



الفنار
AL FANAR
EHC Subsidiary

AL FANAR GAS GROUP











Energy . Safety . Sustainability

CUSTOMER HANDBOOK

Guidelines . Safety Tips . FAQs



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**Thank you
for choosing
Al Fanar Gas Group
as your energy
service provider**

Introduction

For over three decades, Al Fanar Gas Group has been more than just a provider of energy—we have been a driving force behind the UAE growth, delivering safe, sustainable, and innovative gas solutions that power industries, businesses, and communities.

Today, as a key player in the UAE's energy sector, we have built our reputation on delivering LPG, SNG, and NG solutions with precision and commitment.



Steps To Take If You Smell Gas

Avoid switching electronic appliances on or off
تجنب تشغيل أو إيقاف الأجهزة الإلكترونية.

Ensure all gas knobs are switched off
تأكد من إغلاق جميع مفاتيح الغاز.

Switch off the main gas valve
أغلق صمام الغاز الرئيسي.

Call Al Fanar Hotline & Report it immediately
اتصل بالخط الساخن لشركة الفنار وبلغ عن ذلك فوراً.
Hotline: 800-2532627



Safety Measures About Gas

Please don't attempt any gas pipe
work on your own

يرجى عدم محاولة القيام بأي عمل في أنابيب الغاز بنفسك.

Avoid Leaving gas appliances unattended

تجنب ترك أجهزة الغاز دون مراقبة.

Do not place anything flammable near any
gas appliance

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

Keep children away from gas appliances and
installations

أبعد الأطفال عن أجهزة وتركيبات الغاز.



Safety Measures About Gas

What to Do If You Smell Gas

- Do not operate any electrical switches or appliances.
- Open all doors and windows immediately to ventilate the area.
- Ensure a fire extinguisher is accessible.
- Evacuate the premises without delay.
- Call **800-253-2627** to report the gas smell.

General Safety Tips

- Never store any items inside your gas meter cabinet.
- Keep your gas leak detector unobstructed at all times.
- Always ensure your cooking area is well-ventilated.
- When away from home, manually close the main gas valve and turn off the gas switch.
- If you the gas flame is yellow instead of blue, call **800-253-2627** immediately.



New Connection (Move In)

Moving into a new home or facility? You can easily request a gas connection by following the steps below:

Step 1: Request Online

- Scan the QR code.
- Complete the simple online form.
- Book an appointment for your gas connection installation.



Step 2: Prepare Your Documents

For Owners:

- Title Deed
- Emirates ID
- Passport

For Tenants:

- Ejari Tenancy Contract
- Tawtheeq
- Emirates ID

Important Notes

- The account holder must be present with a valid Emirates ID or Passport during the process.
- Without a valid Emirates ID, your request cannot be processed.
- Make sure your electricity service is active in your unit before applying for a gas connection.
- Ensure your cooking range is installed and in good working order before the installation appointment.



New Connection (Move In)

Gas Connection Option

Standard Connection

- Request your gas connection easily through our website.
- After submitting your request, you will receive an appointment for this installation.

VIP Connection

- Need your gas connection on the **same day?**
- Request a VIP connection by calling Al Fanar's hotline **before 11 AM.**
- A customer care agent will schedule a technician to visit your apartment and complete the connection on the same day.
- VIP connection requests can also be made through our website.

Please note:

- An additional premium fee of **200 AED + VAT** applies for VIP connections.
- Connection fees are collected at the time of installation. Only card payments are accepted.



Disconnection (Move Out)

When you move out of a facility, you must request to disconnect your gas service by choosing one of the methods below:

1. Request Online

- Scan the QR code/link below.
- Complete the simple form to book an appointment for gas service disconnection.



2. Call Our 24/7 Hotline

- Dial **800-253-2627**
- Our customer care representatives will assist you with your disconnection request.

3. Visit Our Office

- Bring your valid Emirates ID
- Our agents will help you process the disconnection in person.
- Office hours: Monday to Thursday (9 AM to 5 PM) Friday (9 to 11:30).
- Locate our office by scanning the QR code below.



Important Notes

- Disconnection charges apply if not paid at the time of connection.
- All pending balances and service charges must be paid to receive a clearance certificate.
- Security deposits will be refunded within 30 days from the disconnection date, after you submit your bank details.



Submit Your Gas Meter Reading

It is highly recommended to submit your meter reading between the **20th and the 26th** of each billing cycle to avoid estimate billing charges

What Are Estimated Charges?

If you don't submit your meter reading on time, Al Fanar will estimate your gas consumption based on the average of your last three months readings.

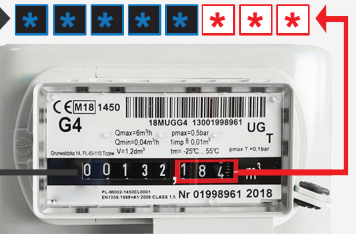
How to Submit Your Gas Meter Reading

1. **Scan the QR code** and enter your Gas Contract Number.
2. **Read your meter**
 - The first 5 digits (Black digits) show your main reading.
 - The last 3 digits (Red digits) are additional units.
3. **Enter these numbers exactly as shown on your meter panel.**
4. Click **Submit Reading**, and you're done!

Note: The meter numbers in the illustration are for example only.



THIS IS YOUR METER READING



Tips:

Keep your Gas Contract Number saved on your phone or written down so you can easily access it when submitting your reading.



Payment Method

Pay Your Bills Online - Fast and Easy!

For your convenience, we offer two simple ways to pay your gas bills online:

1. Quick Pay

- Scan the QR code.
- Enter your contract number to instantly view your current balance.
- Pay your bill quickly without needing to log in.



2. Log In to Pay

- Scan the QR code.
- Log in with your registered contract number and password.
- Pay securely using your credit/Debit card issued in UAE.
- Access detailed information including your balance, consumption rates, previous month's usage, and unit price.
- Download your payment receipt for your records.





Payment Method

3. Pay at Our Office

- Visit us in person to pay cash by or card.

4. Request a Collector

- You can pay conveniently at your doorstep by requesting a visit from our collector.
- A premium service charge of **30 AED** applies (available in Abu Dhabi & Dubai).



Gas Billing

Estimated Readings

- Our collectors visit customers **every three months** in their area to record actual meter readings.
- For other months, bills are based on estimated consumption, calculated from an average of previous months' usage.
- A minimum consumption amount is automatically applied based on past readings.
- Any overcharges due to estimation will be adjusted in your next bill.
- To avoid estimated bills, submit your meter reading monthly between the **20th and 26th** via our website, email, or mobile app. If you don't, your bill will be estimated.

Actual Readings

We encourage customers to send their meter readings regularly through one of these convenient methods:

1. Use our website: Click "**Submit Meter Reading,**" enter your gas contract number and current reading, then submit.
2. Email a photo of your meter reading to **customer@alfanargas.com**

Transferring Your Gas Account

Clearance Certificate

Documents Required for Refund

As per company policy, the **Move-To (Account Transfer)** option is allowed only if the transfer is within the **same tenant and under the same company**.

- All outstanding payments must be cleared before the transfer.
 - Standard connection and disconnection charges will apply.
-

- Book your disconnection appointment at least **5 days before moving out**.
 - You can request your clearance certificate by either:
 1. Visiting our office the day after disconnection, or.
 2. Emailing the signed checklist to **customer care@alfanargas.com** from your registered email to request the clearance certificate.
-

- Signed Disconnection Service Report (provided by the technician).
- Local Bank Account Details including:
 1. Account Name
 2. Bank Name
 3. IBAN Number

On The Appointment Day

Disconnection and Clearance Procedure

- A technician will visit your apartment to disconnect the gas and take the final meter reading.
 - After disconnection, the technician will provide you with a signed disconnection checklist.
-

- **Contact our Customer Care Hotline at 800-253-2627** to request disconnection and book an appointment.
- Please call **at least 5 days before your move-out date** to avoid delays in gas clearance issuance, as appointments depend on availability.
- Refunds and clearance certificates will only be issued to the registered tenant or an authorized representative with a valid power of attorney letter, duly signed by the registered tenant.
- Any defective parts found during disconnection will incur additional charges.
- Refunds are processed either via bank transfer or can be collected in person from our office, within **30 working days** after the disconnection date.
- To receive your refund via bank transfer, please ensure you submit your complete bank account details.

Frequently Asked Questions

Connections FAQs

Q1) How do I request a new gas connection, and what documents are needed?

You may submit your new connection request through our website by uploading all the required documents. Applicable charges must be paid at the time of submission.

Q2) How long does it take to book an appointment, and is there an option to expedite it?

After submitting your request online, we will review your documents and notify you of the next available appointment slot. For faster service, you can choose our VIP connection option.

Q3) What is the VIP connection service?

VIP Connection allows you to have your gas connection installed on the same day the request is received (if submitted before 11 AM). An additional premium fee applies for this service.

Disconnection & Refund FAQs

Q4) What is the procedure to disconnect my gas service?

You can request disconnection by:

- Emailing us at **customer@alfanargas.com**
- Submitting a request through our website.
- Calling our hotline at **800-253-2627**

Please make sure to call **at least 5 working days before** your move-out date to schedule an appointment.

Q5) Does the disconnection happen physically or remotely?

Physical disconnection is required. A technician will visit your premises to safely close the gas system and inspect related devices. An appointment is necessary for this.

After disconnection, please email the signed disconnection report to us so we can proceed with your final invoice and clearance.

Q6) How long does the refund process take?

Refunds may take up to 30 working days from the disconnection date and after you submit your bank details.

(Note: Weekends and public holidays are excluded.)

Q7) How is the refund processed?

You can receive your refund via:

1. **Bank Transfer** - processed within 30 working days after submission of bank details.
2. **Cash Collection** - available at our Happiness Center after 30 days from disconnection.

Billing & Invoiced FAQs

Q8) When will I receive my monthly bill?

- Your monthly bill is generated between the **1st and 5th** of each month.
- Actual meter readings are taken every **3 months**. For other months, billing is based on the average consumption of the previous three months (with a maximum variance of 2 units).
- Any adjustments, if needed, will be applied once the actual reading is conducted.
- Payment is due within a **7-day grace period** from the bill generation date.

Q9) How will I receive the monthly bills?

- Bills are sent via **registered SMS and email**.
- You can also access your bills anytime through our **mobile app**.

Q10) How is meter reading taken?

- Meter readings are recorded by collectors every three months.
- To ensure accurate billing, you may submit your meter reading between the **20th and 26th** of each month via email or our online submission portal.

Billing & Invoices FAQs

Q11) How and where can I pay my bill?

- You can conveniently pay online by scanning the QR code below.



- Alternatively, download the **Al Fanar Gas app** for easy bill payments anytime.
- You can also visit our **Gas Happiness Centre in Abu Dhabi** to pay in person.

Q12) What happens if a payment is late?

- As per your contract, Al Fanar may apply a **late fee** for delayed or missed payments on **two consecutive invoices**.
- Continued non-payment could lead to **gas service interruption**.

Q13) What should I do if I don't receive my monthly invoice?

- Visit our **Gas Happiness Centre** in Abu Dhabi for assistance.
- Or contact our customer care via **email** or call our **hotline** to report the issue and avoid retroactive charges.

Billing & Invoiced - Prepaid / Recharge FAQs

Q14) What does “fixed charges” mean?

The fixed charge is a standard fee applied by all gas service providers to residential units. It covers essential services such as:

- 24/7 Emergency Technician support
- Customer Care Hotline service
- Administrative support
- Online payment facilities

Q15) How do I monitor my remaining units, and when should I request a recharge?

- You can check your remaining gas units directly on your gas meter display.
- When your remaining units reach **1**, please call our hotline to request a recharge. Recharge appointments are scheduled to ensure uninterrupted service.
- **If your meter does not display remaining units, please call the hotline for assistance.**
- Request recharge **before your units run out** (when at or near 1 unit) to keep your gas supply active while the appointment is booked.

Gas Complaints

Q16) What should I do if the gas stops suddenly, the gas detector alarm sounds, or the fire alarm goes off?

- **Immediately call the 800-253-2627.**
- Avoid smoking or using any electrical devices until our technician arrives.

Contact Us from Any Emirate Using Hotline or Email

Abu Dhabi (Head Office)

Office No: 204, 2nd Floor,
Silver Wave Tower, Mina St, Abu Dhabi, U.A.E.

Hotline: 800-ALFANAR / 800-25 3 2627

Dubai

32nd floor-Al Saqr Business Tower,DIFC, Dubai, U.A.E.

Hotline: 800-ALFGAS / 800-25 3 427

Al Ain

Mohammads Abdulla Balhab Al Ameri Building, Office No. 404, 2nd Floor, Plot No. 18-12-019-003, Hai Muraba'a, City Center, Al Ain

Hotline: 800-ALFANAR/ 800-25 3 2627

Ras Al Khaimah

Ground Floor, Unit No. 5, Al Maamurah Immigration Road, Ras Al Khaimah

Email: customercare@alfanargas.com

Fujairah

Al Jaber Tower, Mezzanine Floor, Office No. 4, Plot No. 21, Hamad Bin Abdullah Street, Fujairah

Email: customercare@alfanargas.com

Ajman


Mohamed Salim Naya Salim Alghfeli Building, Ground Floor, Plot 0846, Shop No. 7, Aalia , Ajman

Email: customercare@alfanargas.com



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