

**Decision of the Chairman of the Department of Energy No. (22)  
of 2020**

**Concerning the Schedule of Violations and Administrative  
Fines**

The Chairman of the Department of Energy

- Having reviewed Law No. (1) of 1974 regarding the Reorganization of the Governmental Apparatus in the Emirate of Abu Dhabi and its amendments.
- And Law No. (2) of 1998 concerning the Regulation of the Water and Electricity Sector in the Emirate of Abu Dhabi and its amendments.
- And Law No. (17) of 2005 establishing the Abu Dhabi Sewerage Services Company and its amendments.
- And Law No. (11) of 2018 regarding the establishment of the Department of Energy.
- And Law No. (20) of 2018 establishing the Emirates Water and Electricity Company "Public Joint Stock Company".
- And Chairman of the Executive Council Decision No. (26) of 2018 concerning additional competencies for the Department of Energy.
- And Decision of the Chairman of the Department of Energy No. (44) of 2019 concerning the issuance of the Regulatory Regulations for District Cooling Activities.
- And Decision of the Chairman of the Department of Energy No. (45) of 2019 concerning the issuance of the Regulatory Regulations for the Scope of District Cooling.
- And based on what was presented to the Executive Council, and its approval thereof.

Has decided the following: -

**Article (1)**

1- The Schedule of Violations and Administrative Fines attached to this Decision shall be implemented, without prejudice to the violations punishable under the aforementioned Law No. (2) of 1998.

2- The administrative fines listed in the schedule referred to in Clause (1) shall be doubled in the case of repetition, provided that they do not exceed the legally prescribed limit.

### **Article (2)**

This Decision shall be published in the Official Gazette and shall come into effect from the date of its publication.

Issued in Abu Dhabi on: 18/10/2020

Eng. Awaidha Murshed Al Marar  
Chairman

Attachments:

- Schedule of Violations and Administrative Fines

### **Schedule of Violations and Administrative Fines**

<b>No.</b>	<b>Violation Description</b>	<b>Administrative Fine Value (in AED)</b>
1.	Restricting, distorting, or preventing competition in the energy sector or harming consumer interests in a way that harms the public interest.	10,000,000
2.	The licensee's failure to comply with the Department's decisions to ensure safe, effective, and economical services.	1,000,000
3.	The licensee's failure to comply with the Department's decisions regarding the connection of production, transmission, or distribution facilities and stations to its networks.	1,000,000
4.	The licensee discriminating between any person or group of persons regarding the provision of its services.	1,000,000
5.		1,000,000

No.	Violation Description	Administrative Fine Value (in AED)
	The licensee ceasing to provide its licensed activities and services without an acceptable excuse, thereby harming consumer interests or the public interest of the energy sector.	500,000
6.	The licensee's failure to comply with the Department's decisions to ensure the regular, efficient, and effective supply of its services.	250,000
7.	The licensee carrying out any additional activity not included in its license without obtaining prior approval from the Department.	500,000
8.	Practicing a licensable activity related to the energy sector without a license or an exemption from the Department, or with an expired license.	The fine shall be AED 25,000 if the activity is of limited scope as determined by the Department
9.	Failure to comply with the conditions and requirements imposed by the Department regarding digital transformation, cybersecurity, or information technology in the energy sector.	50,000
10.	Failure to comply with the conditions and requirements imposed by the Department regarding the development and use of smart electricity grids.	50,000
11.		500,000

No.	Violation Description	Administrative Fine Value (in AED)
	Changing the location of the licensed facility or vacating it without notifying the Department.	
12.	Failure to comply with the terms of approvals or exemptions granted to the licensee and issued by the Department.	100,000
13.	The licensee's failure to obtain the Department's approval for documents, procedures, and rules related to its regulated activity according to the terms of its license, or its failure to comply with the documents, procedures, and rules approved by the Department.	100,000
14.	Failure to comply with the administrative penalties imposed by the Department.	500,000
15.	Delaying or failing to implement any corrective action decided by the Department to remove the violation, its cause, or prevent its potential occurrence.	AED 2,000 for each day of delay, up to a maximum of 100,000
16.	The licensee imposing fees, tariffs, and prices not approved by the Department.	500,000
17.	Violating the conditions, clauses, procedures, or standards for providing service to consumers approved by the Department.	100,000
18.	The licensee's failure to comply with the Department's decision regarding the resolution of customer complaints.	100,000

No.	Violation Description	Administrative Fine Value (in AED)
19.	The licensee's failure to maintain records and confidentiality of consumer information in accordance with the requirements specified by the Department.	100,000
20.	Failure to comply with the standards and timeframes for reporting incidents and failures that occur in the energy sector.	500,000
21.	The licensee's failure to comply with the requirements specified by the Department to protect the public or public facilities from dangers arising from its activities.	500,000
22.	The licensee's failure to comply with the requirements specified by the Department to prevent personal injuries.	500,000
23.	The licensee's violation of the technical, performance, safety, and quality standards specified by the Department.	100,000
24.	The licensee's violation of environmental protection requirements related to the practice of its licensed activities.	100,000
25.	Violating the environment, health, and safety management systems or plans approved by the Department.	100,000
26.	The licensee's violation of the operational rules for its licensed activities approved by the Department.	250,000

No.	Violation Description	Administrative Fine Value (in AED)
27.	The licensee's failure to comply with the requirements for standards of installations and connections used in the energy sector as specified by the Department.	100,000
28.	The licensee's failure to comply with the Department's decisions to prevent or stop the provision of services under circumstances specified by the Department.	500,000
29.	Failure to report or delay in reporting incidents or failures that occur in the energy sector according to the periods and procedures specified by the Department.	100,000
30.	Causing personal injuries or damage to third-party property due to violation of the applicable legislation in the energy sector.	1,000,000
31.	Failure to comply with the Department's decisions to prohibit the use of specific materials, products, treatment processes, equipment, or installations in the energy sector.	100,000
32.	Failure to ensure that materials, products, or treatment processes used in the energy sector comply with the measurements, standards, or requirements specified by the Department.	100,000

No.	Violation Description	Administrative Fine Value (in AED)
33.	Failure to comply with the mandatory standards specified by the Department for goods and tools that consume water or energy of all types, including standards for air conditioning, cooling, washing machines, lighting, or similar appliances.	50,000
34.	Failure to comply with the mandatory standards, requirements, or procedures specified by the Department for conserving the consumption of water or energy of all types in facilities, buildings, or public and private places.	50,000
35.	Licensees' failure to grant approvals or no-objection certificates to third parties regarding their licensed activities as specified by the Department.	50,000
36.	Failure to comply with the size, nature, durability, quality, or capacity of installations or equipment used in the energy sector as specified by the Department.	50,000
37.	Failure to comply with the requirements for installation, connection, testing, disconnection, modification, repair, or inspection of equipment and installations used in the energy sector as specified by the Department.	50,000
38.	The licensee's violation of the requirements for carrying out road	100,000

No.	Violation Description	Administrative Fine Value (in AED)
	works related to its licensed activities as specified by the Department.	
39.	The licensee's failure to achieve a license compliance rate exceeding 80% for two consecutive years without an acceptable excuse.	50,000
40.	Failure to take necessary precautions and measures to prevent water leakage or misuse by consumers or licensees.	50,000
41.	The licensee's failure to take security, safety, and maintenance measures for the equipment it uses as specified by the Department.	50,000
42.	Failure of facility owners, consumers, or contractors to comply with the standards for installations, connections, equipment, and tools used in their facilities as specified by the Department.	50,000
43.	Failure of facility owners, consumers, or contractors to obtain any required approvals or no-objections from the licensee as specified by the Department.	50,000
44.	Failure to comply with cleaning water tanks according to the requirements specified by the Department.	50,000
45.	Failure to comply with maintaining the quality of water used for drinking in accordance with the standards and	1,000,000

No.	Violation Description	Administrative Fine Value (in AED)
	requirements specified by the Department.	
46.	Failure to comply with the instructions for water quality and monitoring specified by the Department.	AED 50,000 and not exceeding AED 500,000
47.	Failure to comply with the instructions for recycled water specified by the Department.	AED 50,000 and not exceeding
48.	Failure to comply with the standards related to the analysis of water samples determined by the Department.	AED 500,000
49.	The licensee's failure to publish information related to its services as decided by the Department.	500,000
50.	Not allowing or obstructing the entry of authorized Department employees and judicial officers to relevant sites, facilities, establishments, and buildings, or access to documents or information they wish to review.	50,000
51.	Delaying or failing to provide reports, information, documents, or data requested by the Department in the manner and on the dates specified by the Department.	AED 10,000 per day up to a maximum of 100,000
52.	Altering, destroying, or concealing any document, information, data, or records requested by the Department.	100,000
53.		250,000

No.	Violation Description	Administrative Fine Value (in AED)
	The licensee's failure to maintain documents and records related to licensed activities as specified by the Department.	
54.	The energy provider's failure or delay in providing the required production capacity to cover the expected needs of water and electricity at all times as decided by the Department.	100,000
55.	The energy provider's failure to supply sufficient quantities of water and electricity to the licensed distribution entities to meet the required needs as decided by the Department.	10,000,000
56.	The energy provider's failure to adhere to the economic procurement method for new or additional production capacity, fuel, and all other goods and services related to its licensed activities.	10,000,000
57.	The energy provider's failure to procure new or additional production capacity through a competitive tender without an acceptable excuse.	10,000,000
58.	The energy provider's failure to comply with the Department's directives regarding the annual production capacity requirement plans.	10,000,000
59.	The energy provider's refusal or delay in purchasing the production capacity or the output of water and electricity from	5,000,000

No.	Violation Description	Administrative Fine Value (in AED)
	licensed production entities without an acceptable excuse.	
60.	The licensee's failure to comply with the requirements specified by the Department regarding the total share of licensees in the energy sector.	1,000,000
61.	The production licensee's failure to place all its facilities under the central control of a transmission licensee.	1,000,000
62.	The production licensee's failure to submit its terms for providing ancillary services.	5,000,000
63.	The production licensee's failure to comply with the terms of the contract or contracts it concludes with the Emirates Water and Electricity Company.	1,000,000
64.	The transmission licensee's failure to implement and maintain a system for financial settlements.	1,000,000
65.	The transmission licensee's failure to provide the conditions related to the connection to and use of its transmission system.	1,000,000
66.	The licensee's failure to adopt the economic procurement method for goods and services related to its licensed activities.	1,000,000
67.	The licensee's failure to publish the rules regarding the method of bill payment,	100,000

No.	Violation Description	Administrative Fine Value (in AED)
	service disconnection, provision of services to the elderly and disabled, efficient use of water and electricity, and handling of complaints.	
68.	The licensee's failure to comply with the conditions for maintaining separate accounts for the different parts of its business and the prohibition of cross-subsidization between these parts.	5,000,000
69.	Delaying or failing to pay the fees and costs due to the Department.	AED 2,000 per day, up to a maximum of AED 50,000
70.	The licensee's failure to comply with the policies, regulations, decisions, instructions, circulars, and manuals issued by the Department regarding emergency and crisis management and business continuity.	500,000
71.	Real estate developers' failure to provide district cooling services in development projects in accordance with the provisions of the regulatory regulations for district cooling activities.	10,000,000
72.	Licensees' failure to provide district cooling services in accordance with the terms of the regulatory regulations for district cooling activities.	AED 50,000 and not exceeding AED 5,000,000