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DIAM SPECIAL FEATURE



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## An ideal model for electronic transformation

THE Sultanate seeks to implement electronic transformation and keep pace with the technological changes that the world is witnessing in providing services and facilities to citizens and residents. These technological changes would reduce time, effort, money, congestion, and queues to fulfill transactions, by devoting electronic systems and smart programs in the services provided by institutions in all government sectors (civil and military) and the private sector to make their services accessible to all.

Diam is an ideal model for institutions that have a precedent in working to modernize their systems in providing services to match the aspirations of customers. Diam's customers amounting to more than 620,000 in various governorates and wilayats can fulfill their transactions electronically through the Diam e-services portal, which includes a variety of services exceeding 25 services. These e-services rely on modern technologies to achieve smooth and easy completion of transactions, including self-reading of meters, e-payment, issuance and update of bills, update of customer data, as well as other services that the portal provides on behalf of customer service halls.

After completion of the electronic services system through the Diam e-services portal, Diam started working on the smart meters project, which started in Musandam and Muscat governorates. The project is the first of its kind in the Middle East, as part of Diam's plans to stop issuing paper water bills. All customers can obtain water consumption bills electronically and pay dues through the Diam e-services portal. Moreover, the Diam smartphone app will soon be launched and water bills will be available through the Diam e-services portal. As such, it will be important for us all to keep abreast of the electronic transformation and expedite the registration at the Diam e-services portal to reap the benefits of this positive development and ensure that water bills arrive regularly and do not stop.

One of the advantages of the smart meter is that it reduces discretionary readings and gets instant messages when there is a sudden leak at home, and it facilitates the work of maintenance and follow-up with malfunctions.

The project will contribute to reducing losses to Diam so that it can know the amount of water produced and distributed and thus determine the locations of leaks, and discover the sites of losses and treat them by calculating the amount of water distributed by the main meter for the region compared to the total amount of water received by house meters.

The smart meters will provide accuracy in the readings and take them automatically, relying on the Internet of Things technology as a communication mode between the meter and the billing center by transferring the data of the meter readings to the main billing center through an integrated system of the latest technologies in the world. This application transfers data quickly, as it is one of the revolutions of artificial intelligence.

# Integrated package of services via Diam e-portal Stop issuing paper water bills and providing them electronically

DIAM seeks to quickly adapt to the major technological changes that is being witnessed by the world in general and the Sultanate in particular, in light of the entry of smart programs that facilitate doing all work in faster and more comprehensive ways.

During the last period, governmental institutions worked to find electronic systems that are compatible with the development in the provision of services and the conduct of transactions at all levels, which contributed to reducing effort, time and money. Diam is among the leading institutions that seek to provide their services electronically and move forward to provide best services. Diam has developed its electronic services system by launching the Diam e-services portal, which includes a variety of services that can be accomplished electronically. This portal is considered as an electronic branch to serve customers by providing services that depend on modern technologies. Diam also started working on the smart meters project, which started in Musandam and Muscat governorates.

In addition to these projects, Hilal bin Ali Al-Abri, Director of Meters Department in Diam, said that efforts continue through coming projects and steps to serve customers, whose number reached more than 620,000 in various governorates and wilayats. Among these efforts exerted to achieve a smoother customer service, Diam works on a plan to stop issuing paper water bills. The executive program of this plan has been drawn up in two phases; the first phase includes the main and government accounts, while the second phase includes all the accounts of Diam's customers.

The Director of the Meters Department at Diam said: "An integrated pack-



Hilal Al-Abri: 25 service will be available in Diam e-portal

age of electronic services will be available through the Diam e-services portal, which includes meter self-reading and e-payment, issuance and update of bills and update of customers' data in addition to other services. It is planned that the e-services portal will provide all the services provided by customer service halls so that the e-services portal becomes an electronic branch that provides all services to customers, which exceeds 25 services."

"Stopping the issuance of paper bills came after the completion of the e-services system at Diam. All customers can obtain water consumption bills electronically and pay dues through the Diam e-services portal. Total dues can be obtained and payment can be made through many channels, including

Oman Telecommunications Company (Omantel), Oman Investment and Finance Company (OIFC), and National Engineering and Investment Company (ONEIC). Very soon, the Diam application for all services will be available," he added.

He pointed out that, in line with this trend, Diam worked on a plan to stop issuing paper bills so that water bills are available through the Diam e-services portal. "As a first stage, the issuance of paper bills has been stopped for government sector institutions and main accounts since the middle of last year. The number of accounts for which paper bills have been stopped exceeds 11,000 accounts. Starting from March, we will work on the second stage, which includes all customers

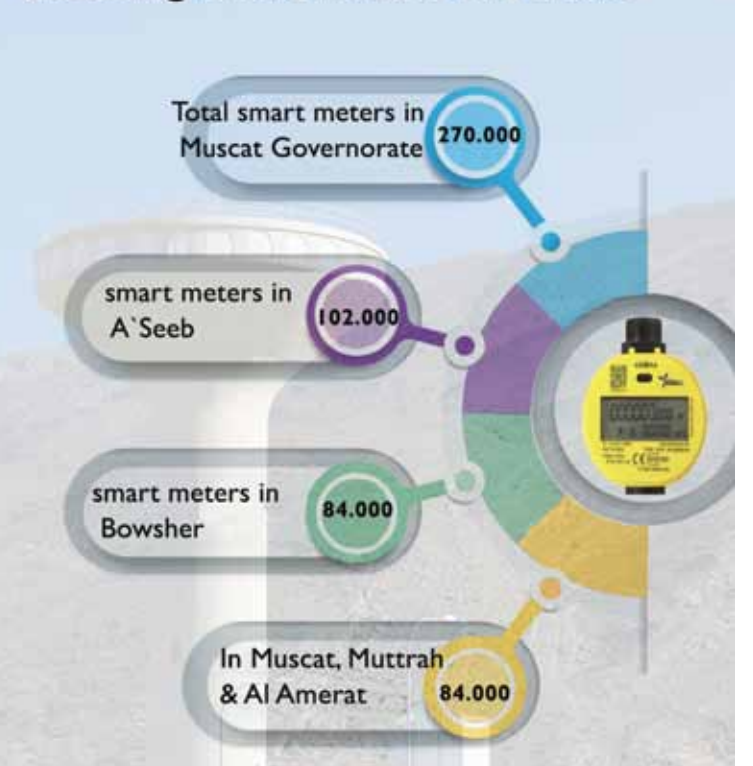
so that issuance of paper bills will be stopped in full", he said.

Al-Abri said that Diam seeks to quickly adapt to the major technological changes that is being witnessed by the world in general and the Sultanate in particular. The decision to stop issuing paper bills comes for a number of reasons, the most important of which is to replace the large amounts of papers that are printed and distributed monthly with environmentally friendly alternatives available to all customers. The director of the Meters Department at Diam urged all customers to register in the Diam e-services portal to ensure that water bills arrive regularly and do not stop due to lack of paper bills.

## Work on Smart Meters Project Continues



### Installing smart meters in Muscat



IN the context of maintaining accurate water consumption readings, Diam continues since last year implementing the project to install smart water meters in Muscat Governorate. So far, more than 30,000 meters have been installed in the Wilayat of Baushar. Smart meters will be installed in the remaining wilayats of Muscat Governorate during the coming period, in partnership with the private sector, to cover more than 271,000 customers in the Governorate, including more than 102,000 customers in the Wilayat of Al Seeb, more than 84,000 customers in the Wilayat of Baushar, and more than 84,000 custom-

ers in the Wilayats of Muttrah, Muscat, Al Amarat and Qurayyat.

The project for installing smart water meters is the first of its kind in the Middle East. It will provide a quantum shift for calculating water consumption bill, by applying the new system of reading water meters remotely, after which the electronic bill will be issued based on a true reading. Water bill will be sent to customers via e-mail or via their accounts on the Diam e-services portal or by text message.

In addition, the project contributes to rationalizing consumption so that customers can obtain consumption

information every hour. The new system works to update the amount of consumption per hour, which enables customers to know consumption in the event of an internal leak. One of the advantages of the smart meter is that it reduces discretionary readings and gets instant messages when there is a sudden leak at home, and it facilitates the work of maintenance and follow-up with malfunctions.

The project will contribute to reducing losses to Diam so that it can know the amount of water produced and distributed and thus determine the locations of leaks, and discover the sites of losses and

treat them by calculating the amount of water distributed by the main meter for the region compared to the total amount of water received by house meters.

The smart meters will provide accuracy in the readings and take them automatically, relying on the Internet of Things technology as a communication mode between the meter and the billing center by transferring the data of the meter readings to the main billing center through an integrated system of the latest technologies in the world. This application transfers data quickly, as it is one of the revolutions of artificial intelligence.