardless of consumption.

10. What is Contracted Capacity (Declared Load)?

This represents the maximum cooling capacity contracted for a property owner/tenant's premises, measured in refrigeration-tons (TR), as approved by the building owner's consultant and Dubai Municipality.

11. What is the Consumption Charge, and how is it calculated?

This charge is based on the actual chilled water consumption at a rate per refrigeration ton/hour (RTH), billed monthly according to meter readings.

12. What is DEWA Surcharge?

A fuel surcharge determined monthly by DEWA, levied based on the electricity cost consumed to provide chilled water services, calculated according to DEWA's published tariff.

13. What is the Billing Fee?

This is a fixed monthly metering charge covering electronic billing, data integration, and infrastructure maintenance, applied per meter/per invoice.

14. Where can I view my monthly invoice, and when is it due?

Invoices are accessible via the Aquacool customer portal. If you do not have an account, please create one. Monthly invoices are sent to your registered email within 14 days of the invoice date. To avoid late fees, please ensure timely payment.

15. What is an Estimated Charge?

If a meter fails to record consumption, charges may be estimated using the customer's consumption from the same month in the previous year (for up to two billing cycles), or based on the prior month's consumption if no previous data exists.

16. How do I update my KYC or IBAN information?

You may update your details via:

- Customer Portal (update profile section)
- Email: customercare@aquacool.me
- Call Center: 600560136
- In-person: Aquacool Head Office, Dubai Investment Park 1

17. How do I raise a complaint?

Contact us via:

- Phone: 600-560-136
- Email: customercare@aquacool.me
- Visit: Aquacool Head Office – DIP

18. Who do I contact for issues related to cooling services?

For any cooling-related concerns, please contact your building's facilities management directly.