



## Repair or Replace Defected Meters (Electricity and Water).

Many reasons could lead to defect the electricity and water meters; defected meters is a loss for you and for KAHRAMAA. Report immediately any defected meter, which will be checked and repaired by following the steps below:

### First Step: Register your request

you can request this service by selecting one of the followings:

- Register an incident at Help Center in KAHRAMAA website [www.km.com.qa](http://www.km.com.qa)
- Or, get the relevant form from KAHRAMAA website: [www.km.com.qa](http://www.km.com.qa) or from the nearest Customer Services Center (Except City Center), fill in the form and submit it at the nearest Customer Services Center (Except City Center).
- Or, send an email to [customercare@km.com.qa](mailto:customercare@km.com.qa)
- Or, contact KAHRAMAA Call Center **991** (toll free)

### Second Step: Inspection

KAHRAMAA will send an inspector to inspect the defected meter and report for action, inspection fees will be added to your Monthly Consumption Bill.

### Third Step: Repair or replace

If meter defected is a result of manufacturer defect or caused by an acceptable reason listed in KAHRAMAA procedures, the meter will be repaired or replaced free of charge.

**Important Note:** *In case meter defect is a result of customer manipulation or abuse, corrective legal action will be taken; penalty applies as per the Qatari Law.*

### Requirements:

1- Forms: Electricity/Water Service Application Form

2- Attachments:

- a- Customer Name and QID
- b- Customer Mobile Number
- c- Electricity and Water Number
- d- Serial number of the meter
- e- If possible describe the defect type
- f- Pay fees of 50QR for each defective meter as inspection fees (*this charge will be added to customer Monthly Consumption Bill*).

**Note:** For further details visit [www.km.com.qa](http://www.km.com.qa), and/or visit the nearest Customer Services Center, and/or send an email to: [customercare@km.com.qa](mailto:customercare@km.com.qa). For emergency and more information contact KAHRAMAA Call Center **991** (toll free). To report an incident/complaint visit Help Center at KAHRAMAA website: <http://www.km.com.qa/en/customer/Pages/HelpDesk.aspx>