



Customer Registration and Update Profile

**USER
MANUAL**



ISSUE DATE

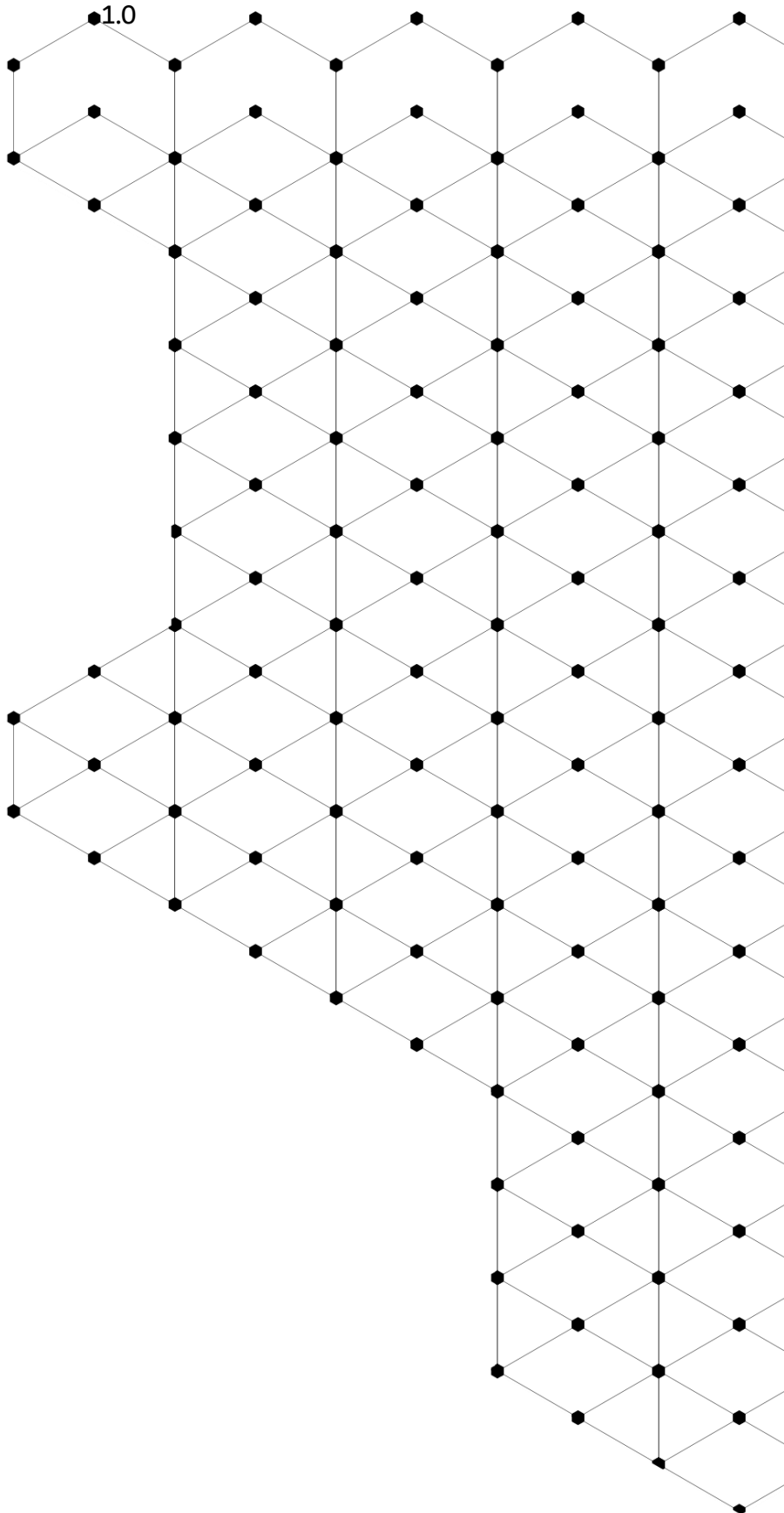
30 Nov 2023

REVISION DATE

03 Dec 2023

VERSION

1.0



Overview

The objective of this Tutorial is to learn the DEWA SAP Customer Registration and Update. : Customer Registration is used to create new customer of Scrap Sales for Organization and Individual.

1.1. Service features

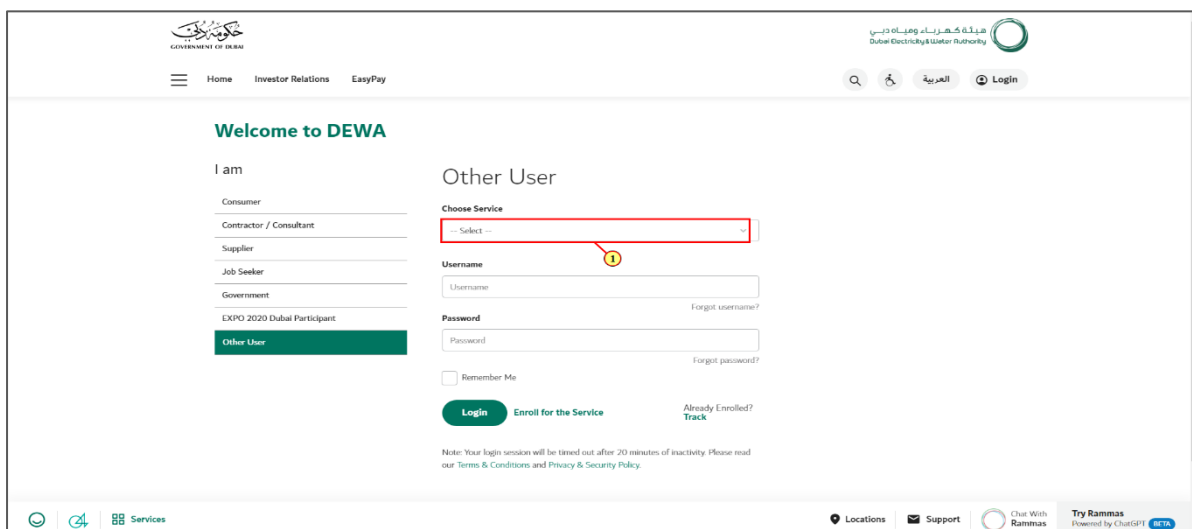
- Customer Registration for Scrap Sales (Organization)
- Customer Registration For Scrap Sales (Individual)
- Track Customer Application
- Update The Customer

1.2. How to request (steps+ screen screenshots)

1.2.1. Customer Registration For Scrap Sales (Organization)

Customer Registration Page

Information: Customer Registration is used to create new customer of Scrap Sales for Organization and Individual. to access this portal.



The screenshot shows the DEWA Customer Registration Page. The page has a header with the Government of Dubai logo and the DEWA logo. The main content area is titled "Welcome to DEWA" and "I am". There are two columns of options: "Consumer", "Contractor / Consultant", "Supplier", "Job Seeker", "Government", "EXPO 2020 Dubai Participant", and "Other User". The "Other User" option is highlighted. To the right, there is a "Choose Service" dropdown menu with a red box around it and a yellow circle with the number 1. Below this are fields for "Username" and "Password", each with a "Forgot" link. There is a "Remember Me" checkbox and a "Login" button. Below the login button are links for "Enroll for the Service" and "Already Enrolled? Track". At the bottom, there is a note about the login session timeout and links for "Locations", "Support", "Chat With Rammas", and "Try Rammas".

User Action: Click on **Choose Service** button and select Scrap from dropdown. For ex. Scrap Sales selected.

Welcome to DEWA

I am

Consumer

Contractor / Consultant

Supplier

Job Seeker

Government

EXPO 2020 Dubai Participant

Other User

Other User

Choose Service

Scrap Sale

Username

Password

Remember Me

Login Enroll for the Service

Already Enrolled? Track

Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.

Welcome to DEWA

I am

Consumer

Contractor / Consultant

Supplier

Job Seeker

Government

EXPO 2020 Dubai Participant

Other User

Other User

Choose Service

Scrap Sale

Username

Password

Remember Me

Login Enroll for the Service

Already Enrolled? Track

Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.

User Action: You can click [Enroll for the Service](#) link to create new customer.

GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

Home Investor Relations EasyPay

العربية Login

Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type

☒ Organization ☐ Individual

Trade License Issued By

-- Select --

Trade License Number

Trade license Number

Trade License - Date of Expiry

Trade License - Date of Expiry

Trade License - Date of Issue

Trade License - Date of Issue

Company Name

Company Name

Services

Locations Support Chat With Rammas Try Rammas Powered by ChatGPT BETA

User Action: Select Organization ☒ radio button to create Customer for Organization.

GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

Home Investor Relations EasyPay

العربية Login

Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type

☒ Organization ☐ Individual

Trade License Issued By

-- Select --

Trade License Number

Trade license Number

Trade License - Date of Expiry

Trade License - Date of Expiry

Trade License - Date of Issue


Trade License - Date of Issue

Company Name

Company Name

Services

Locations Support Chat With Rammas Try Rammas Powered by ChatGPT BETA

User Action: Select Trade License Issue by authority from  drop down list. For Ex. **DUBAI ECONOMIC DEVELOPMENT** selected as below.

Government of Dubai | Home | Investor Relations | EasyPay

هيئة كهرباء ومياه دبي | Login

Trade License Number:

Trade License - Date of Expiry:

Trade License - Date of Issue:

Company Name:

Government of Dubai | Home | Investor Relations | EasyPay

هيئة كهرباء ومياه دبي | Login

Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type: ☒ Organization ☐ Individual

Trade License Issued By:

Trade License Number:

Trade License - Date of Expiry:

Verify Trade License

User Action: Enter Trade license Number of customer and select Trade License Expiry date as below.

Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type
☒ Organisation ☐ Individual

Trade License Issued By
 DUBAI ECONOMIC DEVELOPMENT

Trade License Number
 1063694

Trade License - Date of Expiry
 Trade License - Date of Expiry

Verify Trade License

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 | Security E-Plan
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 The site is best viewed using IE11 and above, Mozilla Firefox, Safari and Chrome.
 Last update on 29 August 2023

Locations | Support | Chat With Ramman
 Try Ramman
 Powered by ChatGPT 4.0

Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type
☒ Organisation ☐ Individual

Trade License Issued By
 DUBAI ECONOMIC DEVELOPMENT

Trade License Number
 1063694

Trade License - Date of Expiry
 14 September 2025

Verify Trade License

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 Last update on 29 August 2023

Locations | Support | Chat With Ramman
 Try Ramman
 Powered by ChatGPT 4.0

User Action: Click on **Verify Trade License** button to validate the entered details. You will see Date of issue is automatically fetched.



User Action: Enter Company Name for customer.

User Action: VAT Registration Number is optional field, you can enter VAT number in same field.

Organization ☒ Individual

Trade License Issued By
DUBAI ECONOMIC DEVELOPMENT

Trade License Number
1063694 ✓

Trade License - Date of Expiry
14 September 2025 ✓

Verify Trade License

Trade License - Date of Issue
19 May 2022

Company Name
Siemens Tech.pvt.ltd ✓

VAT Registration Number (Optional)
1547

Code
+971

Company Telephone Number (Optional)
271

Extension
271

Code
+971

Mobile No
Mobile Number 500000000 ✓

E-mail
E-mail

Address Details

User Action: Enter Company Telephone Number and extension for it.

Organization ☒ Individual

Trade License Issued By
DUBAI ECONOMIC DEVELOPMENT

Trade License Number
1063694 ✓

Trade License - Date of Expiry
14 September 2025 ✓

Verify Trade License

Trade License - Date of Issue
19 May 2022

Company Name
Siemens Tech.pvt.ltd ✓

VAT Registration Number (Optional)
1547

Code
+971

Company Telephone Number (Optional)
47378662 ✓

Extension
271

Code
+971

Mobile No
Mobile Number 500000000 ✓

E-mail
E-mail

Address Details

User Action: Enter Customer Mobile Number.

The screenshot shows the DEWA portal interface. At the top, there are navigation links: Home, Investor Relations, and EasyPay. The main form area contains several input fields:

- Code:** A dropdown menu with '+971' selected.
- Company Telephone Number (Optional):** A text input field containing '47373662'.
- Extension:** A dropdown menu with '231' selected.
- Code:** A dropdown menu with '+971' selected.
- Mobile No:** A text input field containing '587888737'.
- E-mail:** A text input field containing 'i@mail'. This field is highlighted with a red box and a yellow circle with the number 1.
- Address Details:**
 - Street (Optional):** A text input field.
 - Country:** A dropdown menu with 'United Arab Emirates' selected.
 - Emirate (Optional):** A dropdown menu with 'Select' selected.
 - P.O. Box (Optional):** A text input field.
- Attachments:** A section with a 'Trade License' label and an 'Upload your File' button.

 The bottom of the page features a footer with icons for Locations, Support, and a 'Try Rammas' button.

User Action: You need to provide customer email in the email address field.

This screenshot shows the same DEWA portal interface as the previous one, but with the 'Street' field highlighted. The 'E-mail' field now contains 'seemee@techua'. The 'Street' field is highlighted with a red box and a yellow circle with the number 1. The rest of the form and the footer remain the same.

User Action: Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

The screenshot shows a registration form on the Dubai Electricity & Water Authority website. The form is titled 'EasyPay' and includes a navigation bar with 'Home', 'Investor Relations', and 'EasyPay'. The form fields are as follows:

- Code:** +971
- Company Telephone Number (Optional):** 47373662
- Extension:** 231
- Mobile No:** +971 587888737
- E-mail:** simen@techlin
- Address Details:**
 - Street (Optional):** 12 Nices, building 1
 - Country:** United Arab Emirates (highlighted with a red box)
 - Emirate (Optional):** -- Select --
 - P.O. Box (Optional):** P.O. Box
- Attachments:** Trade License, Upload your File

The footer of the form includes a 'Next' button and a note: 'Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.'

User Action: You can select country from country dropdown list. By default United Arab Emirates is selected.

This screenshot shows the same registration form as the previous one, but with the 'Emirate (Optional)' dropdown menu highlighted by a red box and a yellow circle with the number 1. The dropdown menu is currently set to '-- Select --'. The 'Country' dropdown menu remains highlighted with a red box.

User Action: Select Emirates for customer address.

Code: +971 47373662 ✓ 231 ✓

Mobile No: +971 587888737 ✓

E-mail: siemens@rac.hn ✓

Address Details

Street (Optional): 17 Nicos, building 1 ✓

Country: United Arab Emirates

Emirate (Optional): DUBAI

PO Box (Optional): PO Box

Attachments

Trade License

Upload your File

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

This field is required

Next

User Action: Enter PO Box Details for customer.

Code: +971 47373662 ✓ 231 ✓

Mobile No: +971 587888737 ✓

E-mail: siemens@rac.hn ✓

Address Details

Street (Optional): 17 Nicos, building 1 ✓

Country: United Arab Emirates

Emirate (Optional): DUBAI

PO Box (Optional): 2312

Attachments

Trade License

Upload your File

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.


This field is required

Next

User Action: Click on **Upload your File** button to upload Customer Trade License copy.

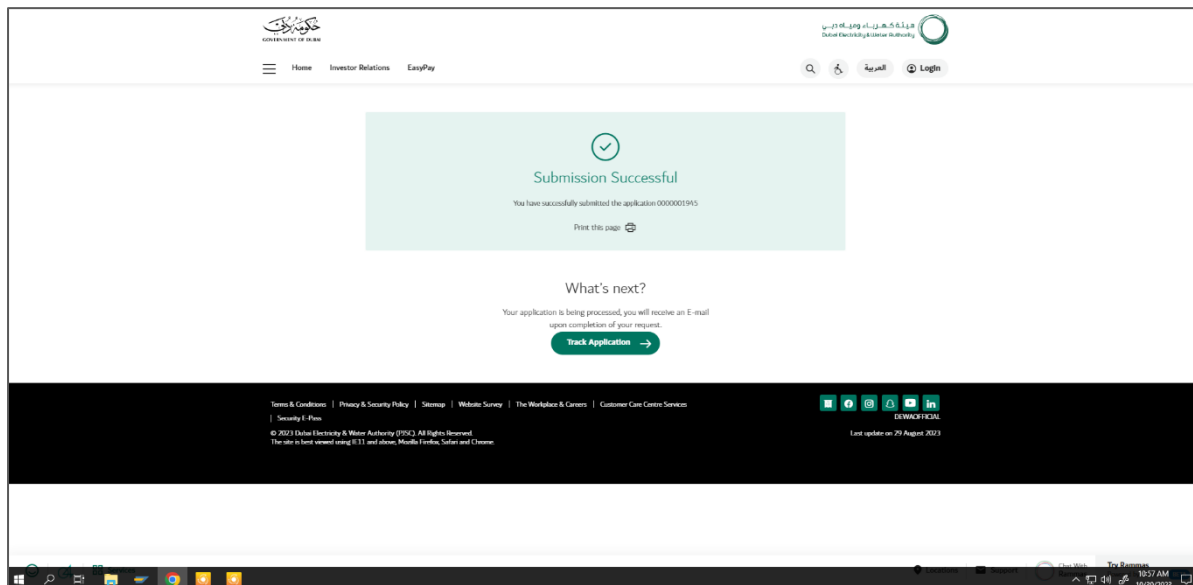


The screenshot shows a registration form for DEWA. The form includes fields for Code (+971), Mobile No (47373662), E-mail (siemens@tech.in), Address Details (Street: 17 Ninos, Building 1, Country: United Arab Emirates, Emirate: DUBAI, P.O. Box: 23123), and Attachments (Trade License: Upload your File, PDF: Trade License.pdf, 36155 KB). A 'Next' button is visible at the bottom right.

User Action: Click on  button and you will receive OTP on Email.

The screenshot shows the same registration form, but with a 'Verify Email Address' modal open. The modal displays a 6-digit verification code (1 2 3 4 5 6) and a 'RESEND CODE (2:44)' button. The background form is dimmed.

User Action: Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.



1.2.2. Customer Registration For Scrap Sales (Individual)

Customer Registration Page

Information: Customer Registration is used to create new customer of Sales for Organization and Individual.

<https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.

The screenshot shows the DEWA website's login and registration interface. On the left, there's a 'Welcome to DEWA' section with a list of user types: Consumer, Contractor / Consultant, Supplier, Job Seeker, Government, EXPO 2020 Dubai Participant, and 'Other User' (which is highlighted in green). On the right, the 'Other User' login section is active. It features a 'Choose Service' dropdown menu (highlighted with a red box and a yellow circle with the number 1), followed by 'Username' and 'Password' input fields. There are links for 'Forgot username?' and 'Forgot password?'. Below the inputs are checkboxes for 'Remember Me' and buttons for 'Login', 'Enroll for the Service', and 'Already Enrolled? Track'. A note at the bottom states: 'Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.'

User Action: Click on **Choose Service** button and select Scrap Sales from dropdown. For ex. Scrap Sales selected.

This screenshot shows the same DEWA website interface, but with the 'Choose Service' dropdown menu open. The 'Scrap Sales' option is highlighted in blue, indicating it has been selected. The rest of the page, including the 'Other User' login section and the footer, remains the same as in the previous screenshot.

User Action: You can click [Enroll for the Service](#) link to create new customer.

User Action: Select Individual ☐ radio button to create Customer for Individual Person.

User Action: For individual customer you need to enter Emirates Id for the customer.

User Action: Enter Expiry Date 

User Action: Click on **Search & Auto-Fill** button to fetch the customer details based on emirates id.

User Action: Enter Customer Telephone Number with extension as below.



79411/696930855 ✓ 17 January 2013 ✓

Search & Auto-Fill

Details Of Individual

First Name: AHMAD Last Name: ALI-TSYAN

Code: +971 Mobile No: 56*****76

Code: +971 Company Telephone Number (Optional): 47585166 Extension: 329 1

Email Address:

Address Details

Street (Optional):

Country: United Arab Emirates

Emirate (Optional): Select - P.O. Box (Optional): P.O. Box

79411/696930855 ✓ 17 January 2013 ✓

Search & Auto-Fill

Details Of Individual

First Name: AHMAD Last Name: ALI-TSYAN

Code: +971 Mobile No: 56*****76

Code: +971 Company Telephone Number (Optional): 47585166 Extension: 329

Email Address: Email Address (example@domain.com) 1

Address Details

Street (Optional):

Country: United Arab Emirates

Emirate (Optional): Select - P.O. Box (Optional): P.O. Box

User Action: You need to provide customer email in the email address field.



79411/696/00855 ✓ 17 January 2013 ✓

Search & Auto-Fill

Details Of Individual

First Name: AHMED Last Name: ALI-TSYAN

Code: +971 Mobile No: 56*****76

Code: +971 Company Telephone Number (Optional): 47585146 Extension: 323

Email Address: ahmed@techcart.com

Address Details

Street (Optional): Street

Country: United Arab Emirates

Emirate (Optional): Select PO Box (Optional): PO Box

User Action: Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

79411/696/00855 ✓ 17 January 2013 ✓

Search & Auto-Fill

Details Of Individual

First Name: AHMED Last Name: ALI-TSYAN

Code: +971 Mobile No: 56*****76

Code: +971 Company Telephone Number (Optional): 47585146 Extension: 323

Email Address: ahmed@techcart.com

Address Details

Street (Optional): 12-Nicos, Building 1

Country: United Arab Emirates

Emirate (Optional): Select PO Box (Optional): PO Box

User Action: Select Emirates for customer address.

Details Of Individual

First Name: ARTIEM Last Name: AM-TESYAN

Code: +971 Mobile No: 56*****75

Code: +971 Company Telephone Number (Optional): 47585146 Extension: 323

Email Address: admin@trocacart.com

Address Details

Street (Optional): 12- Noxos, Building 1

Country: United Arab Emirates

Emirate (Optional): DUBAI P.O. Box (Optional): 193 Box

User Action: Enter PO Box Details for customer

Attachments

Emirates ID

Upload your File

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

Next

User Action: Click on **Upload your File** button to upload Customer Trade License copy.



Address Details

Street (Optional)
17, Noor, Building 1

Country
United Arab Emirates

Emirate (Optional)
DUBAI

P.O. Box (Optional)
3421


Attachments

Emirates ID
Upload your File

PDF Emirates ID.pdf
22255_KB

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

Next

User Action: Click on  button and you will receive OTP on Email

Verify Email Address

Email containing a 6-digit verification code has been sent to your registered Email ID with DEWA ehmani@technocart.com

6-digit verification code: [] [] [] [] [] []

RESEND CODE (2:55)

Not my Email ID? Contact Customer Care Center

Upload your File

PDF Emirates ID.pdf
22255_KB

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

Next

User Action: Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.



GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

Home Investor Relations EasyPay

المعربة Login

Submission Successful

You have successfully submitted the application 0000001945

Print this page

What's next?

Your application is being processed, you will receive an E-mail upon completion of your request.

[Track Application](#)

Terms & Conditions | Privacy & Security Policy | Sitemap | Website Sitemap | The Workplace & Careers | Customer Care Center Services | Security E-Plan

DEWA911CALL

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The site is best viewed using IE11 and above, Mozilla Firefox, Safari and Chrome.

Last update on 29 August 2021

1.2.3. Track Customer Application

Customer Registration Page

Information: Customer Registration is used to create new customer of Sales for Organization and Individual.

<https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.

The screenshot shows the DEWA website's login page. On the left, there's a 'Welcome to DEWA' section with a list of user types: Consumer, Contractor / Consultant, Supplier, Job Seeker, Government, and EXPO 2020 Dubai Participant. Below this is an 'Other User' button. On the right, there's a login section for 'Other User' with a 'Choose Service' dropdown, 'Username' and 'Password' input fields, and 'Login' and 'Enroll for the Service' buttons. A red box highlights the 'Track' link next to the 'Enroll for the Service' button. The footer contains various links like Terms & Conditions, Privacy & Security Policy, etc., and a 'Last update on 28 August 2021' note.

User Action: Click on [Track](#) link to track the customer applications.

The screenshot shows the DEWA 'Track Application' page. It features a search bar with a magnifying glass icon and a 'Search' button. Below the search bar, there's a message 'Please fill out this field.' with a red box highlighting the search field. The footer contains various links like Terms & Conditions, Privacy & Security Policy, etc., and a 'Last update on 14 August 2021' note.

User Action: Enter the application number in the search field and click on [Search](#) button.



GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

[Home](#)
[Investor Relations](#)
[EasyPay](#)

[الترجمة](#)
[Login](#)

Track Application

[Search](#)

[Terms & Conditions](#)
[Privacy & Security Policy](#)
[SiteMap](#)
[Website Survey](#)
[The Workplace & Careers](#)
[Customer Care Centre Services](#)

[Security E-Plan](#)

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The site is best viewed using Chrome, Mozilla Firefox, Safari and Chrome.

Last update on: 14 August 2023

[Services](#)

[Locations](#)
[Support](#)
[Chat With Rammas](#)
[Try Rammas](#)

GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

[Home](#)
[Investor Relations](#)
[EasyPay](#)

[الترجمة](#)
[Login](#)

Track Application

[Search](#)

Request for User Enrollment In Progress

Submit Service: 0000001949

Request Submitted

30 Oct 2023, 01:21 PM

[Terms & Conditions](#)
[Privacy & Security Policy](#)
[SiteMap](#)
[Website Survey](#)
[The Workplace & Careers](#)
[Customer Care Centre Services](#)

[Security E-Plan](#)

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The site is best viewed using Chrome, Mozilla Firefox, Safari and Chrome.

Last update on: 14 August 2023

[Services](#)

[Locations](#)
[Support](#)
[Chat With Rammas](#)
[Try Rammas](#)

1.2.4. Update The Customer

Customer Registration Page

Information: Customer Registration is used to create new customer of Scrap Sale for Organization and Individual.


<https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.

The screenshot shows the DEWA Customer Registration Page. The page has a header with the DEWA logo and navigation links. The main content area is titled 'Welcome to DEWA' and includes a 'Choose Service' dropdown menu. The 'Other User' section is highlighted with a red box and a yellow circle with the number 1, indicating the next step in the registration process. The page also includes a footer with links to Terms & Conditions, Privacy & Security Policy, and other resources.

User Action: Click on **Choose Service** button and select Scrap from dropdown. For ex. Scrap Sales selected.

The screenshot shows the DEWA Customer Registration Page with the 'Choose Service' dropdown menu set to 'Scrap Sale'. The 'Username' field is highlighted with a red box and a yellow circle with the number 1, indicating the next step in the registration process. The page also includes a footer with links to Terms & Conditions, Privacy & Security Policy, and other resources.

User Action: Enter **Username** and **Password** for customer.

User Action: Click on  button to access in customer profile.



What is Scrap Sale?

Introduction

DEWA time to time sells its used equipment, machineries, IT devices, vehicles, furniture and other assets to the highest bidder through an open Tender/auction system. Interested individual resident of UAE or Local Companies dealing Scrap can participate in the open Tender and submit their offer.

Without any need of a special software, just using a web browser, interested party can view the open tenders that have been floated by DEWA for sale of its used assets, pay the tender documents fee online or through alternative agencies (like ETISALAT) Cash deposit Machine or to the cashiers of EPPCO/ENNOC and download the tender document from our website. Interested parties can also submit their offers online/ offline, acknowledge the Sales Order issued by DEWA, deposit online in advance the Sales order value.

CRITERIA FOR PARTICIPATING IN THE SCRAP SALES OPEN TENDERS

The following criteria should be fulfilled for participating in the scrap sales tenders

1. Any Local company or individual resident of UAE having the Emirates ID can download the electronic form of the tender document from our website after making payment for it online or through other agencies payment channels as detailed in Introduction. Everyone must include a photocopy of their current Dubai trade license or Emirates ID when they submit their tender proposal.
2. For submitting any sales offer, you need to purchase the specific tender document in advance either online through our website or by payment through alternative payment channels. The fees for each tender document can be found in the corresponding advertisement published in daily newspapers. You can also see the copy of the advertisement by clicking on the corresponding advertisement link in our List of Tender Documents for Sale on the DEWA website and in Digital Notice Boards kept in DEWA Head office.
3. You need to enter online the prices for a tender in the e-tender available in our website for online Sales tenders. You also need to submit a copy of the tender comprising Form of Tender, price schedule, original tender bond or receipt of payment of the Tender Bond amount to DEWA accounts and any other forms related to the tender document and other supporting documents as applicable by uploading in the online system or in case of technical difficulties submit manually the offer in a sealed envelope to the Tender Box located in DEWA Head office Dubai.

User Action: Click on **Apply Online** button.

MY DASHBOARD **SALES ORDER** **PAYMENT HISTORY** **MY PROFILE**

PURCHASED TENDER DOCUMENTS

Sl. No	Tender No	Description	Status	Fee (AED)	Floating Date	Closing Date	Receipt	Documents	BOM Structure	Bid Actions
1	000000004120000170	DISPOSAL OF TRAILER(CABLE TEST)R/L320KV	OT	60.00	06.06.2023	15.11.2023		Download		Purchase


LIST OF SCRAP SALE TENDER DOCUMENTS

Sl. No	Tender No	Description	Status	Fee (AED)	Floating Date	Closing Date	Advertisement	Tender Document
2	000000004120000156	DISPOSAL OF GENERAL SCRAP AT RUWAYAH WARSAW STORE, WF AWEEB STORE AND JEBEL ALI POWER STATION SCRAP YARD	OT	60.00	20.09.2023	30.10.2023	Download	Tender is closed
3	000000004120000152	DISPOSAL OF AUTHORITY'S IT PRINTERS AND EQUIPMENT AT RUWAYAH YARD	OT	60.00	20.09.2023	26.10.2023	Download	Tender is closed

User Action: Click on **MY PROFILE** tab to update customer profile.




User Action: Click on **Company Details** tab to update the customer fields. For Ex. Company Telephone Number, Customer Mobile Number, Emirates, PO Box number etc. as below screenshot.



دولة الإمارات العربية المتحدة

GOVERNMENT OF DUBAI



إدارة الكهرباء والمياه

Dubai Electricity & Water Authority

+971

43297777

✓

32312

Code

Mobile No

+971

541297236

✓

E-mail

seemad@ecf204@dwae.ae

Address Details

Street (Optional)

7Bilal street

Country

United Arab Emirates

Emirate (Optional)

ABU DHABI

Select

ABU DHABI

DUBAI

RAS AL KHAIMA

SHARJAH

UAE AL QUWAIN

P.O. Box (Optional)


143298

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 [Website Survey](#) |
 [The Workplace & Careers](#) |
 [Customer Care Centre Services](#)

[Security E-Firm](#)

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DEWA OFFICIAL

Last update on 6 September 2023



Government of Dubai logo and Dubai Electricity & Water Authority logo at the top.

Phone Number: +971 41291777 ✓ 12352

Mobile No: +971 561291216 ✓

E-mail: ismail@dwat.ae

Address Details

Street (Optional): 788th street

Country: United Arab Emirates

Emirate (Optional): DUBAI

P.O. Box (Optional): 161796

Update Information

Footer: Terms & Conditions | Privacy & Security Policy | Sitemap | Website Survey | The Workplace & Careers | Customer Care Center Services | Security E-Plan | © 2021 Dubai Electricity & Water Authority (DWAT). All Rights Reserved. The site is best viewed using IE11 and above, Mozilla Firefox, Safari and Chrome. Last update on 5 September 2021

Government of Dubai logo and Dubai Electricity & Water Authority logo at the top.

Phone Number: +971 41291777 ✓ 12352

Mobile No: +971 561291777 ✓

E-mail: ismail@dwat.ae

Address Details

Street (Optional): 788th street

Country: United Arab Emirates

Emirate (Optional): DUBAI

P.O. Box (Optional): 32124


Update Information


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User Action: Click on **Update Information** button to submit the updated details. On submission you will receive OTP on Mobile.

User Action: Enter OTP received on Customer Mobile number. You will receive successful message with application number as below.

User Action: You can click on  button to check the application status.


GOVERNMENT OF DUBAI



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