



# ANNUAL STATISTICS 2018



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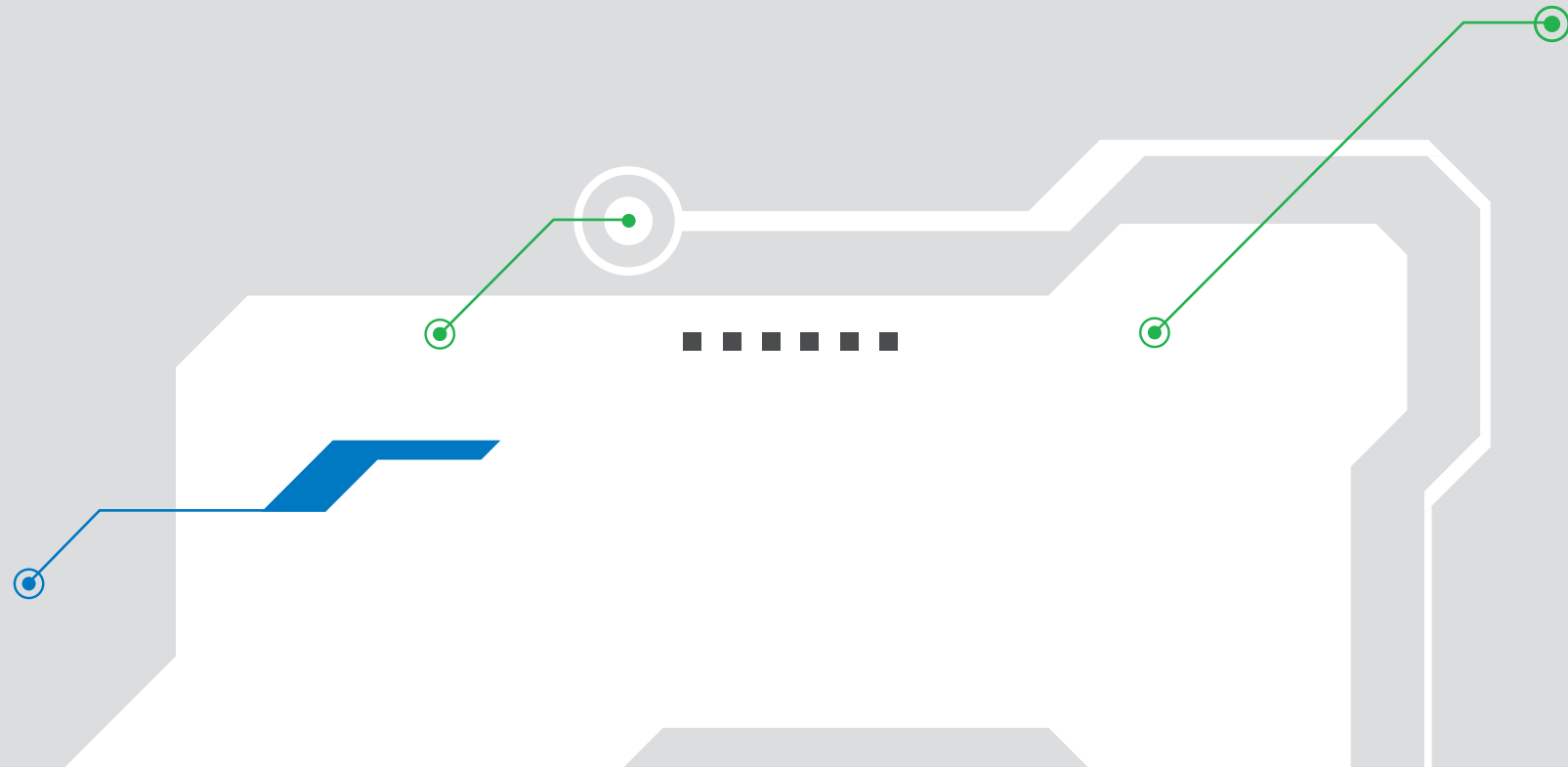
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OFFICIAL SUSTAINABLE ENERGY PARTNER

**Our Vision**  
A globally leading sustainable innovative corporation

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“ We recognise that preserving our energy resources will be one of the greatest challenges in our drive towards sustainable development. This, however, will not materialise unless the different facets of our society adopt energy conservation principles in their core values. The future generation will be the chief beneficiary of our achievements and the best judge of what we accomplish in this field. ”

**His Highness Sheikh Mohammed bin Rashid Al Maktoum**  
Vice President and Prime Minister of the UAE  
and Ruler of Dubai





## STRATEGIC DIRECTION

### **Our Vision**

A globally leading sustainable innovative corporation

### **Our Mission**

We are committed and aligned to Dubai's 8 Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy solutions enriching lives and ensuring the happiness of our stakeholders in a sustainable manner.

### **Our Motto**

For generations to come







**Saeed Mohammed Al Tayer**

**MD & CEO**  
Dubai Electricity and Water Authority

## MD & CEO Message

In line with the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who said, “Our end goal is number one globally in all fields and our development is remarkably progressing every day. The competitiveness will only make us more excellent,” we work to improve performance, productivity, and quality of our services. DEWA’s 2021 Plan is aligned with the UAE Centennial 2071, the UAE Vision 2021, and the Dubai Plan 2021, to ensure a happy and sustainable future and take the UAE to be number one in all areas.

We have made many local and international achievements in line with the vision of our wise leadership. The UAE, represented by DEWA, maintained its first global ranking in getting electricity, for the second year running as per the World Bank’s Doing Business 2019 report. The report measures the ease of doing business in 190 economies around the world. DEWA won the Global Excellence Award from the European Foundation for Quality Management (EFQM), as the first organisation outside Europe and the first to win as a first-time applicant of this prestigious award. Through this pioneering achievement, DEWA is now in the platinum category, which is the highest international rank in the Global Excellence Index.

DEWA has maintained its top position in the Happiness Index in the large Dubai government entities category in 2018, for the second consecutive year with a 95% happiness level. This was according to Smart Dubai’s Happiness Index that monitors happiness levels among the people of Dubai. This achievement confirms DEWA’s pioneering position as a model for excellence.

DEWA’s global achievements underline the success of its effective and sustainable practices in improving energy efficiency on both supply and demand. DEWA’s results outperform major international utilities. Electricity line losses was 3.3% compared to 6-7% in Europe and the USA. Unaccounted for Water was 6.5% in 2018, compared to 15% in North America. Customer Minutes Lost reached 2.39 minutes per year compared to 15 minutes for leading utilities in Europe and the USA.

DEWA’s investments total AED 86 billion over the next five years, to meet growing demand for electricity and water in the Emirate. This will provide significant investment opportunities, contribute to the growth of the green economy, and create a competitive advantage for the UAE in clean energy and energy efficiency technologies.

While we have made tremendous achievements that are benchmarked internationally, this Statistics Booklet covers our key achievements. Everyone at DEWA is committed to continue our journey towards excellence and enhance our services to achieve the happiness of society, and contribute to building a brighter future, for generations to come.



محطات التحويل (النقل والتوزيع)  
SUBSTATIONS  
(TRANSMISSION & DISTRIBUTION)

عدد محطات التحويل	2018	2017	Number of Substations
400 كيلو فولت	21	21	400 kV
132 كيلو فولت	258	236	132 kV
33 كيلو فولت	101	104	33 kV
6.6 & 11 كيلو فولت	35,500	33,763	11 & 6.6 kV
أطوال خطوط النقل والتوزيع			
الخطوط الهوائية			
400 كيلو فولت	1,125	1,125	400 kV km
132 كيلو فولت	402	413	132 kV km
33 كيلو فولت	112	113	33 kV km
الكابلات الأرضية			
400 كيلو فولت	24	23	400 kV km
132 كيلو فولت	2,016	1,867	132 kV km
33 كيلو فولت	2,076	2,075	33 kV km
6.6 & 11 كيلو فولت	32,482	30,917	11 & 6.6 kV km

جميع الحقوق محفوظة لشركة كهرباء ومياه دبي © 2018

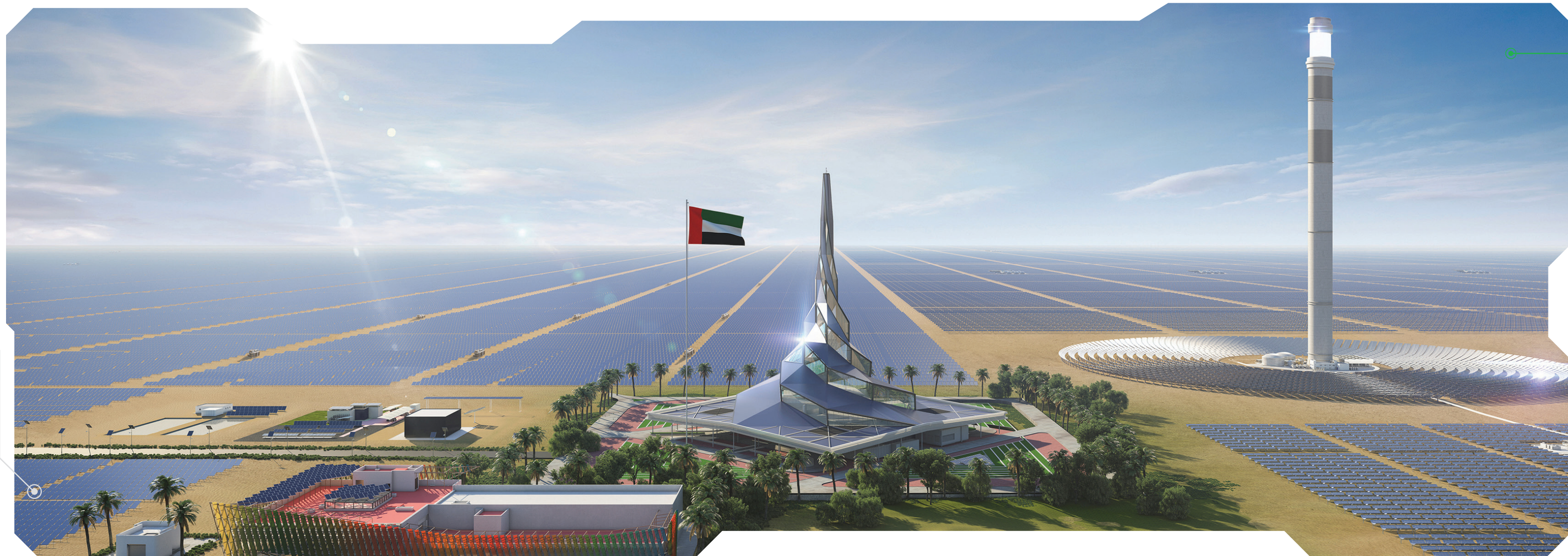
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المحطات	2018		Stations
	MIGD*	MW**	
محطة جبل علي "D"	35	1,027	Jebel Ali Station "D"
محطة جبل علي "E"	25	616	Jebel Ali Station "E"
محطة جبل علي "G"	60	818	Jebel Ali Station "G"
محطة جبل علي لتحلية المياه بتقنية "التناضح العكسي"	25	-	Jebel Ali R.O. Desalination Plant
محطة العوير "H" المرحلة الأولى	-	607	Aweer Station "H" – Ph I
محطة العوير "H" المرحلة الثانية	-	421	Aweer Station "H" – Ph II
محطة العوير "H" المرحلة الثالثة	-	968	Aweer Station "H" – Ph III
محطة جبل علي "K"	60	948	Jebel Ali Station "K"
محطة جبل علي "L" - المرحلة الأولى	70	969	Jebel Ali Station "L" – Ph I
محطة جبل علي "L" – المرحلة الثانية	55	1,432	Jebel Ali Station "L" – Ph II
محطة جبل علي "M"	140	2,185	Jebel Ali Station "M"
محطة جبل علي "M" (التوسعة)	-	700	Jebel Ali Station "M" Extension
مجمع محمد بن راشد آل مكتوم للطاقة الشمسية - المرحلة الأولى	-	10	Mohammed Bin Rashid Al Maktoum Solar Park - Ph I
مجمع محمد بن راشد آل مكتوم للطاقة الشمسية - المرحلة الثانية	-	200	Mohammed Bin Rashid Al Maktoum Solar Park - Ph II
مجمع محمد بن راشد آل مكتوم للطاقة الشمسية - المرحلة الثالثة - A	-	200	Mohammed Bin Rashid Al Maktoum Solar Park - Ph III A
المجموع	470	11,100	Total
* مليون جالون يومياً ** ميجاوات			*MIGD - Million Imperial Gallons per Day **MW - Megawatts

POWER GENERATION & WATER  
DESALINATION PLANTS INSTALLED CAPACITY

القدرة المركبة لمحطات إنتاج الكهرباء وتحلية المياه

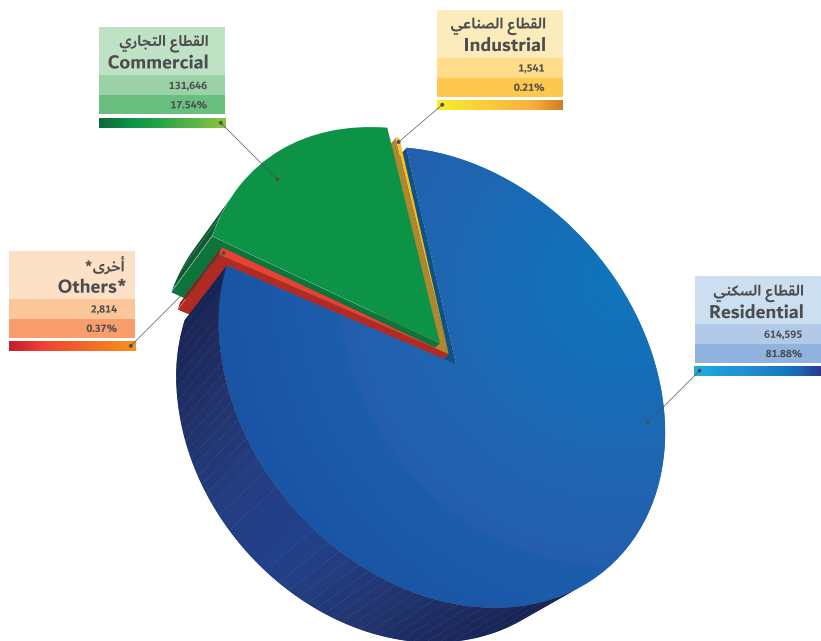






## عدد متعاملي المياه NUMBER OF WATER CUSTOMERS 2018

المياه	2018	2017	Water
عدد المتعاملين	750,596	705,376	Number of Customers



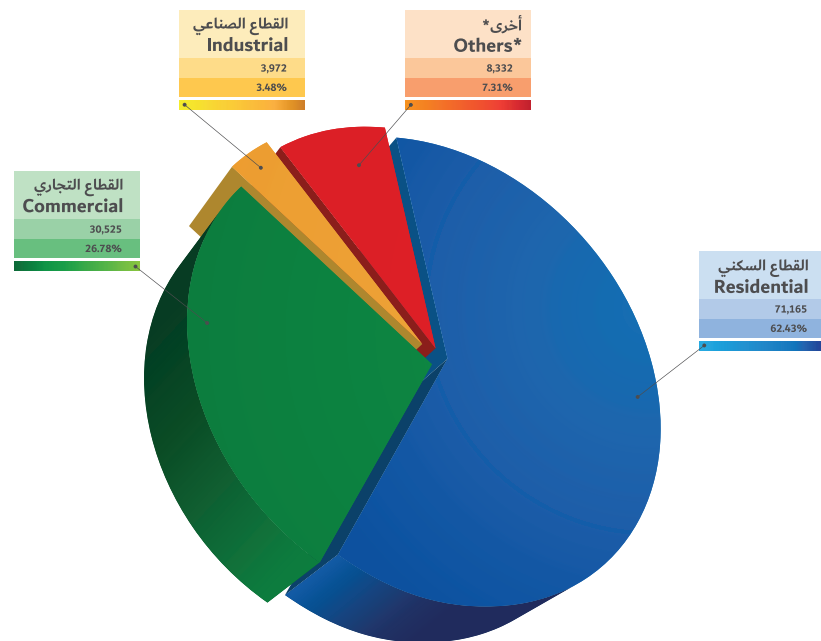
\*Others: Non-Commercial (Mosques, Police Stations, Government Hospitals, Government Schools, DEWA Offices, Staff Premises, etc.)

\*أخرى: غير التجارية (مساجد، مراكز شرطة، مستشفيات حكومية، مدارس حكومية، مكاتب ومقرات هيئة كهرباء ومياه دبي)

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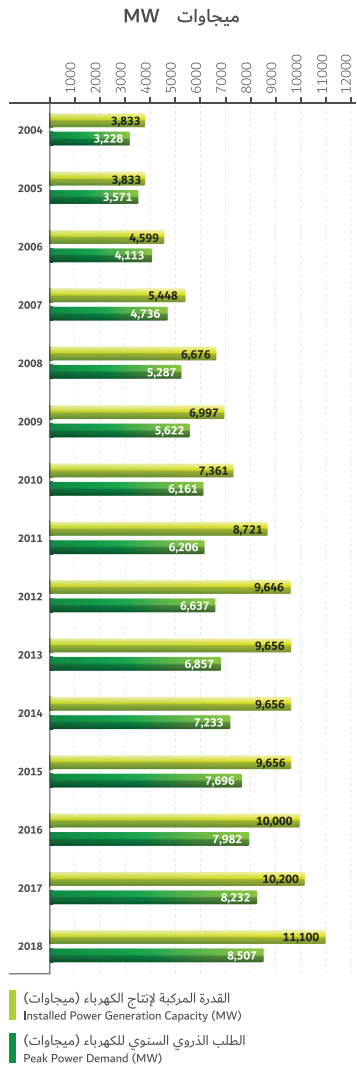
المياه (إجمالي احتياجات المياه)	2018	2017	Water (Total System Requirement)
المياه المحلاة	124,556 مليون جالون	120,810 MIG	Desalinated Water
المياه الجوفية	464 مليون جالون	460 MIG	Groundwater



\*Others: Non-Commercial (Mosques, Police Stations, Government Hospitals, Government Schools, DEWA Offices, Staff Premises, etc.)

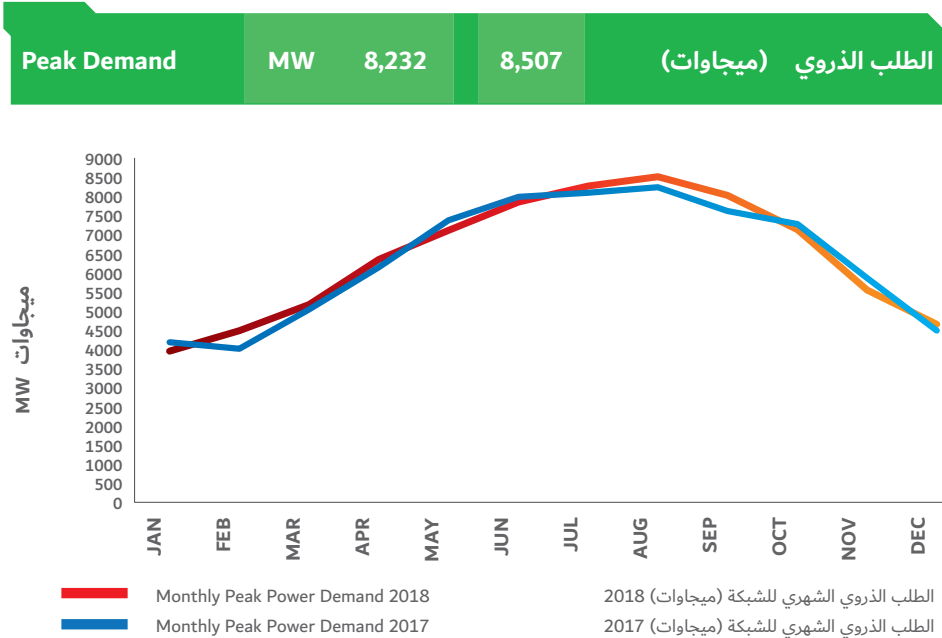
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## المياه المستهلكة (مليون جالون) WATER CONSUMPTION (MIG) 2018



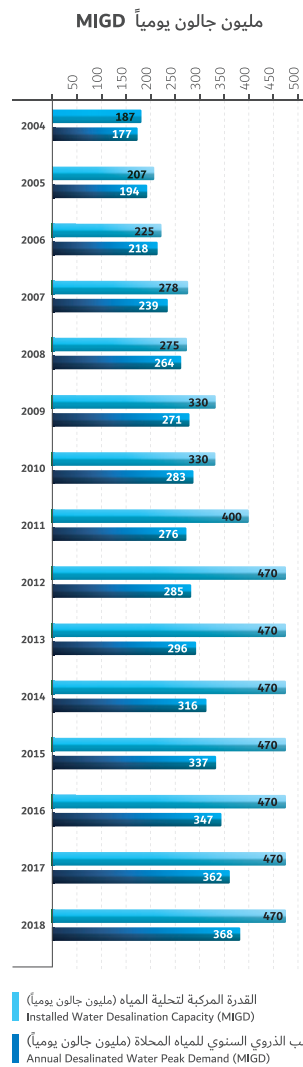
الكهرباء	2018	2018	Electricity
القدرة المركبة	11,100	10,200	Installed Capacity
توربينات غازية	7,975	7,448	Gas Turbines
توربينات بخارية	2,715	2,542	Steam Turbines
طاقة شمسية كهروضوئية	410	210	Solar PV

\*MW - Megawatts



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جميع الحقوق محفوظة لشركة المياه والكهرباء في دبي



المياه	2018	2017	Water
القدرة المركبة			Installed Capacity
محطات تحلية المياه	470	470	Desalination
الآبار	32	32	Wells
الطلب الذروي السنوي للمياه المحلاة	368	362	Annual Desalinated Water Peak Demand

\*MIGD - Million Imperial Gallons per Day

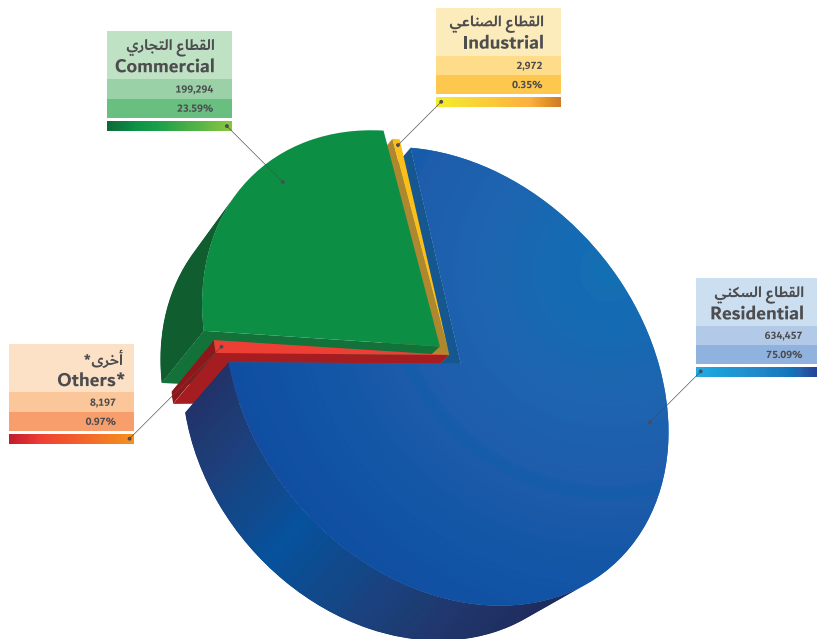
أطوال خطوط أنابيب النقل	2018	2017	Length of Transmission Pipelines
1200 مم	1,195	1,178	1200 mm
900 مم	342	339	900 mm
السعة التخزينية	815	815	Reservoirs Capacity

\*MIG - Million Imperial Gallons



## عدد متعاملي الكهرباء NUMBER OF ELECTRICITY CUSTOMERS 2018

الكهرباء	2018	2017	Electricity
عدد المتعاملين	844,920	796,764	Number of Customers



\*Others: Non-Commercial (Mosques, Police Stations, Government Hospitals, Government Schools, DEWA Offices, Staff Premises, etc.)

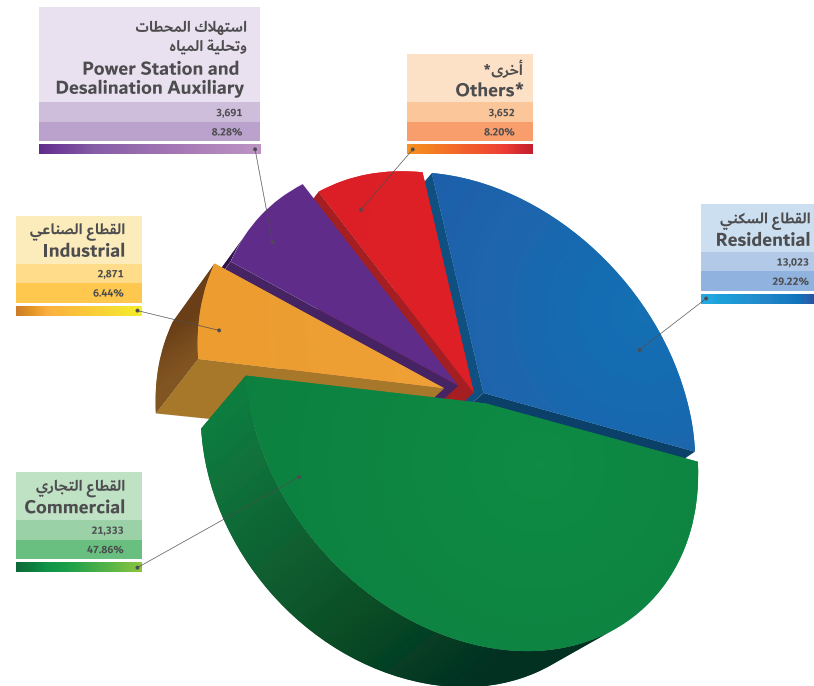
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جميع الحقوق محفوظة لهيئة كهرباء ومياه دبي 2018 ©

الكهرباء	2018	2017	Electricity
الطاقة الكهربائية المطلوبة	45,960	45,162	System Energy Requirement GWh*
جيجاوات ساعة			

\*GWh - Gigawatt hour



\*Others: Non-Commercial (Mosques, Police Stations, Government Hospitals, Government Schools, DEWA Offices, Staff Premises, etc.)

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## الكهرباء المستهلكة (جيجاوات ساعة) ELECTRICITY CONSUMPTION (GWH) 2018



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EXPO  
2020  
DUBAI  
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