



SERVICES GUIDE

5TH EDITION
2016



For generations to come



DEWA SMART WORLD



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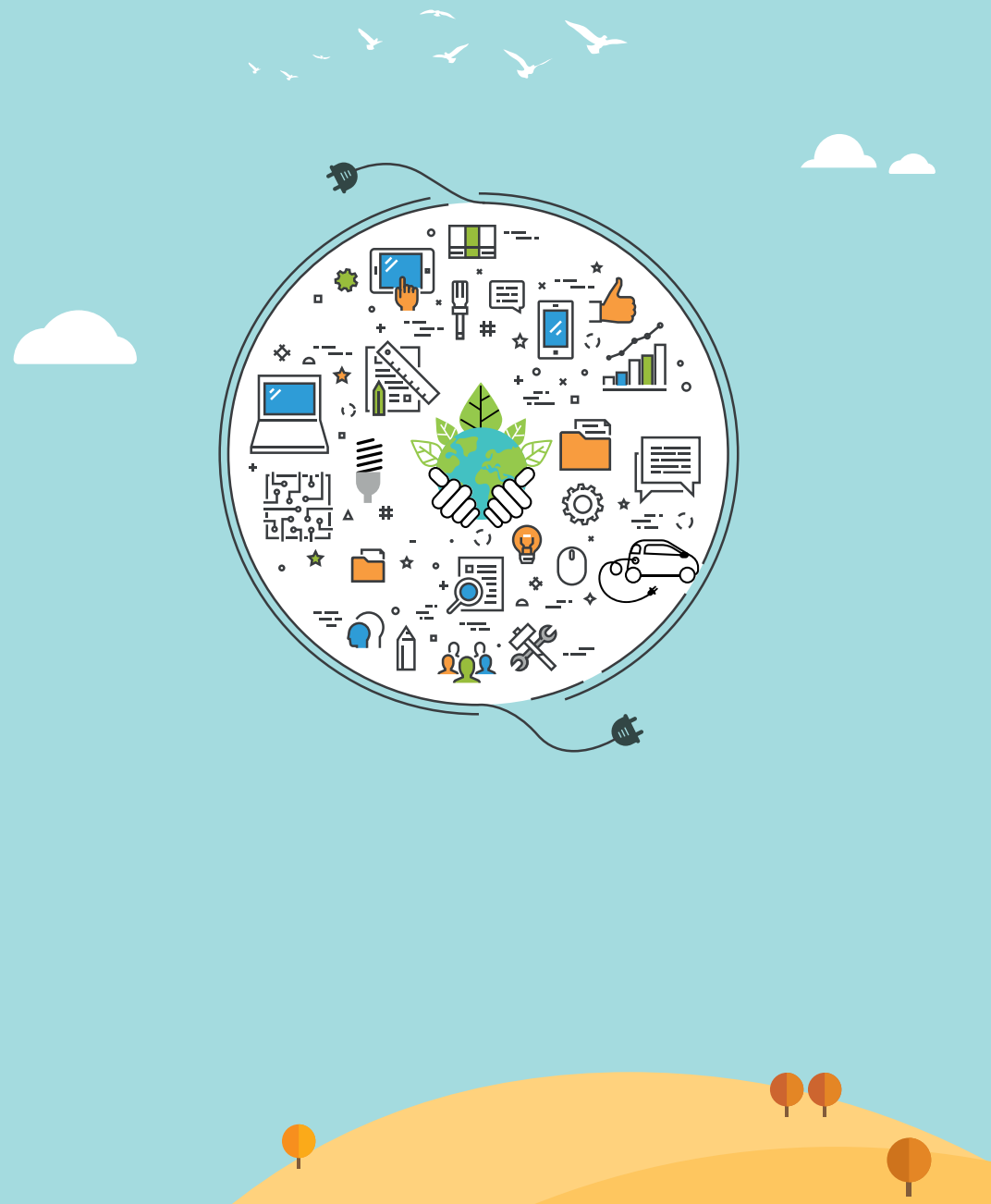


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MESSAGE FROM THE MD & CEO OF DEWA



"DEWA is sincerely committed to achieving the vision of our wise leader HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and providing excellent services to all the citizens and residents of Dubai. We deliver electricity and water to over 700,000 residential, commercial, and industrial customers. We aim to master customer happiness and gain a solid reputation by progressively developing to meet our objectives. This comes within the framework of DEWA's plans to simplify the procedures with the application of best practices that improve the quality of services provided to all customers and to achieve its vision to become a sustainable innovative world-class utility.

The main goal that DEWA focuses is to be a pioneer in what it does, to substantially ensure its uniqueness by providing innovative and outstanding services and to stamp its journey with the label of high standards."

Saeed Mohammed Al Tayer

MD & CEO of Dubai Electricity and Water Authority



INTRODUCTION

Thank you for taking the time to read this Customer Services Guide produced by Dubai Electricity and Water Authority. This guide is designed to provide our customers with the information they need to ensure their applications, request, queries and follow-ups are completed as quickly as possible and to their complete satisfaction and happiness.

This guide lists the wide range of services that DEWA provides, such a wide variety of bill payment channels provided for your convenience, and useful information on how you can reduce your electricity and water use, to save you both time and money, along with our customer happiness charter – our pledge to you and for generations to come.

OUR VISION

A sustainable innovative world-class utility.

OUR MISSION

We are committed to the happiness of our stakeholders and promoting Dubai's vision through the delivery of sustainable electricity and water services at a world-class level of reliability, efficiency and safety, in an environment that nurtures innovation with a competent workforce and effective partnerships; supporting resources sustainability.

OUR MOTTO

For Generations to come.

This reflects two key elements; the first is that DEWA is committed to a long-term sustainable future for delivery of electricity and water to the Emirate of Dubai. This leads to the second element, that this can only be achieved by taking an ethical and sustainable attitude to the development of electricity and water.

OUR VALUES

- Stakeholders Happiness
- Sustainability
- Innovation
- Excellence
- Good Governance

DEWA'S CORPORATE STRATEGY MAP 2021

The strategy map provides a clear visual indicator of how the themes and the four perspectives of the third generation Balanced Scorecard interrelate to each other and form the overall strategy of the organisation.

The map is a visual interpretation of an organisation's strategy.

It shows a logical, step-by-step connection between Themes, Perspectives and Strategic Objectives. It shows a cause-and-effect relationship from the bottom row (Support, Learning and Growth Perspective) to the top row (Triple Bottom Line Perspective) via Internal Processes and Stakeholders Perspectives.



A SUSTAINABLE INNOVATIVE WORLD-CLASS UTILITY

Triple Bottom Line	SUSTAINABLE GROWTH				
	TBL01: Optimised costs, revenues and investments				
	TBL02: Supporting Dubai's sustainable development		TBL03: Minimized environmental footprint		
Stakeholders	S01: Reliable and high quality supply of electricity and water	S02: Happy stakeholders	S03: Socially responsible business practices		
Internal Processes	Operational and smart service excellence	Stakeholder engagement		Strategic innovation	
	IP04: World-class customer service	IP07: World class integrated internal and external communication		IP12: Diversified investment portfolio	
				IP11: Sustainable and diversified energy mix	
	IP03: World-class Health & Safety and Environment practices			IP10: Effective demand side management	
	IP02: World-class governance and management standards	IP06: Implementation of best practice stakeholder engagement		IP09: Enabling Smart city	
	IP01: Asset management that delivers world class standards of availability, reliability and efficiency	IP05: Integrated/ comprehensive Corporate Social Responsibility framework		IP08: Effective R&D and innovative solutions and technologies	
Support, Learning & Growth	Competent capabilities and happy culture that fosters National Identity				
	SLG01: Attract and retain the right talent	SLG02: Skilled and experienced workforce with effective KM	SLG03: Smart integrated technology to support our business	SLG04: Positive energy and happy work environment	SLG05: Effective Emiratization

THE CUSTOMER HAPPINESS CHARTER



ALWAYS BRINGING YOU RESULTS AND SMILES

The Customer Happiness Charter has been developed so we can engage with you in a more meaningful way by adopting best practices in responsible customer service. It sets our benchmarks and defines your service expectations, fostering engaged customer participation to ensure excellence from government services.

DEWA is committed to achieve excellence in service provision that not only attains your happiness but also exceeds your expectations. DEWA has adopted the Customer Service Charter, launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, which comprises the following:

OUR COMMITMENT TO YOU

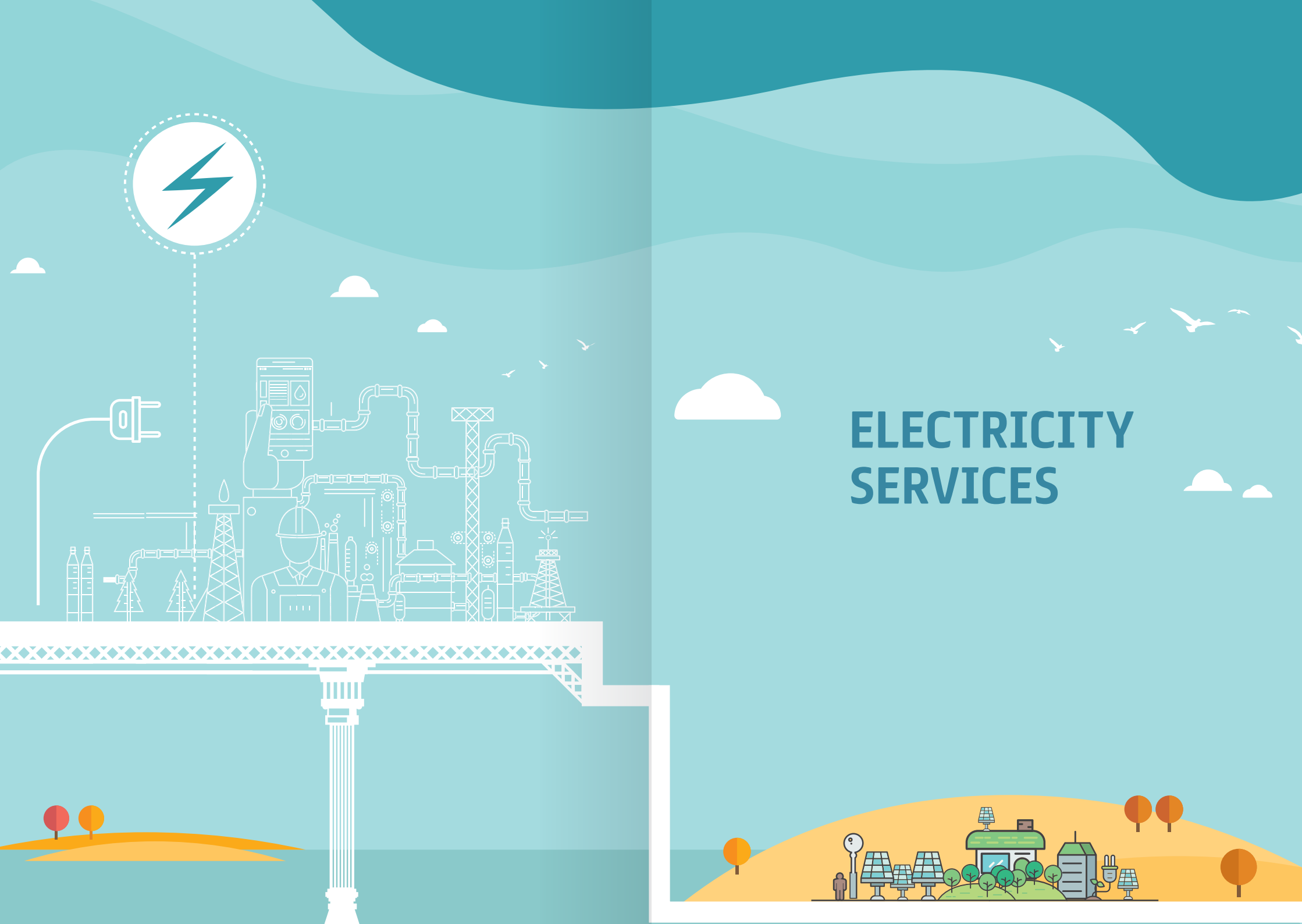
- We will treat you with courtesy, respect and a smile
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with service requirements, realistic expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and error-free service
- We will provide you with a multi-channel service and methods of payment and ensure we serve at your convenience
- We welcome your feedback and suggestions to serve you better
- We are committed towards the privacy of your information and data

YOUR COMMITMENT TO US

- Appreciate the efforts of our employees at your service and treat them with mutual respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided, or in case of error
- Inform us immediately of any changes that may affect our service provision
- Respond in a timely manner to queries from our employees to ensure timely and excellent service

You can contact us directly through the following channels:

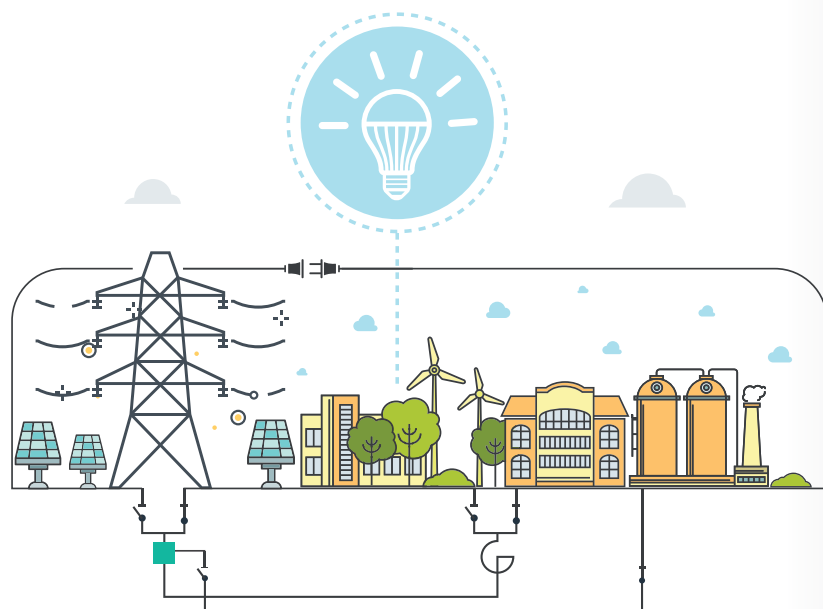
Telephone	Customer Care Centre – 04 601 9999 (24/7)
Email	customercare@dewa.gov.ae
Mail	PO Box 564, Dubai, UAE
Customer Happiness Centres	For more information about the timings and locations of our Centres, please visit www.dewa.gov.ae
Unified eSuggest System	https://esuggest.dubai.gov.ae
Unified eComplain System	https://ecomplain.dubai.gov.ae



ELECTRICITY SERVICES

GETTING ELECTRICITY – NEW CONNECTION SERVICE

Service Description	Customers can obtain new power connections, as well as temporary and additional load to various projects through the E-Services 'One Window' system
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Building Permit/NOC - Proposed location of meters and sub-meters - Layout of Drawing (i.e. floor plan indicating plumbing system) - Green Building Regulation Implementation Documents (.pdf format only)
Service Requirements	- Customer has to complete the owner-registration process in advance - Obtain DEWA building NOC - Obtain Building Permit from Dubai Municipality or other relevant Authority - The Building Completion Certificate from Dubai Municipality or other relevant authority is required for a power connection



Application Process	1. Enter owner ID (Emirates ID, Idbera, Trade license) used for owner registration then click on Search 2. Select the Owner to create the application 3. choose the type of connection (Permanent/Additional load/construction / Temporary supply) 4. Search the DEWA approved building NOC, related to your project. 5. Fill all the mandatory fields and attach the required documents based on the type of application (1) 6. Once the drawings are approved by DEWA, the connection cost estimate will be issued through the system, and you can now notify DEWA once your site is ready for Cable Laying. Notifying DEWA with readiness date for the low-voltage inspection and high-voltage substation inspection (if any) will be enabled and can be done through the Tracking page. 7. After payment is made, job orders will be issued based on the site readiness date identified by the Contractor 8. DEWA engineers will conduct field inspections of the electrical installation to check compliance with approved drawings and DEWA regulations 9. Subject to Inspection Clearance and submission of required documents, the meter will be installed and the power supply connected
Service Application Timings	Through DEWA Website - 24 Hrs
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website www.dewa.gov.ae
Application Form for this Service	N/A



Time Required to Deliver this Service	LV Design Approval: • Load 1-150 kw: 1 Working day • Load 151-3000 kw: 7 Working days • Load 3001-5000 kw: 12 Working days • Load 5001 and above: 17 Working days Issuance of Connection Cost: • Load 1 to 150 Kw: 1 Working day • Load 151 to 400 Kw: 5 Working days • Load above 400 Kw: 9 Working days LV Inspection: • Load 1 – 150 Kw: 2 working days from the readiness date identified by the electrical contractor • Load above 150 Kw: 3 working days from the readiness date identified by the electrical contractor HV Substation Location & size Approval (If any) • 4 working days HV Substation Inspection (If any) • 2 working days from the readiness date identified by the electrical contractor
Package	N/A
Service Limitations	• Connection cost is valid for One year from the date of issuance. • This service is provided for registered consultants & Contractors.
Notes	(1) • The system will generate a unique application number (E-xxxxxx) • This reference number can be used to track the progress of your request to its completion. ** Contractors can follow the above guidelines for additional load or temporary supply requests ** IMPORTANT NOTE: Payment is not required for Al Namoos Projects (Residential New Connections with load of 150Kw and below, fed from existing source)



SOLAR CONNECTION

Service Description	DEWA offers to its customers the service of connecting solar panels on existing buildings to DEWA's network, to regularise the generation process and enable customers to export surplus power to DEWA's grid
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	Application template available on DEWA website www.dewa.gov.ae
Service Requirements	- Obtain Solar NOC as a pre-requisite for the approval of any design, construction or installation work. - Download and complete the Application request from DEWA website - Send Application to CS.InspectionActivation@dewa.gov.ae after attaching required documents
Application Process	Solar – NOC Contractors and consultants must obtain a solar NOC as a pre-requisite for the approval of any design, construction or installation work. Enrolled solar consultants and contractors can apply for Solar NOCs connect solar energy generators to the power distribution system of DEWA. - Log in to consultants and contractors portal - Select 'DRRG Solar NOC' Solar - Design Approval To connect solar energy generators to DEWA's power grid, the design of the solar array must be approved prior to construction and installation. Enrolled solar consultants and contractors should apply for a Solar Design Approval and pay the required connection charges. Online application forms for Solar-Design Approvals are under development. In the meanwhile, online applications can be made in the following way:

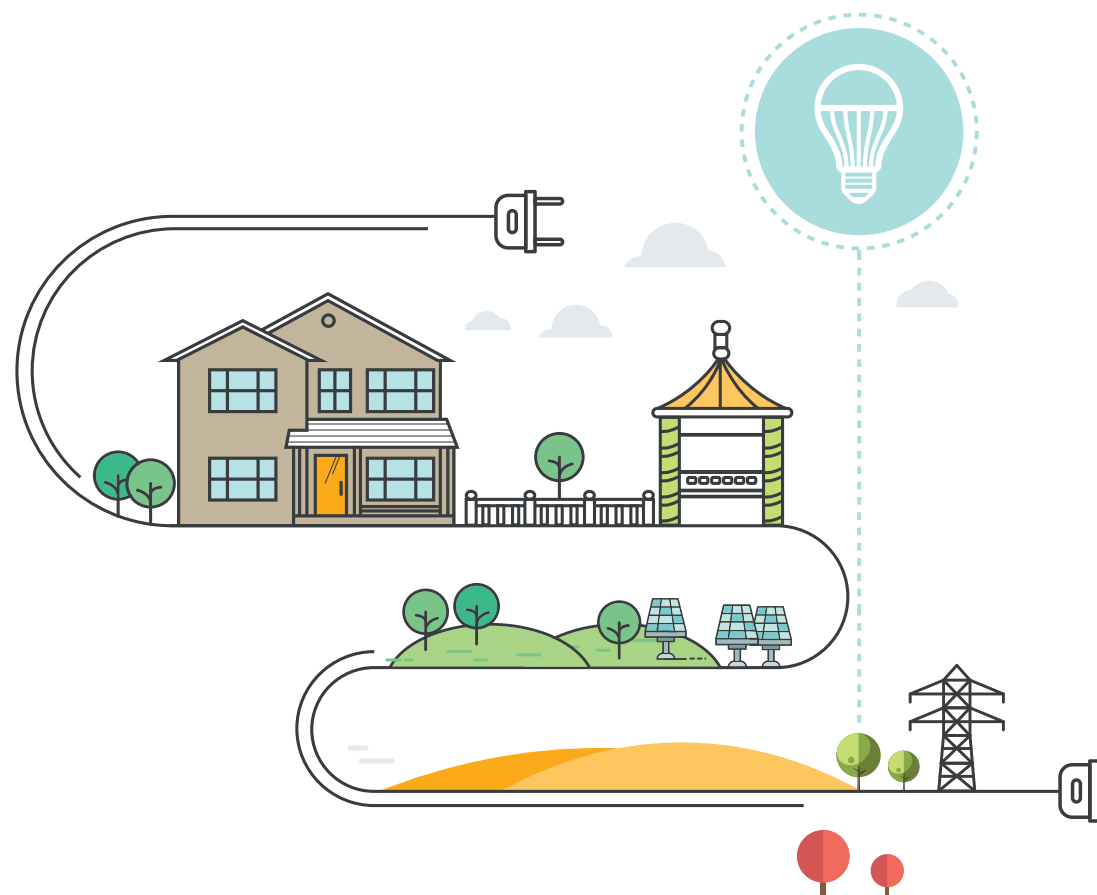
Application Process	- Download the application template - Fill the form off-line - E-mail application with the required documents completed and attached to cs.designapprovals@dewa.gov.ae. Solar – Inspection & Connection Enrolled solar consultants and contractors can track their Solar Design Approval applications, pay for connection charges and inform DEWA about the that any works are ready for inspection, to connect generators of electricity from solar energy to the distribution network of DEWA. The online solar inspection and connection tracking application forms are under development. To enable online processing until then, please do the following steps: - Download the application template - Fill the form off-line - E-mail application with the required documents completed and attached to cs.inspectionactivation@dewa.gov.ae
Service Application Timings	Through DEWA Website - 24 Hrs
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website
Application Form for this Service	Application for Solar Power Connection: https://www.dewa.gov.ae/~media/SolarInspection_application_form.ashx?la=en-AE
Time Required to Deliver this Service	56 Working Days
Package	N/A
Service Limitations	For Solar NOC: - Contractors & Consultants should be certified by DEWA as photovoltaic Solar Experts. 6 months from the date of issue



TEMPORARY SUPPLY FOR MOURNING AND WEDDINGS

Service Description	Providing Temporary supplies for mourning and weddings for UAE nationals only
Service Category & Type	Social
Customer Segment	Residential
Documents Required	1- RTA permission if there is road crossing 2- NOC required from General Directorate of Civil Defence.
Service Requirements	1. Customer Account. 2. Customer information (Contact or authorised person) 3. Number of days. 4- Contractor contact information and required load details.
Application Process	1. Apply for the request 2. Pay the charges after technical team visit the site 3. Lay the cable and activate the service.
Service Application Timings	24 hrs
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA, & Directorate General of Civil Defence
Where applications can be submitted	- Customer Happiness Centre - Customer Care Centre - DEWA website - DEWA Smart App
Application Form for this Service	Application Form
Time Required to Deliver this Service	4 hours after paying service fee

Package	N/A
Service Limitations	N/A
Notes	1- Period of temporary supply should not exceed 7 days. 2- In case of a wedding, customer must apply at least 4 days before the wedding. 3- In case of mourning, customer must apply immediately. 4- Service fees amount are non-refundable



TECHNICAL SERVICES SHIFTING OF METERS / SUBSTATIONS / CABLES

Service Description	This service enables enrolled contractors & consultants to apply, through DEWA website www.dewa.gov.ae , for infrastructure services which includes shifting of meters, substations or cables.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Latest affection plan issued from Dubai Municipality or relevant Authority - Load schedules showing Connected Load or Maximum Demand - Copy of Owner's Passport or Emirates ID - Latest DEWA Bill - No Demand Certificate or Clearance from DEWA Billing Services department for substation cancellation requests only - Site setting out plan showing current connections and proposed changes
Application Process	Apply through DEWA website www.dewa.gov.ae
Service Application Timings	Through DEWA Website - 24 Hrs
Service Fees	Free
Service Integration with other services	N/A



Partner organizations	N/A
Where applications can be submitted	DEWA website www.dewa.gov.ae
Application Form for this Service	N/A
Time Required to Deliver this Service	9 Working Days to issue estimate
Package	N/A
Service Limitations	Estimate is valid for 6 months



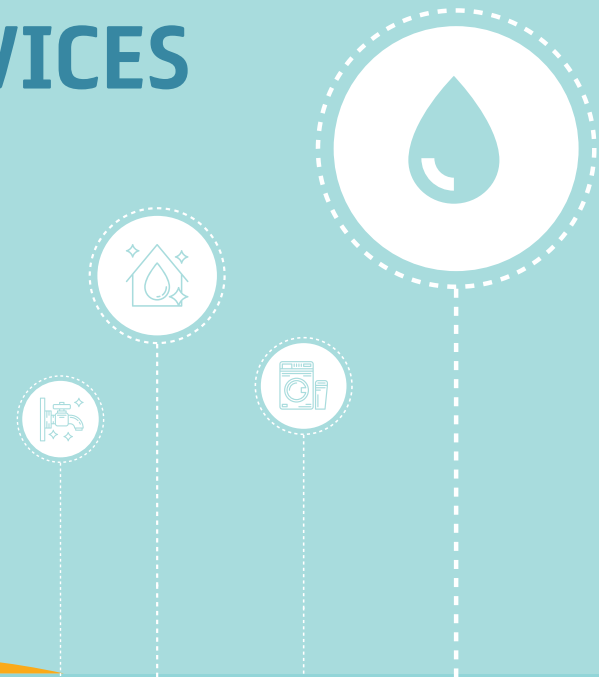
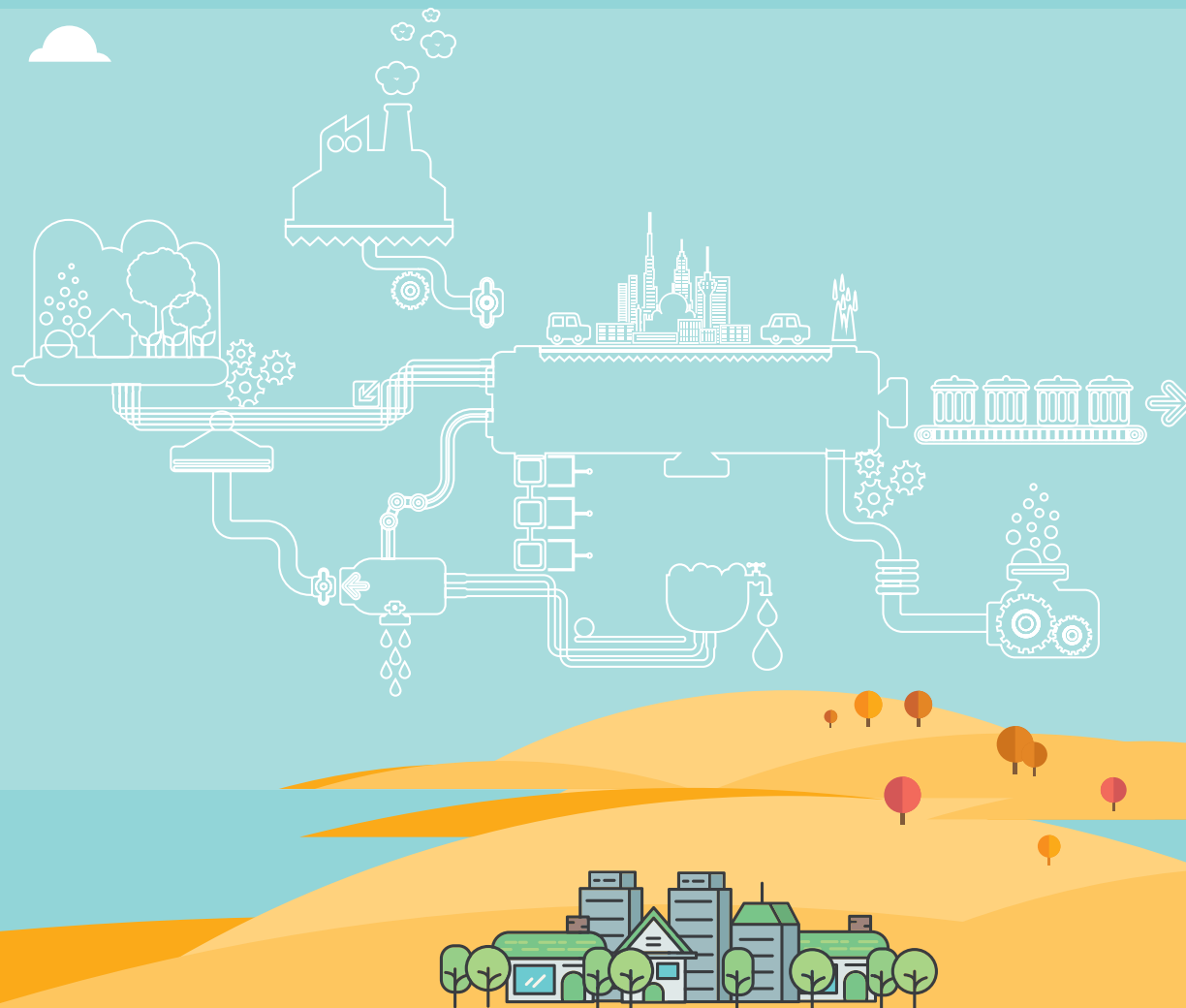
RESOLUTION OF TECHNICAL INCIDENTS

Service Description	This service is provided to all customer segments to resolve all technical incidents related to electricity interruption or any failure on the network.		
Service Category & Type	- Subsidiary - Procedural		
Customer Segment	- Residential - Commercial - Industrial - Government - Contractor - Consultant		
Documents Required	N/A		
Service Requirements	1. Customer Account 2. Location 3. Type of incident or service		
Application Process	1. Customer Care Centre by calling 991 2. DEWA Smart App		
Service Application Timings	24 hrs		
Service Fees	Refer to the service fee list below:		
	SI. No	Service Name	Rate/Service (AED)
	1	Single Cut-out Replacement	165
	2	Blown Cut-out Fuse Replacement	130
	3	LV Fuse Replacement At Sub-Station	150
	4	LV Fuse Replacement At Mini Feeder Pillar	145
	5	Distribution Board Rewireable Fuse Replacement	130
	6	Single Phase Energy Meter Replacement-All Ratings	260
	7	Three Phase Energy Meter Replacement -30-90 A	330
	8	Three Phase Energy Meter Replacement –above 30-90 A Ratings	435
9	Meter Replacement; IMS Ele.;10-90A, 1Ph,2W	765	

Service Integration with other services	10	Meter Replacement; IMS Ele.,;20-120A,3Ph,4W	1190
	11	Meter Replacement ;IMS Ele. ; 5A,LV-CT4W	1365
	12	Replacement Of Current Transformer (CT)	520
	13	Replacement CT Kilowatt Hour Meter; Type ET 411 MZ:V=3X2	480
	14	Resetting of Tripped Breaker	130
	15	Repairing of load Wire	130
	16	Sub-Station Open & Close On Consumer Request	95
	17	Inspection of Dewa Supply on customer Request	130
	18	Supply Disconnection On Customer Request (Dedicated CT)	95
	19	Reconnection Of Supply After Pvt Work Completion (Shared CT)	95
	20	Supply Disconnection On Customer Request (Shared Service)	95
	21	Supply Reconnection After Pvt Work Completion (Dedicated CT)	95
Partner organizations	N/A		
Where applications can be submitted	RTA, Dubai Municipality, Dubai Police and Etisalat		
Application Form for this Service	• Customer Happiness Centres • DEWA website • Smart App • Customer Care Centre		
Time Required to Deliver this Service	N/A		
Package	• 2 hours (minor complaints) • 4 hours major complaints (main cable failures)		
Service Limitations	N/A		
Notes	N/A		
Notes	Recommended to have regular maintenance of all internal wiring in your premises.		



WATER SERVICES



NEW WATER CONNECTION

Service description	Providing a new water supply
Service category & type	- Subsidiary - Procedural
Customer segment	- Contractor - Consultant
Documents required	- Passport copy or Emirates ID - Building Permit NOC - Building permit, Completion certificate & Letter from Dubai Municipality
Service requirements	Online application with all required documents
Application Process	- Apply through DEWA website and attach all required documents. - DEWA will visit the site and issue Estimate - Pay through any DEWA-approved payment channel - After payment and site readiness, the water will be connected within 3 days.
Service application Timings	24 /7
Service fees	Service fees depend on daily water requirements, materials, pipes and any meters required
Service integration with other services	N/A
Partner organisations	N/A
Where applications can be sent	DEWA website
Application Form for this Service	DEWA Application (available on website)
Time required to deliver this service	3 working days
Package	N/A
Service limitations	Applicants should settle the estimate amount within one year, otherwise the application will be cancelled.

WATER MAINTENANCE SERVICES

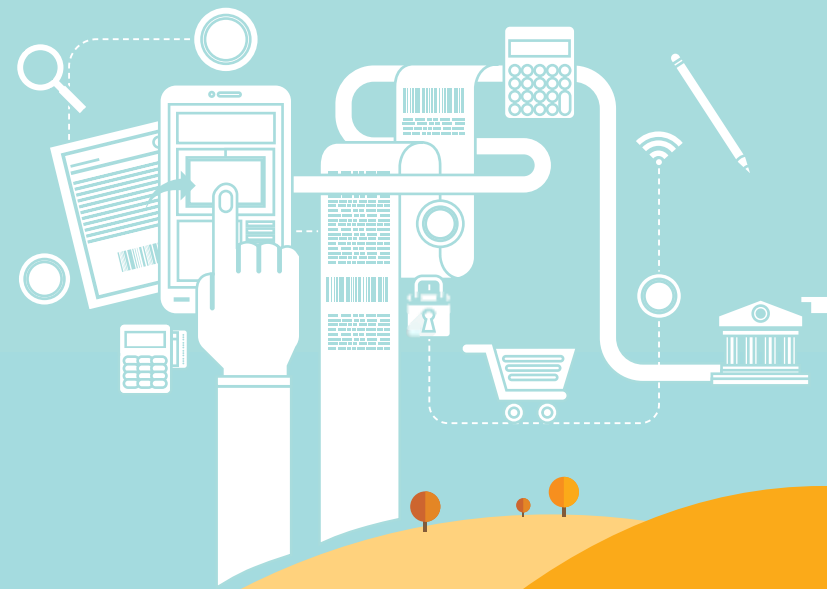
Service Description	Maintenance, of water technical complaints and emergencies Service description
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government - Contractor - Consultant
Documents Required	N/A
Service Requirements	- Customer Account - Location
Application Process	- Apply through DEWA Customer Care Centre by calling 991 or through DEWA website - Concerned department to receive the complaint and register in system - Investigation and necessary action taken by technicians - Close the complaint in the system
Service Application Timings	24 /7
Service Fees	In case breakage is caused by any party they have to pay the availed cost
Service Integration with other services	N/A
Partner organizations	RTA, Dubai Municipality, Dubai Police and Etisalat
Where applications can be submitted	- Customer Happiness Centre - DEWA website
Application Form for this Service	Not Available
Time Required to Deliver this Service	2 hours (minor complaints) 4 hours major complaints (main line breakage)
Package	N/A
Service Limitations	N/A

TECHNICAL SERVICES - WATER

Service Description	Providing consultations and approval for a developer's Network.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Network drawing with full details - Full study for the daily water requirement
Service Requirements	Official letter from Developer or consultant for consultation and getting approval
Application Process	- Developer or consultant will submit an official letter for consultation and getting approval - Appointment with the relevant Department - The relevant department will study the request and provide consultation with recommendations. - Developer or consultant will modify according to the recommendations and meet the concerned department to close the subject. - Developer or consultant will receive the approval.
Service Application Timings	07:30 am to 2:30 pm Water Distribution Projects department – (Al Quoz Sustainable Building)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	Project Department (Al Quoz Sustainable Building)
Application Form for this Service	N/A
Time Required to Deliver this Service	3 working days
Package	N/A
Service Limitations	N/A



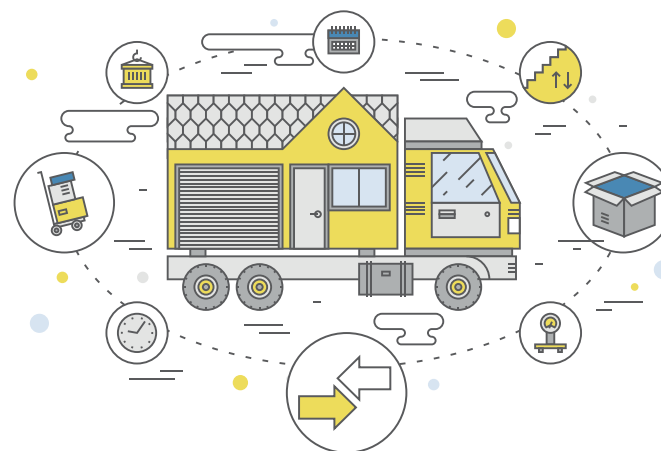
CUSTOMER AND BILLING SERVICES



MOVE-IN TO NEW PREMISE

Service Description	Connecting electricity and water supplies in premises for tenants
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Tenancy contract (EJARI) valid for at least one month - Emirates ID card - Commercial licence (for commercial and industrial customers), tenancy contract and application must be signed and sealed. - GCC countries customers and investors may show passport copy or unified ID card instead of Emirates ID
Service Requirements	The key requirement is a security deposit - AED 2,000 for a Flat (Residential Premises) - AED 4,000 for a Villa (Residential Premises) For non-residential premises, the security deposit is calculated based on the premise's consumption.
Application Process	- Completing and sending the application - Getting a reference number - Paying security deposit and activation fees - Connecting the electricity and water supply within 24 hours
Service Application Timings	- To view Customer Happiness Centres locations and timings please refer to pages 92-93 24/7 via smart app and DEWA website
Service Fees	Activation Charges - AED 100 for connecting electricity and water (small meters). - AED 300 for connecting Electricity and water meters (large meters) - AED 30 for registration.
Service Integration with other services	N/A
Partner organizations	- Printing centres approved by RERA - Property management companies

Where applications can be submitted	- Customer Happiness Centres - DEWA website - Smart App - Printing Centres approved from RERA
Application Form for this Service	Move-in Application
Time Required to Deliver this Service	- Water and electricity supply is connected within 24 hours of payment of the security deposit - Average waiting time in customer happiness centres is 4 minutes - Average serving time in customer happiness centres is 4 minutes
Package	N/A
Service Limitations	N/A
Notes	- Previous final bill of the premise should be settled before applying for this service for any amounts due - In case supply is not activated within 24 hours after security deposit payment, please call 991 to assist you - All landlords must pay security deposit for premises under maintenance - Local landlords must provide DEWA with a pledge to take responsibility of monthly dues



FINAL BILL (MOVE-OUT)

Service Description	Disconnecting water and electricity supplies of the premise
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Emirates ID of the resident's account owner - Authorisation letter in case final bill is requested by a representative (Residential) - Signed and sealed official letter (Commercial and industrial)
Service Requirements	- Premise evacuation date and mobile number - Final bill payment
Application Process	- Final Bill request - Receiving notification number via email and SMS to follow up the status of the requested service - Disconnection of water and electricity supply - Issuing Final bill - Paying dues of final bill - Refunding Security deposit amounts, if any
Service Application Timings	- To view Customer Happiness Centres locations and timings please refer to pages 92-93 24/7 via smart app and DEWA website
Service Fees	AED 50 for each meter and AED 20 knowledge fee
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centres - DEWA Website - Smart App - RERA
Application Form for this Service	Final Bill application

Time Required to Deliver this Service	- Final Bill will be sent via Email and SMS within 36 hours from request - Average waiting time in customer happiness centres is 4 minutes - Average service time in customer happiness centres is 4 minutes Security deposits will be refunded after settling final bill dues as follows:- - Security deposit amount will be refunded in Customer Happiness Centres if the refunded amount is less than AED 4,000 - If the refunded amount is over AED 4,000, it will be refunded by bank transfer within 3 working days from the date of final bill or by cheque within 7 working days.
Package	N/A
Service Limitations	N/A



BILL PAYMENT

Service description	Electricity and water monthly bill payments
Service category & type	- Supplementary - Procedural
Customer segment	- Residential - Commercial - Industrial - Government - Contractor - Consultant
Documents required	N/A
Service requirements	Providing the account number for the premises that the customer wants to pay for.
Application Process	Using one of DEWA's payment channels to pay the bill
Service application Timings	- To view customer happiness centre locations and timings, please go to pages 92-93 24/7 via smart app and DEWA website
Service fees	Bill amount only
Service integration with other services	N/A
Partner organisations	- Etisalat - Epco/Enoc - Empost - Banks (please check page 98 for a list of banks that handle DEWA bill payments) - Smart Dubai Platform
Where applications can be sent	- Customer Happiness Centres - DEWA website - DEWA Smart APP - Banks - Mpay - Empost - ENOC/EPPCO

Application Form for this Service	N/A
Time required to deliver this service	- Instant for online and smart app - Average waiting times in customer happiness centre are 1:45 minutes - Average serving times in customer happiness centre are 1:45 minutes
Package	N/A
Service Limitations	N/A



SHAMS DUBAI BILLING

Service Description	This service is given to customers registered in solar energy supply to reconcile consumption with generated solar power
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	N/A
Service Requirements	Customer has to be registered in solar energy supply
Application Process	- Customers registered in solar energy receive green bills for their consumption - If credit is due, additional kilowatts will be added to a customer's advanced credit - In case consumption is higher than kilowatts credit, outstanding dues should be paid by the customer as per the tariff slab system
Service Application Timings	Monthly
Service Fees	Free
Service Integration with other services	This service is linked with Solar energy supply and bill payment service
Partner organizations	For list of approved contractors please refer to: https://mobile.dewa.gov.ae/new/stpages/en/shamsdubai/customer.aspx
Where applications can be submitted	Through DEWA system
Application Form for this Service	N/A
Time Required to Deliver this Service	Monthly
Package	N/A
Service Limitations	N/A

TO WHOM IT MAY CONCERN CERTIFICATE

Service Description	This Certificate is issued on customer request that all the outstanding is clear.
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Passport copy or Emirates ID - Premise Number or Account Number - Final bill settled for Tenant only - Outstanding Cleared for Landlord (From SAP System)
Service Requirements	- For Tenant: Final Bill to be settled, For Landlord: Outstanding to be cleared - Fee charges to be paid
Application Process	- Settle the final bill (Tenant) or clear the outstanding (Landlord) - Pay the Charges fees - Get the Clearance Certificate
Service Application Timings	- For list of Customers Happiness Centres, please refer to pages 92-93 24/7 DEWA Website and DEWA Smart App
Service Fees	AED 50
Service Integration with other services	Final bill settlement then issuance of the clearance certificate
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centres - DEWA website - Smart App
Application Form for this Service	N/A
Time Required to Deliver this Service	- DEWA Website & Smart App - 3 working days - Customer Happiness Centres - Immediately - Serving Time in Customer Happiness Centres is 4 minutes
Package	Final Bill with Clearance Certificate
Service Limitations	Certificate is valid for one month from issuance date

ELECTRICAL VEHICLE (EV) REGISTRATION

Service Description	Providing electrical vehicles with green charging services and issuing monthly bills for it
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Passport copy or Emirates ID (for individuals) - Trade Licence (Commercial & Industrial) - Driving Licence. - Chassis Number. - Car ownership card
Service Requirements	- Visiting Customer Happiness Centres and filling the application along with required documents - Paying security deposit
Application Process	- Visiting Customer Happiness Centres and filling the application along with required documents - Registration in System - Paying security deposit - Receiving the card
Service Application Timings	To view customer happiness centres locations and timings please refer to pages 92-93
Service Fees	Dhs 500
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	Customer Happiness Centres
Application Form for this Service	DEWA Application

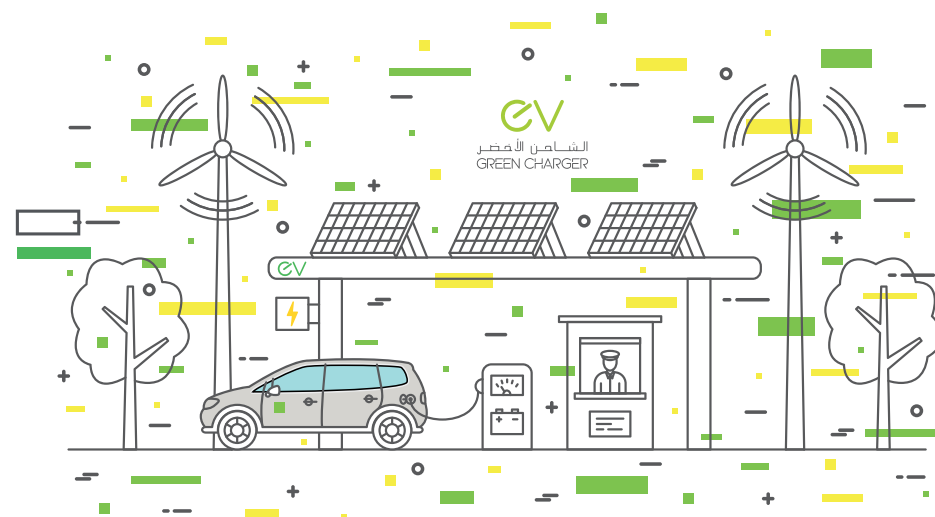
Time Required to Deliver this Service	Instantly Average Waiting times in customer happiness centres is 4 minutes Average serving time in customer happiness centres is 4 minutes
Package	N/A
Service Limitations	N/A



ELECTRICAL VEHICLE (EV) FINAL BILL

Service Description	Ending charging services for the electric vehicles and issuing the final bill
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Passport or Emirates ID (for residential) - Sealed and signed letter (for commercials and industrials) - Green Charger card - Account number
Service Requirements	- Account owner or delegate pays a visit to DEWA customer happiness centres - Paying final bill
Application Process	- Account owner or his or her delegate must visit a customer happiness centre - Receiving notification number via email and SMS to follow up with status of request - Issuing final bill - Closing account - Paying final bill - Refunding the security deposit, if any
Service Application Timings	To view customer happiness centres locations and timings please refer to pages 92-93
Service Fees	Final Bill amount
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	Customer Happiness Centres

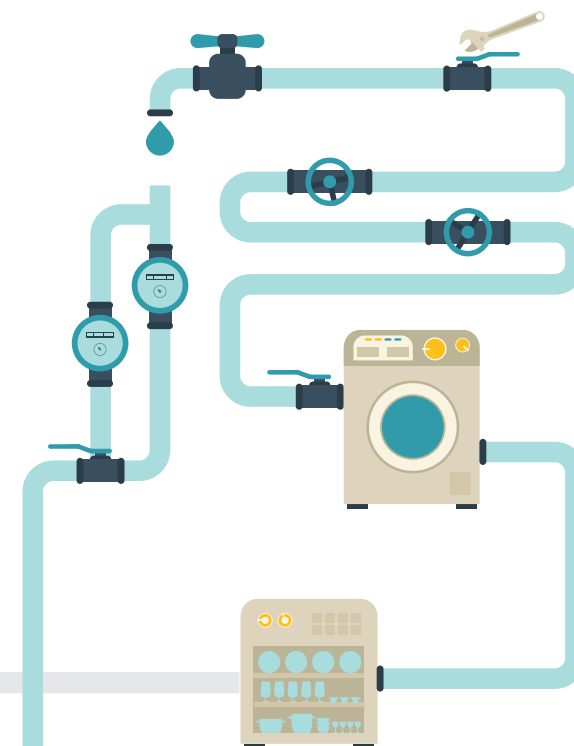
Application Form for this Service	N/A
Time Required to Deliver this Service	Final bill is sent via email and SMS to customer within 36 hours from time of service termination request Average waiting time is 4 minutes Average serving time is 4 minutes
Package	N/A
Service Limitations	N/A



HIGH / LOW CONSUMPTION ENQUIRIES

Service Description	This service is offered to all customers (residential, commercial, industrial & government) in case they noticed an unexpected increase or decrease in Electricity or Water consumption.
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Emirates ID in case of personal visit to Customer Happiness Centre - Authorisation letter from the account owner in case a representative is requesting the service on behalf of the owner.
Service Requirements	Providing account number
Application Process	- Customer may communicate with DEWA through any of the available service channels to enquire about high or low consumption. - A notification number will be sent to customer through SMS & Email, which can be used for tracking the status of the request - Feedback will be sent to customers through Email and mail box
Service Application Timings	- To view customer happiness centres' locations and timings please refer to pages 92-93 24/7 via Smart App and DEWA website
Service Fees	After the inspection, if it turned out that the meter has been working properly, inspection fees will be debited on customers upcoming bill as follows:- 30 AED for small meters 75 AED for large meters 'Thukher' cardholders are entitled to a 50% discount on service fees only.
Service Integration with other services	N/A
Partner organizations	N/A

Where applications can be submitted	- Customer Happiness Centres - DEWA Website - Smart App - Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	- Complaint will be resolved within 7 working days - Average waiting time in customer happiness centre is 4 minutes - Average service time in customer happiness centre is 4 minutes
Package	N/A
Service Limitations	N/A
Notes	In order to verify the accuracy of the meter, if required, meters will be tested in a DEWA lab and a new meter will be installed for service continuity.



GENERAL INQUIRIES

Service Description	General enquires by Customers about billing services and procedures.
Service Category & Type	- Subsidiary - Informational
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	Emirates ID
Service Requirements	Clarify the nature of the enquiry.
Application Process	Use one of DEWA's touch points such as its website, smart application, or any Customer Happiness Centre or Customer Care Centre to get this service
Service Application Timings	- Customer Happiness Centre (refer to pages 92-93) - DEWA's Website and Smart App and Customer Care Centre (24/7)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centres - DEWA website - Smart APP - Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	Immediately
Package	N/A
Service Limitations	N/A



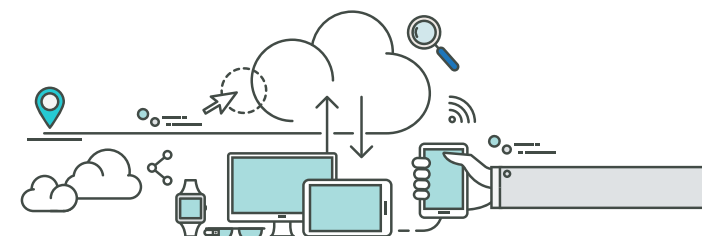
BILL INQUIRY

Service description	This service is for customers who want to know about tariffs, connections, and consumption rates.
Service category & type	- Supplementary - Informational - Procedural
Customer segment	- Residential - Commercial - Industrial - Government
Documents required	- Emirates ID card of the account owner - Authorisation letter from account owner in case of delegate
Service requirements	Provide account number
Application process	- Customers may communicate through any of service channel and ask for clarification - Customers will get a reference number by email and SMS to follow up with the status of their enquiry - Customers will receive feedback by e-mail and post
Service application timings	- To view customer happiness centre locations and timings please refer to pages 92-93 24/7 via smart app, DEWA website and Customer Care Centre
Service fees	Free
Service integration with other services	N/A
Partner organisations	N/A
Where applications can be made	- Customer Happiness Centres - DEWA website - DEWA smart APP - Customer Care Centre
Application form for this service	N/A
Time required to deliver this service	- The enquiry will be resolved and communicated within 7 days - Average waiting times in customer happiness centres is 5 minutes - Average service time in customer happiness centres is 4 minutes
Package	N/A
Service limitations	N/A

UPDATE CUSTOMER INFORMATION

Service Description	This service helps customers to update their personal information with DEWA such as mobile number, email address, PO box number etc. in order to receive monthly bills and notifications through SMS and Email.
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	Emirates ID for account holder
Service Requirements	- Account number - Attendance of the Account holder or a written authorisation letter in case of a representative
Application Process	➤ Procedure through Website and smart app Customer may instantly update his information by filling the required fields and submitting the information ➤ Procedure through Customer Happiness Centres Step 1: filling application with the updated information and submitting it at a Customer Happiness Centre Step 2: Customer will receive reference number through email and SMS to review service status Step 3: Information will be updated within 3 days ➤ Procedure through Customer Care Centre Step 1: Sending email to customer care centre with the new information customer wants to update customercare@dewa.gov.ae Step 2: Customer will receive reference number through email and SMS to review service status Step 3: Information will be updated within 3 days
Service Application Timings	- To view Customer Happiness Centres' locations and timings please refer to pages 92-93 24/7 via smart app, DEWA website and Customer Care Centre

Service Fees	- AED 10 Service charges for requests received through DEWA Customer Happiness Centres - Free for 'Thuker' and 'Sanad' cardholders - Free Service through DEWA Website and DEWA Smart App.
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centre - DEWA website - Smart App - Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	- Immediate Update for requests through Online / Smart Application. 3 working days for requests through Customer Happiness Centre. - Waiting time in customer happiness centres is 4:00 Minutes - Service time in customer happiness centres is 4:00 Minutes
Package	N/A
Service Limitations	N/A
Notes	In case of enquiry related to updating contact information, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA Customer portal www.dewa.gov.ae or through DEWA Smart App.



ADVISORY SERVICES



STANDBY SITE SUPERVISION

Service description	To provide supervision during construction activities in the vicinity of 400/132 kV cables or overhead lines (OHLs) or within DEWA's corridor to give advice on safety and protection methods.
Service category & type	- Subsidiary - Procedural
Customer segment	- Government - Contractor - Consultant
Documents required	DEWA Construction NOC Documents
Service requirements	Applicants must have a valid construction NOC.
Application Process	1. How to request by fax or e-mail Fill in the request form with the required information sent by fax 04 322 9095 or e-mail tlm.supervision@dewa.gov.ae 2. How to send an official request by hand Fill in the request form with required information and deliver it to either of the following locations: - DEWA, At Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building.
Service application Timings	During official working hours (7.30am to 2.30pm).
Service fees	Free
Service integration with other services	Transmission lines -NOC
Partner organisations	N/A
Where applications can be sent	- DEWA, At Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building.
Application Form for this Service	Filled Transmission line work notification/supervision request format
Time required to deliver this service	2 working days
Package	N/A
Service limitations	N/A

TRAIL PIT OR OVERHEAD LINE (OHL) CLEARANCE VERIFICATION & SUPERVISION

Service Description	To verify the clearance of Transmission lines for 400/132kV cables or overhead lines (OHLs), and their equipment within the proposed scope of work for NOC applications.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	DEWA Trail pit NOC Documents
Service Requirements	To have valid Trail pit NOC.
Application Process	1. How to request by fax or e-mail Fill in the request form with the required information sent by fax 04 322 9095 or e-mail tlm.supervision@dewa.gov.ae 1. How to send an official request by hand Fill in the request form with required information and deliver it to either of the following locations: - DEWA, At Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building.
Service Application Timings	During official working hours (7.30am to 2.30pm).
Service Fees	Free
Service Integration with other services	Transmission lines -NOC
Partner organizations	N/A
Where applications can be submitted	- DEWA, At Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building.
Application Form for this Service	Filled Transmission line work notification & supervision request format
Time Required to Deliver this Service	2 working days.
Package	N/A
Service Limitations	N/A

TRANSFORMER OIL TESTING SERVICE

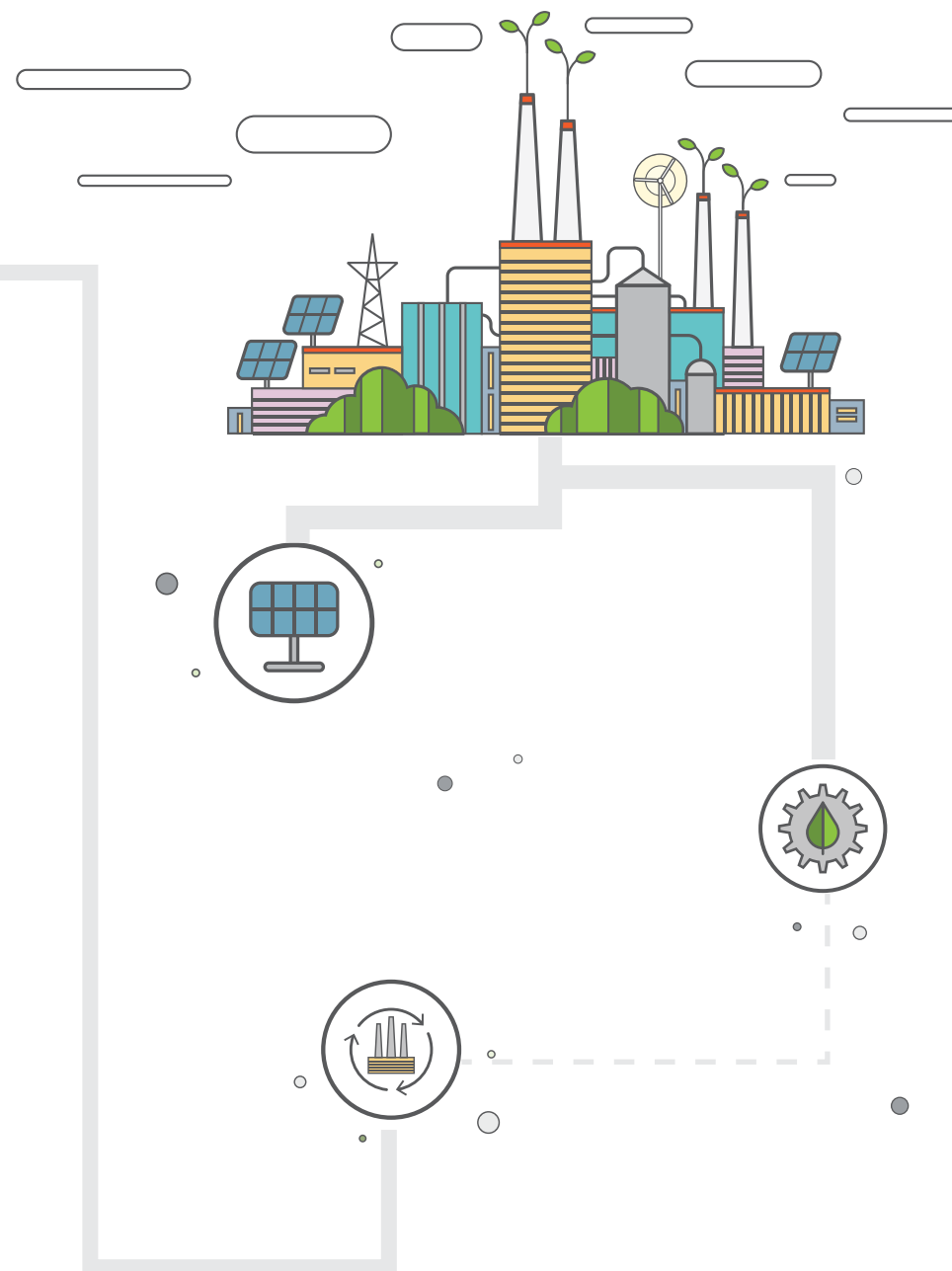
Service Description	Providing periodic testing of insulating oil to monitoring the condition of transformer oil used in electrical transformers and other electrical-insulating equipment.																				
Service Category & Type	- Subsidiary - Procedural																				
Customer Segment	DEWA Contractor																				
Documents Required	N/A																				
Service Requirements	To use this service, customers should send a letter requesting the service from TAM - Oil lab. This should include details on the number of samples and required tests.																				
Application Process	- Send the test requisition to the Transmission Asset Management Department's Transformer oil testing laboratory showing the number of samples and tests required to the DEWA Transformer Oil Laboratory, DEWA Warsan Complex, Academic City Road, Dubai, e-mail tamoillab@dewa.gov.ae, or call 04 889 2162, 04 889 2163 or 04 889 2155 - Submit the test samples to the laboratory according to the standard specifications and showing the test type required and number of samples - After receiving the samples, the oil lab calculate the amount fees for testing, the customer will be asked to pay the fees at any DEWA customer Happiness Centre. After the customer receives the payment receipt, send a soft copy of it to the oil lab by email or send a hard copy directly to the lab - Reports will be received directly from the lab at Warsan or the lab will send soft copies of the reports to customers by e-mail from tamoillab@dewa.gov.ae after confirmation of prompt payment of the fees according to number of samples and tests required.																				
Service Application Timings	7:30 AM : 2: 30 PM (Official working hours)																				
Service Fees	On chargeable basis Rates for Transformer Oil Testing Services / Testing Time for one sample <table><tr><th>SI. No</th><th>Description of Test</th><th>Rate Per Test (Dhs.)</th><th>Testing Time / one Sample</th></tr><tr><td>1</td><td>Water Content</td><td>320.00</td><td>2 Hrs</td></tr><tr><td>2</td><td>Break-down Voltage</td><td>310.00</td><td>3 Hrs</td></tr><tr><td>3</td><td>Acidity</td><td>480.00</td><td>3Hrs</td></tr><tr><td>4</td><td>Interfacial Tension</td><td>425.00</td><td>3 Hrs</td></tr></table>	SI. No	Description of Test	Rate Per Test (Dhs.)	Testing Time / one Sample	1	Water Content	320.00	2 Hrs	2	Break-down Voltage	310.00	3 Hrs	3	Acidity	480.00	3Hrs	4	Interfacial Tension	425.00	3 Hrs
SI. No	Description of Test	Rate Per Test (Dhs.)	Testing Time / one Sample																		
1	Water Content	320.00	2 Hrs																		
2	Break-down Voltage	310.00	3 Hrs																		
3	Acidity	480.00	3Hrs																		
4	Interfacial Tension	425.00	3 Hrs																		

Service Fees	SI. No	Description of Test	Rate Per Test (Dhs.)	Testing Time / one Sample	
	5	Inhibitor Content	415.00	3 Hrs	
	6	Furan Analysis	1,100.00	3 days	
	7	Color and Appearance	315.00	2 Hrs	
	8	Kinematic Viscosity	425.00	3 Hrs	
	9	Flash Point	715.00	3 Hrs	
	10	Oxidation Stability	4,455.00	2 months	
	11	Degree of Polymerization	2,645.00	4 days	
	12	Corrosive Sulphur Test	2,915.00	4 days	
	13	Dissolve Gas Analysis	1,885.00	One Day	
	14	Passivator Analysis	1,115.00	One Day	
	15	Dielectric Dissipation Factor and D.C. Resistivity	655.00	4 Hrs	
	16	Particle Count	400.00	3 Hrs	
	Service Integration with other services	N/A			
	Partner organizations	N/A			
	Where applications can be submitted	DEWA transformer oil laboratory, DEWA Warsan Complex, Academic City Road, Dubai, or e-mail tamoillab@dewa.gov.ae			
Application Form for this Service	Request from customer for transformer oil testing service				
Time Required to Deliver this Service	Depend on number of samples and type of tests requested, please refer to rates table above.				
Package	N/A				
Service Limitations	N/A				

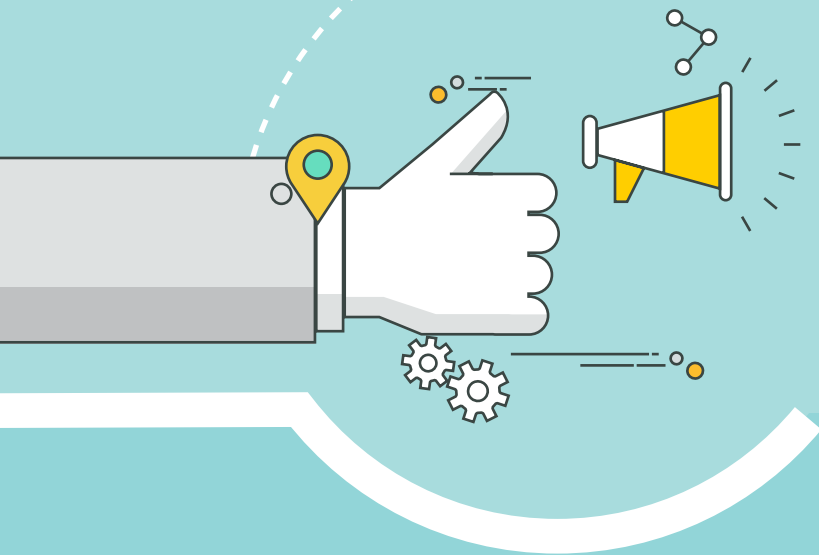


ENERGY AUDIT SERVICE

Service Description	DEWA conducts energy audit service free of charge for its customers' buildings, where DEWA's engineers visit the building to gather different data about all its facilities and identifies the conservation opportunities and provides customer energy audit report.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Commercial - Industrial - Government
Documents Required	N/A
Service Requirements	- Customer or Organization Name - Customer Type. - Account Numbers (Electricity & Water) - Address - Number of buildings to be audited. - Concerned Person - Contact person (Mobile & email of the contact person)
Application Process	- To make a request for the energy audit by applying in DEWA website - Book an appointment with the client for the site visit - Energy Audit Team conduct site visit to the client building
Service Application Timings	7:30 AM – 2:30 PM Sunday to Thursday
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website www.dewa.gov.ae
Application Form for this Service	Online request through DEWA website
Time Required to Deliver this Service	10 Working Days for each building
Package	N/A
Service Limitations	N/A



NO OBJECTION CERTIFICATES



NO OBJECTION CERTIFICATE (NOC) FOR GENERAL PROJECTS

Service description	Application for General Projects NOC, in which the Consultant or Contractor requests DEWA's Approval for design and construction drawings respectively, before starting the construction within the Right of Way (ROW) or within or adjacent to DEWA's assets and corridors.
Service category & type	- Subsidiary - Procedural
Customer segment	- Residential - Government - Contractor - Consultant
Documents required	Trade license
Service requirements	- Covering letter - Affection plan - Key plan showing the proposed work - General layout plan showing proposed work (DTLM coordinates) - Detailed cross-sections drawings showing the distribution of services corridor along with the proposed work as per the RTA's ROW cross section or an approved master plan for major projects - Trial pit & site verification from relevant departments - Detailed programme of proposed work - Contractor's emergency contact details - Detailed method of statement (for working near or above DEWA services) - For specific submission requirements depending on the project, please refer to the detailed submission guideline available at https://crm.dewa.gov.ae/irj/portal/anonymous



Application process	1. Work within right of way - Apply online for a NOC on the RTA System (e-NOC) through the link: https://noc.rta.ae - For digital application, customers should attach their requirements as mentioned in the NOC submission guidelines. - For manual applications, get the online RTA reference number from e-NOC and upload the necessary documents on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA land and premises - NOC applications that don't need to be made on the RTA E-NOC system for DEWA-related projects can be done on the DEWA customer portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service application timings	24/7 through DEWA Website
Service fees	Free
Service integration with other services	N/A
Partner organisations	RTA
Where applications can be made	RTA & DEWA website
Application form for this service	N/A
Time required to deliver this service	10 Working days
Package	N/A
Service limitations	NOC applications on the RTA E-NOC system will be automatically cancelled if: - The customer fails to obtain NOC approval for the Digital and manual NOC submission within 60 days. - The customer fails to make the RTA E-NOC application on the DEWA Customer Portal, providing an RTA-NOC application reference number, within 7 working days.
Notes	For NOC Submission Guideline, upload the soft copy on www.dewa.gov.ae

NO OBJECTION CERTIFICATE (NOC) FOR HOUSE CONNECTION

Service description	Application for House Connection NOCs are needed for when a customer requests approval from DEWA before starting the construction works within the Right of Way (ROW) to connect the plot service to the relevant utility network.
Service category & type	- Subsidiary - Procedural
Customer segment	- Government - Contractor
Documents required	Trade license
Service requirements	- Covering letter - Affection plan - Key plan showing the proposed work - General layout plan showing proposed work (DTLM coordinates) - Detailed cross-section drawings showing the distribution of the services corridor along with proposed work as per RTA ROW cross section or approved master plan for major projects - Trial pit or site verification from relevant departments. - Detailed programme of proposed work - Contractor's emergency contact details - Detailed statement of method (for working near or above DEWA premises) - For specific submission requirements depending on the project, please refer to detailed submission guideline available at https://crm.dewa.gov.ae/irj/portal/anonymous

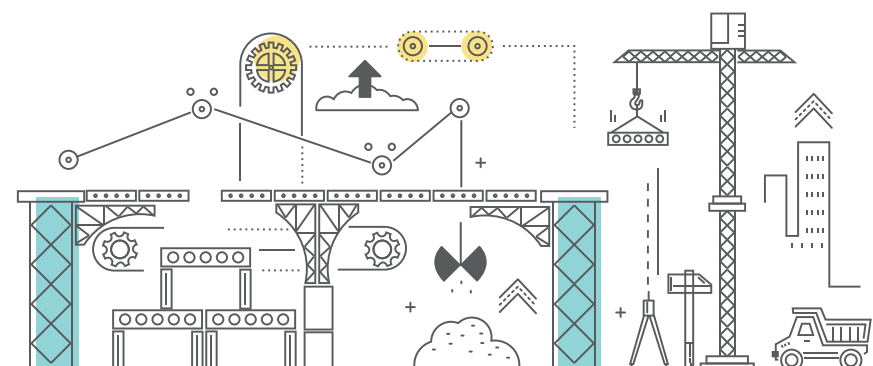


Application process	1. Work within right of way - Apply for NOC online on the RTA System (e-NOC) through the link: https://noc.rta.ae - For digital applications, customers should attach their requirements as mentioned in the NOC submission guidelines - For manual application, get the online RTA reference number from e-NOC and upload necessary documents on the DEWA customer portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA lands and premises - NOC applications that don't need to be made on the RTA E-NOC system (DEWA Related Projects) can be made on DEWA's customer portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service application timings	24/7 through DEWA Website
Service fees	Free
Service integration with other services	N/A
Partner organisations	RTA
Where applications can be made	RTA & DEWA website
Application form for this service	N/A
Time required to deliver this service	5 Working days
Package	N/A
Service limitations	NOC applications on the RTA E-NOC system will be automatically cancelled in the following cases: - The customer fails to obtain NOC approval for the Digital and manual NOC submission within 60 days. - The customer fails to make the RTA E-NOC application on DEWA Customer Portal, providing the RTA-NOC application reference number, within 7 working days.
Notes	For the NOC submission guidelines, upload the soft copy on www.dewa.gov.ae

NO OBJECTION CERTIFICATE (NOC) FOR ROAD PROJECTS

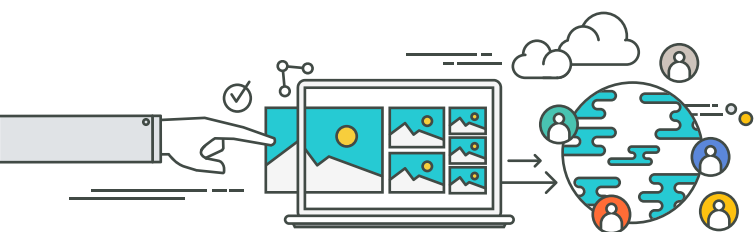
Service Description	Application for Road Projects NOC, in which the Consultant or Contractor requests approval from DEWA for Design or Construction Drawings respectively, before starting the construction works within the Right of Way (ROW) or within or adjacent to DEWA assets and corridors.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work - General layout plan showing proposed work (DTLM coordinates) - Detailed Cross sections drawings showing the distribution of services corridor along with proposed work as per RTA ROW cross section or Approved master plan for major projects - Trial pit or site verification from relevant departments. - Detailed programme of proposed work - Contractor's emergency contact details - Detailed statement of method for working near or above DEWA services - For specific submission requirements depending on the project, please refer to detailed submission guideline available at https://crm.dewa.gov.ae/irj/portal/anonymous

Application Process	1. Work within right of way - Apply for NOC online on the RTA System (e-NOC) through the link: https://noc.rta.ae - For online applications, customers should attach their requirements as mentioned in the NOC Submission Guidelines - For manual application, get the online RTA reference number from e-NOC and upload necessary documents on DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA Reservations & Premises - NOC applications that do not need to be made on the RTA E-NOC system (DEWA Related Projects) can be done on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service Application Timings	24/7 through DEWA Website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA
Where applications can be submitted	RTA & DEWA website
Application Form for this Service	DEWA Application form
Time Required to Deliver this Service	14 Working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the Digital and manual NOC submission within 60 days. - The customer does not make the RTA E-NOC application on DEW Customer Portal, with the RTA-NOC application reference number, within 7 working days.
Notes	For NOC Submission Guideline, upload the soft copy on www.dewa.gov.ae



NO OBJECTION CERTIFICATE (NOC) FOR NETWORK SERVICES

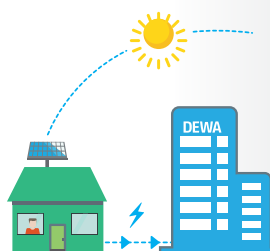
Service Description	Application for Network NOC, in which the Consultant or Contractor requests DEWA's Consultants and Contractors can request approval from DEWA for Design or Construction Drawings respectively, before starting the any construction works within the Right of Way (ROW) or within or adjacent to DEWA's assets and corridors.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work - General layout plan showing proposed work (DTLM coordinates) - Detailed Cross sections drawings showing the distribution of services corridor along with proposed work as per RTA ROW cross section or approved master plan for major projects - Trial pit or site verification from relevant DEWA departments. - Detailed programme of proposed work - Contractor's emergency contact details - Detailed statement of method for working near or above DEWA services - For specific submission requirements depending on the project, please refer to detailed submission guideline available at https://crm.dewa.gov.ae/irj/portal/anonymous



Application Process	1. Work within right of way - Apply for NOC online on the RTA system (e-NOC) through the link: https://noc.rta.ae - For online applications, customers should attach their requirements as mentioned in the NOC Submission Guidelines. - For manual application, get the online RTA reference number from e-NOC and upload the necessary documents on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA lands & premises - NOC applications which do not require to be submitted through RTA E-NOC system (DEWA Related Projects) can be submitted through DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service Application Timings	24/7 through DEWA Website
Service Fees	Free
Service Integration with other services	Not Available
Partner organizations	RTA
Where applications can be submitted	RTA & DEWA website
Application Form for this Service	N/A
Time Required to Deliver this Service	14 Working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the Digital and manual NOC submission within 60 days. - The customer does not make the RTA E-NOC application on DEW Customer Portal, with the RTA-NOC application reference number, within 7 working days.
Notes	For NOC Submission Guidelines, please refer to the soft copy from www.dewa.gov.ae

REQUEST FOR INFORMATION NOC FOR ABOUT DEWA ELECTRICITY AND WATER SERVICES

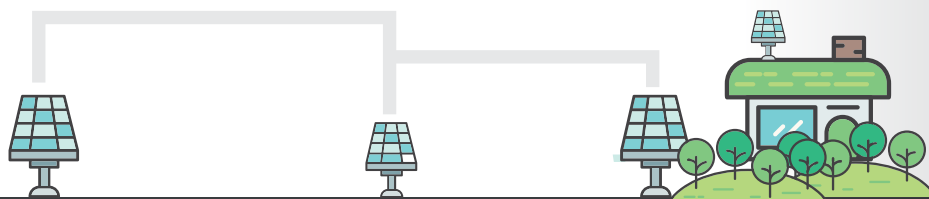
Service Description	Application for Information about DEWA assets and services (Existing, Ongoing, and Proposed) in the Right of Way (ROW) or corridors that might be influenced by or influence the proposed project's scope of work.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work - General layout plan showing proposed work (DTLM coordinates) - Detailed Cross sections drawings showing the distribution of services corridor along with proposed work as per RTA ROW cross section or Approved master plan for major projects - Trial pit or site verification from relevant departments. - Detailed programme of proposed work - Contractor's emergency contact details - Detailed Method of statement (for working near or above DEWA services) - For specific submission requirements depending on the project, please refer to detailed submission guideline available at https://crm.dewa.gov.ae/irj/portal/anonymous



Application Process	1. Work within Right of Way - Apply for NOC online on the RTA System (e-NOC) through the link: https://noc.rta.ae - For online applications, customers should attach their requirements as mentioned in the NOC Submission Guidelines. - For manual applications, get the online RTA reference number from e-NOC and upload the required documents on DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA lands and premises - NOC applications which do not require to be submitted through RTA E-NOC system (DEWA Related Projects) can be submitted through DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service Application Timings	24/7 through DEWA Website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA
Where applications can be submitted	RTA & DEWA website
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the Digital and manual NOC submission within 60 days. - The customer does not make the RTA E-NOC application on DEW Customer Portal, with the RTA-NOC application reference number, within 7 working days.
Notes	For NOC Submission Guidelines, please upload the soft copy on www.dewa.gov.ae

NO OBJECTION CERTIFICATE (NOC) FOR TRIAL TRENCH

Service Description	Application for a Trial Pit NOC before starting construction on the project site, in which the customer requests DEWA approval and conditions to expose existing services in the Right of Way (ROW) or corridors.
Service Category & Type	- Subsidiary - Procedural
Customer category	Contractor
Documents Re-quired for DEWA enrollment	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work - General layout plan showing proposed work (DTLM coordinates) - Detailed Cross sections drawings showing the distribution of services corridor along with proposed work as per RTA ROW cross section or Approved master plan for major projects - Trial pit or site verification from relevant departments. - Detailed programme of proposed work - Contractor's emergency contact details - Detailed statement of method for working near or above DEWA services - For specific submission requirements depending on the project, please refer to detailed submission guideline available at https://crm.dewa.gov.ae/irj/portal/anonymous



Application Process	1. Work within right of way - Apply for NOC online on the RTA System (e-NOC) through the link: https://noc.rta.ae - For online applications, customers should attach their requirements as mentioned in the NOC Submission Guidelines - For manual applications, get the online RTA reference number from e-NOC and upload the required documents on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA lands & premises - NOC applications which do not need to be made on the RTA E-NOC system (DEWA Related Projects) can be done on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service Application Timings	24/7 through DEWA Website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA
Where applications can be submitted	RTA & DEWA website
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the Digital and manual NOC submission within 60 days. - The customer does not make the RTA E-NOC application on DEW Customer Portal, with the RTA-NOC application reference number, within 7 working days.
Notes	For NOC Submission Guideline, upload a soft copy from www.dewa.gov.ae

NO OBJECTION CERTIFICATE FOR BUILDING PERMIT (WATER)

Service Description	Issuing No Objection Certificate for Building permit
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Affection Plan - Internal Network Drawings - Details of Daily Water Requirements
Service Requirements	Online application with all required documents
Application Process	- Apply through DEWA website or Dubai Municipality website and attach all required documents - Receive the application - DEWA will study the application and provide remarks/ approval - Issue of No objection Certificate
Service Application Timings	24/7
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	Dubai Municipality
Where applications can be submitted	- DEWA website - Dubai Municipality website
Application Form for this Service	No Objection Certificate for Building Permit
Time Required to Deliver this Service	3 working days
Package	N/A
Service Limitations	N/A

BUILDING NOC (ELECTRICITY)

Service Description	DEWA offers this service to enrolled consultants & contractors to issue Building NOCs through DEWA E-Services available at DEWA website www.dewa.gov.ae
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Latest Affection Plan issued from Dubai Municipality / Concerned Authority - Site setting out plan with meter location - Load schedules with Connected Load / Maximum demand - Passport copy / Emirates ID of owner
Service Requirements	To be enrolled in DEWA Online Services www.dewa.gov.ae
Application Process	1. Apply through DEWA website www.dewa.gov.ae. 2. Choose "DEWA Website → Consultants & Contractors → Services → NOC Services → Building NOC" 3. Entry of Emirates ID / Trade License / Idbera number used for registering project owner 4. Move to Owner Registration page and search by identifying the category 5. If the owner name does not appear while searching, register the owner by selecting "create owner" and update the required details. 6. Select Type of procedure as per your requirement e.g. New, Revision, Renewal 7. Fill-up mandatory fields, then click "Submit Application"⁽¹⁾ Important Note: The projects which requires DM (Dubai Municipality) building permit, application for Building NOC is to be submitted through Dubai Municipality Portal for building permits.
Service Application Timings	Through DEWA Website - 24 Hrs
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A

Where applications can be submitted	DEWA website
Time Required to Deliver this Service	6 working days
Package	N/A
Service Limitations	Validity of Building NOC: 2 years for Normal growth area 1 year for Major Projects area - Application is automatically cancelled by system in case of not resubmitted by contractor / consultant within 10 working days of being returned from DEWA
Notes	(1) - System will automatically generate application reference number (111xxxx) - Customer will be able to track the status of the application through DEWA W-Services using the above reference number ** Application is automatically cancelled in case if it was returned by DEWA and not resubmitted by Contractor / Consultant within 10 Working Days



NO OBJECTION CERTIFICATE FOR DEMOLITION (WATER)

Service Description	Issuing No Objection Certificate for a demolition
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Affection Plan - Trade License
Service Requirements	Online application with all required documents.
Application Process	- Apply through DEWA website and attach all required documents. - Coordinate with Customer Billing department for pending bills and financial requirements. - Pay financial requirements through DEWA approved payment channels. - Coordinate with Customer Billing department for Final Bills. - Disconnect the water supply. - The NOC will be issued within 3 Working Days.
Service Application Timings	24 Hours Daily
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website
Application Form for this Service	No Objection Certificate for Demolishing form
Time Required to Deliver this Service	3 working days
Package	N/A
Service Limitations	N/A

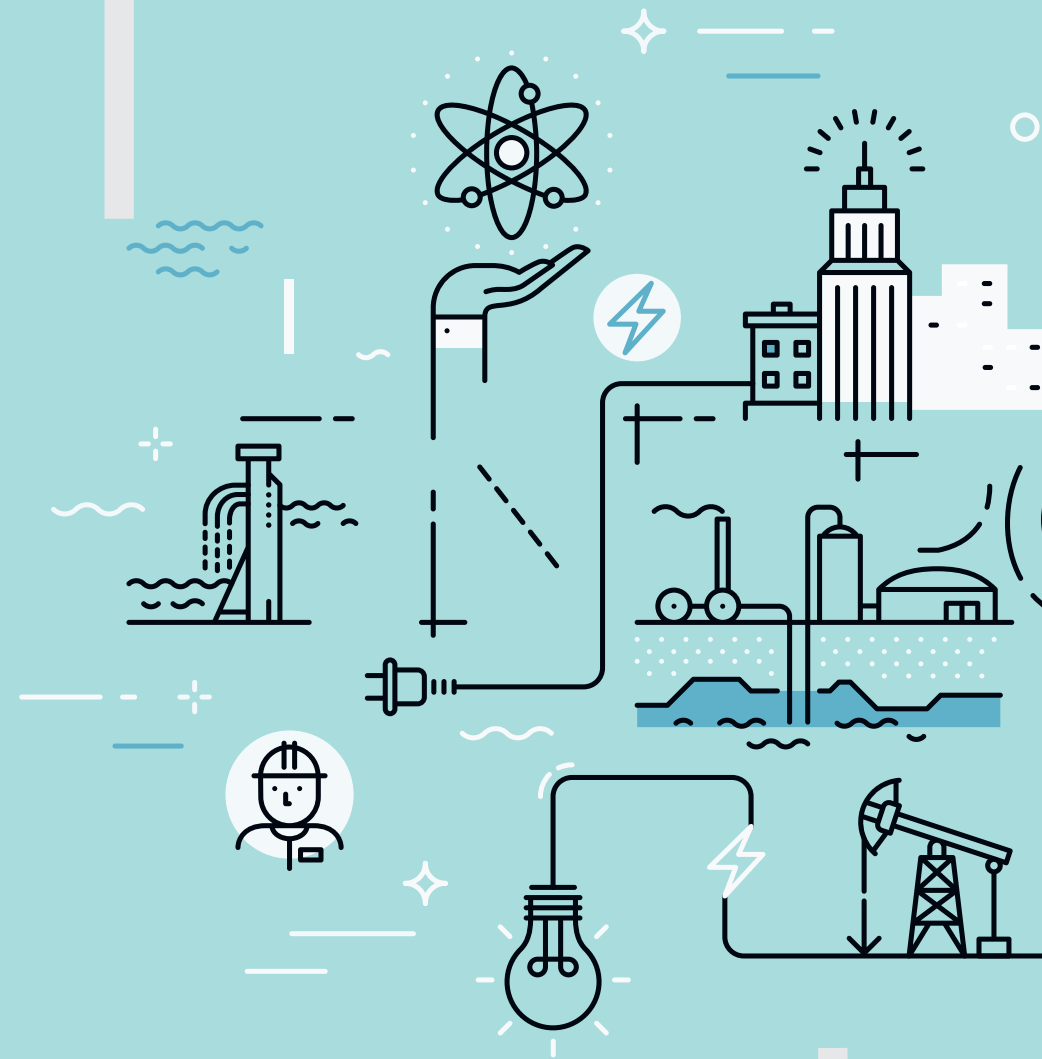
DEMOLITION NOCS (NO OBJECTION CERTIFICATES) – ELECTRICITY

Service Description	DEWA Offers Demolition NOC Service to registered Contractors through E-Services available on DEWA website www.dewa.gov.ae
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Owner Passport copy - Affection Plan - Site plan indicating the area for demolition - No Demand Certificate from DEWA stating the settlement of final Bill pertaining to the building proposed for demolition
Service Requirements	- Submit request through E-Services on DEWA Website www.dewa.gov.ae - Shifting / Removal of cables or equipment existing in site required to be demolished
Application Process	- Application submission through www.dewa.gov.ae - Choose "Consultants & Contractors → Services → NOC Services → Demolition NOC" - Entry of Emirates ID / Trade License / Idbera number used for registering project owner - Move to Owner Registration page and search by identifying the category - If the owner name does not appear while searching, register the owner by selecting "create owner" and update the required details. - Select Type of procedure as per your requirement e.g. New, Revision, Renewal - Fill-up mandatory fields, then click "Submit Application"⁽¹⁾
Service Application Timings	Through DEWA Website - 24 Hrs
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days

Package	N/A
Service Limitations	Demolition NOC is valid for 6 months
Notes	(1) - System will automatically generate application reference number (30xxxx) - Customer will be able to track the status of the application through DEWA W-Services using the above reference number

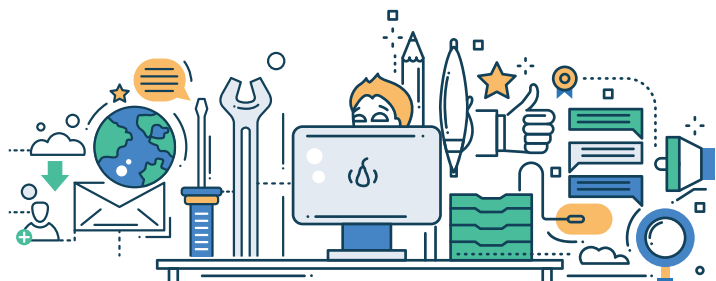


IMPORTANT INFORMATION



ENROLLMENT OF CONSULTANTS & CONTRACTORS

Service Description	Through this service, Contractors & Consultants will be able to use and benefit from DEWA Online Services					
Service Category & Type	- Subsidiary - Procedural					
Customer Segment	- Contractor - Consultant					
Documents Required	a. Consultants					
	Category	Documents / Requirements				
		Valid Trade License copy issued by Department of Economic Development Dubai	Supervising Engineer's passport copy along with visa page.	Experience Certificates	Qualification	Practical Experience
	Other requirements					
	Consultant General (Civil, Structural, Architectural)	✓	✓	✓	✓	-
	Consultant Electrical	✓	✓	✓	✓	Minimum 1 Year
	Consultant Utility (Government Organization, Utilities, Developers)	✓	✓	✓	✓	-
	DRRG solar PV consultant	✓	✓	✓	✓	Minimum 4 Years
		Attend DEWA certified solar professional Training and pass the exam				



Service Requirements	b. Contractors						
	Category	Documents / Requirements					
		Valid Trade License copy issued by Department of Economic Development Dubai	Supervising Engineer's passport copy along with visa page.	Experience Certificates	Qualification	Practical Experience	Other requirements
	Contractor Electrical	✓	✓	✓	✓	Minimum 1 Year	List of technical staff within company with copies of valid employment visa
	Contractor Civil	✓	✓	✓	✓		
	Contractor Electrical Fit out	✓	✓	✓	✓	Minimum 1 Year	** List of technical staff within company with copies of valid employment visa ** Attend DEWA certified solar professional Training and pass the exam
	Contractor Demolition	✓	✓	✓	✓		
Application Process	Submit request for Enrollment through E-Service available in DEWA website www.dewa.gov.ae according to the mentioned categories						
Service Application Timings	Through DEWA Website - 24 Hrs						
Service Fees	Free						
Service Integration with other services	N/A						
Partner organizations	N/A						
Where applications can be submitted	DEWA website www.dewa.gov.ae						
Time Required to Deliver this Service	5 working days						
Package	N/A						
Service Limitations	N/A						

ELECTRICITY & WATER CONSERVATION & TIPS

Our natural resources are precious, and with it comes our social responsibility to conserve these very important gifts. Below are some simple tips that you can implement to help reduce your consumption of electricity and water, thereby helping to preserve our environment – for us and for generations to come.



PEAK TIME IN THE DUBAI

The peak time for electricity and water load in the Dubai is from 12-5 pm, especially in the summer months (June-September). To help us save energy during those hours and not put a burden on the load, try to get your main tasks done before 12 pm or delay it until after 5 pm, especially during the summer months. Try and limit using devices during those hours. Summer sees the highest number of accidents as well, so it's wise not to run too many devices around your house simultaneously. Air-conditioning during the summer consumes a large amount of energy, so switch it off when you are going out of your home

GENERAL TIPS

- Turn your lights and air conditioning off when you step out of the house
- Install Compact Fluorescent Lamps (CFLs) where possible. CFLs use about one-quarter of the energy and last up to 10 times than regular incandescent lamps
- Set your air-conditioners to 24°C. Make sure to set it on automatic mode, so that it shuts and restarts at intervals
- Make sure all your house windows and doors are properly shut when air conditioning is on. This will make air conditioners more energy-efficient
- Unplug personal computers, electronic devices and chargers when they aren't in use. Most electronics use electricity even when switched off.
- Over 50% of water used in the house takes place in the bathroom. Toilets use around 27%, showers 17%, taps 8% and baths 2%. Avoid taking long showers. Shortening your shower by a minute or two can save you up to 150 gallons a month
- Replace tap filters and showerheads around the house with water flow reducers. They're inexpensive, easy to install and reduce water consumption
- When doing your laundry, try to operate the washing machine only when you are doing full loads. Set the water level to the appropriate size of load you are using
- When buying a washing machine, that meet (Energy Star) requirements that will save water and energy
- Water your garden in the morning or evening when temperatures are lower and help reduce evaporation. 30% of water is evaporated if you water your lawn or plants during peak hours. The recommended watering times are before 8am or after 6pm
- The UAE is the land of sun. Consider using garden lights or spotlights that run on solar energy
- Use a bucket of soapy water to wash your car, or place a shut-off nozzle on the end of your hose
- Monitor your water bill. Unusually high bills may mean you have leaks that need to be checked
- To check your meter, please contact DEWA Customer Care Centre on 04 601 9999

To obtain our comprehensive booklets on conservation practices please visit our website www.dewa.gov.ae

SLAB TARIFF DETAILS

Since March 2008, DEWA is applying the slab tariff system on consumption, which means charges on consumption is related to the total volume used by each client. This encourages DEWA's customers to reduce their consumption, and cuts down on waste.

The slab tariff system has proven to be effective in many countries around the world. This system helps customers to rationalise their use of electricity and water, while contributing to preserve the natural resources from being depleted, and protecting the environment from over pollution.

WATER SLAB TARIFF		
Residential Monthly Consumption		Fils/ IG*
G	0 - 6,000 IG*	3.5
Y	6,001 - 12,000 IG*	4.0
O	More than 12,000 IG*	4.6
Industrial & Commercial Monthly Consumption		Fils/ IG*
G	0 - 10,000 IG*	3.5
Y	10,001 - 20,000 IG*	4.0
O	More than 20,000 IG*	4.6
*IG - Imperial Gallons		

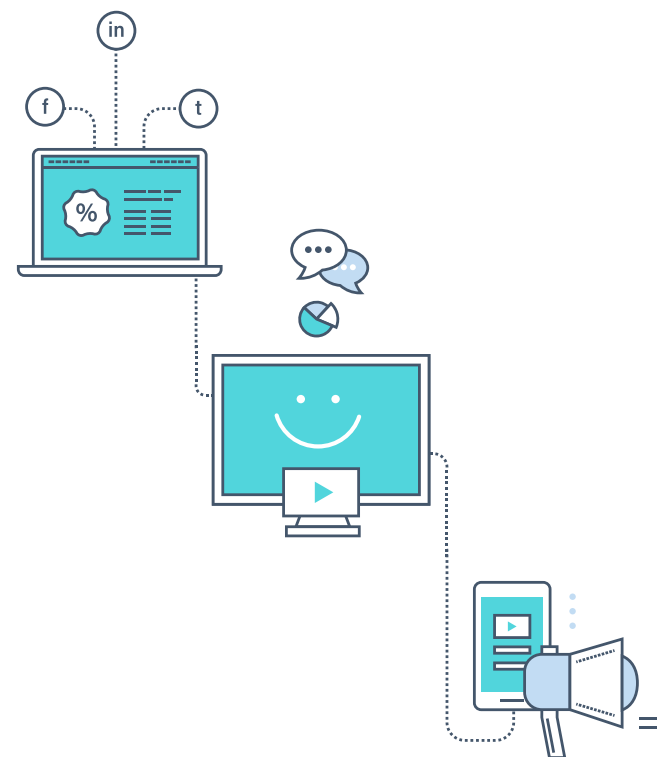
WATER SLAB TARIFF (UAE Nationals)		
Residential & Farms Monthly Consumption		Fils/ IG*
G	0 - 20,000 IG*	Exempted
Y	More than 20,000 IG*	1.5
*IG - Imperial Gallons		

ELECTRICITY SLAB TARIFF		
Residential / Commercial Monthly Consumption		Fils/ k Wh
G	0 - 2,000 kWh	23
Y	2,001 - 4,000 kWh	28
O	4,001 - 6,000 kWh	32
R	More than 6,000 kWh	38
Industrial Monthly Consumption		Fils/ k Wh
G	0 - 10,000 kWh	23
Y	More than 10,000 kWh	28

ELECTRICITY SLAB TARIFF (UAE Nationals)		
Residential & Farms Monthly Consumption		Fils/ k Wh
G	0 - 2,000 kWh	7.5
Y	2,001 - 4,000 kWh	9.0
O	4,001 - 6,000 kWh	10.5
R	More than 6,000 kWh	12.5

* A Fuel Surcharge is charged based on the consumption of electricity (Fils / kWh) and water (Fils / IG) according to the rate of increase or decrease of the fuel prices supplied to generation power plants.

<http://www.dewa.gov.ae/tariff/tariffdetails.aspx>.





CUSTOMER HAPPINESS CENTRES

DEWA's customer Happiness Centres are staffed with our highly – trained employees who will help you with your issues and enquiries. DEWA's centers are fully equipped with business and leisure facilities, as well as special services and facilities for the elderly and those people with disabilities. Our centers also provide additional government services and provide valet parking for your convenience. You can choose the most convenient centre to you based on location, timings and access to public transport locations.

CUSTOMER HAPPINESS CENTRE	ADDRESS (AREA)	MAKANI	GPS	TIMINGS
Head Office (Zaabeel East)	Sheikh Zayed Road – Close to Wafi Mall	31079 91073 31295 91238	Latitude: 25.226737 Longitude: 55.323109	Saturday to Thursday 7:30 AM to 8:00 PM
Al Hudaiba Customer Happiness Centre	Al Hudaiba, Al Mina Road	26946 93094	Latitude: 25.244201 Longitude: 55.2817118	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Burj Nahar Customer Happiness Centre	Omar Bin Al Khattab Road – Al Mutainah – Burj Nahar	30424 96434	Latitude: 25.2747267 Longitude: 55.3159153	Saturday to Thursday 7:30 AM to 8:00 PM
Al Wasl Customer Happiness Centre	Sheikh Zayed Road, Al Wasl – Behind Al Mazaya Centre	24905 88202	Latitude: 25.1997767 Longitude: 55.2623141	Saturday to Thursday 7:30 AM to 8:00 PM
Umm Ramool Customer Happiness Centre	Nad Al Hamar Road, Umm Ramool – Close to Volkswagen workshop	36435 90875	Latitude: 25.2252861 Longitude: 55.3762972	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Ayal Nasser Customer Happiness Centre	Deira – Ayal Naser, 27 Street – Close to Naif Souq	29404 96358	Latitude: 25.275304 Longitude: 55.303161	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Customer Happiness Centre - Al Quoz Sustainable Building	Al Quoz, 6 Street – Close to Department of Civil Defence – Behind Nissan showroom	21860 83177 21757 8317	Latitude: 25.15403 Longitude: 55.232204 , 2175783178	Saturday to Thursday 7:30 AM to 8:00 PM
Discovery Gardens Customer Happiness Centre	Jebel Ali – Discovery Gardens, Building 8, Close to Chelsea Hotel	11480 71518	Latitude: 25.0474252 Longitude: 55.1314035	Sunday to Thursday 7:30 AM to 2:00 PM
Jebel Ali Industrial Area Customer Happiness Centre	Jebel Ali Industrial Area 1, Exit 22	08727 65926	Latitude: 24.996577 Longitude: 55.1049891	Sunday to Thursday 7:30 AM to 8:00 PM

CUSTOMER HAPPINESS CENTRE	ADDRESS (AREA)	MAKANI	GPS	TIMINGS
Customer Happiness Centre at Dubai Municipality - Al Manara Centre	Sheikh Zayed Road – Al Manara	21322 83423 21353 83461	Latitude: 25.1561131 Longitude: 55.2273595	Sunday to Thursday 9:00 AM to 3:30 PM
Customer Happiness Centre at Dubai Municipality - Al Twar Centre	Al Twar 2	37378 95050 37356 95004	Latitude: 25.2629239 Longitude: 55.3849661	Sunday to Thursday 7:30 AM to 2:00 PM
Customer Happiness Centre at General Directorate of Residency and Foreigners Affairs - Head Quarters	Al Jafiliya, Sheikh Khalifa Bin Zayed Road	27916 91948 27891 92044 27664 92026	Latitude: 25.2341374 Longitude: 55.2912337	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Customer Happiness Centre at General Directorate of Residency and Foreigners Affairs - Jebel Ali	General Directorate of Residency & Foreigners Affairs – Jebel Ali – Entrance # 3, Exit 22	06771 67270	Latitude: 25.0080534 Longitude: 55.0856531	Sunday to Thursday 7:30 AM to 2:00 PM
Hatta Customer Happiness Centre	Hatta	11712 44096	Latitude: 24.809165 Longitude: 56.126168	Sunday to Thursday 7:30 AM to 2:00 PM

LIST OF SERVICES OFFERED IN ALL DEWA CUSTOMER HAPPINESS CENTRES

1	Registration of New Account (move In Request)
2	Final Bill Request (Move Out)
3	Update Customer Information
4	Logging Notification for high/low consumption (electricity /Water)
5	Issue Clearance Certificate
6	Other Services
7	Complaints/Suggestions Services
8	Bill Payment
9	Security Deposit Payment
10	Estimate Payment for New Connections

LIST OF SERVICES OFFERED IN UMM RAMOOL CUSTOMER HAPPINESS CENTRE ONLY

1	Registration of New Account (move In Request)
2	Final Bill Request (Move Out)
3	Update Customer Information
4	Logging Notification for high/low consumption (electricity /Water)
5	Issue Clearance Certificate
6	Other Services
7	Complaints/Suggestions Services
8	Bill Payment
9	Security Deposit Payment
10	Estimate Payment for New Connections
11	Request for Electricity Temporary Connection for wedding and Mourning
12	Estimate Payment for Electricity Temporary Connection for wedding and Mourning

OUR SERVICE DELIVERY PARTNERS

In order to achieve customer happiness and improve the customer journey in receiving our services, DEWA provides a number of services through integration with its partners. Integration with partners aims at providing different channels that suits you and suits your needs in requesting the service:

The following services are provided through our current partners:

SERVICE		PARTNER		
		Land Department	RTA	Dubai Municipality
Customer services and billing	Movement to new flat			
	General Projects			
NOC Services	House Connection NOC			
	Road Projects NOC			
	Networks NOC			
	Trial pits NOC			
	Information NOC (infrastructure)			
	Construction NOC (Water)			
	Demolition NOC (Water)			

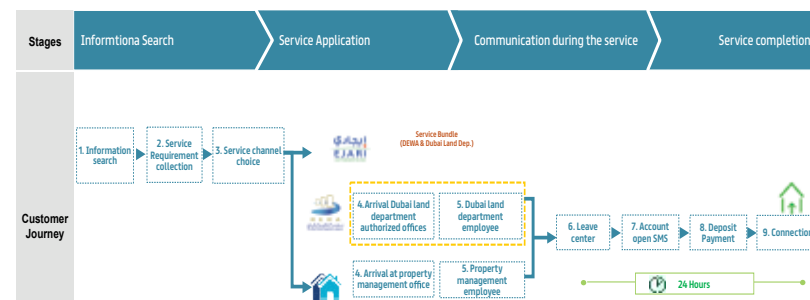
To increase the number of service channels, DEWA has engaged with a number of partners in order to provide channels that suits you and suits your needs in requesting the service:

SERVICE		PARTNER			
		Banks	ENOC	Emirates Post	Etisalat
Customer services and billing	Bill payment				

Service Bundle: Move In Service

This Service is provided by the Dubai land department authorized typing offices & authorized property management companies offices.

Services included in bundle: Move In Services+ Issuance of leasing Contract (Ijjary)



Service Bundle: Housing fee Account Activation & Move In

Housing fees account is activated through DEWA in integration with the move in service.

Services included in bundle:

Activating housing fees account service + Move In service

Service Bundle: Housing fees Payment + Bill payment

You can get the service information through the green bill of the consumption. Housing fees are paid DEWA in integration with bill payment service. Services included in bundle: Housing fees payment service (Dubai Municipality) + Bill payment service. Note: To improve the customer experience the housing fees are being divided into equal installments over a 12-month (monthly payments).

BILL PAYMENT CHANNELS

This section provides you with an overview and details on DEWA's range of bill payment channels to make your life easier, and save you time and effort.

1. SMART SERVICES

DEWA offers a variety of smart ways in which you can pay your bill, which run on Apple iOS, Android, Blackberry OS, and Windows OS systems.

2. DEWA WEBSITE (EPAY)

You can pay your bill online conveniently on DEWA's safe and secure website at <https://customer.dewa.gov.ae/irj/portal/anonymous/onbp> at no extra cost. We accept VISA, Master Card, Diners Club, JCB card, and Unionpay credit cards.

3. PAY VIA MOBILE – SMS (MPAY)

You can pay your bill by sending an SMS via your mobile phone. Register at <https://mpay.dubai.ae> to activate this service.

* You can also activate the Auto Payment feature to automatically deduct the DEWA bill amount from your credit card every month.

4. DEWA CUSTOMER HAPPINESS CENTRES

- Head Office (Za'abeel East)*
- Al Hudaiba Customer Happiness Centre*
- Al Wasl Customer Happiness Centre*
- Umm Ramool Customer Happiness Centre*
- Burj Nahar Customer Happiness Centre*
- Ayal Naser Customer Happiness Centre
- Jebel Ali Industrial Area Customer Happiness Centre
- Discovery Gardens Customer Happiness Centre
- Customer Happiness Centre at Dubai Municipality - Al Manara Centre*
- Customer Happiness Centre at Dubai Municipality - Al Twar Centre*
- Customer Happiness Centre at General Directorate of Residency & Foreigners Affairs - Head Quarters
- Customer Happiness Centre at General Directorate of Residency & Foreigners Affairs - Jabel Ali
- Customer Happiness Centre - Al Quoz Sustainable Building*
- Hatta Customer Happiness Centre

Payment in Customer Happiness Centres can be made by:

- Cash Counters through the following payment types:
 - Cash
 - Cheques
- Cheque Drop Box facility is available in the centres with* in point No.4 (Depositor mobile and customer's DEWA account number must be included on the reverse of the cheque).

5. BY MAIL

A/C Payee crossed cheques*, along with the remittance advice for the bill, should be posted to:

Dubai Electricity & Water Authority, PO Box 564, Dubai

6. DRIVE-THROUGH SERVICE

Pay your bills from your car at the Al Wasl and Umm Ramool (Customer Happiness Centres).

7. ETISALAT PUBLIC PAYMENT MACHINES

Pay your bills using Etisalat public payment machines all over the UAE

8. ENOC/EPPCO SERVICE STATIONS

Pay your bills at ENOC/EPPCO Service Stations in Dubai

9. EMIRATES POST OFFICES

Pay your bills at any Emirates Post Office in the UAE

10. BANKS

Direct Debit: At partner banks, this service automatically deducts your DEWA bill amount from your bank account every month.

1. Abu Dhabi Commercial Bank (ADCB)
2. Union National Bank (UNB)
3. Abu Dhabi Islamic Bank (ADIB)
4. Dubai Islamic Bank (DIB)
5. Commercial Bank of Dubai (CBD)
6. Emirates NBD (ENBD)
7. Emirates Islamic Bank (EIB)

ATM Machines: Bills can be paid at ATM machines of many banks

Teller Counters: DEWA's partner banks offer DEWA bill payments from their tellers

during office hours.

Phone banking: This service is available from phone banking if you have a bank account.

Mobile Banking (Smart APP): you can pay your bill through your bank's Smart App

11. TAYSEER

A channel for multi-account bill payment

Step 1.: Create reference number (Tayseer number) with all the details required on the DEWA website

Step 2.: Pay based on the reference number through ENBD Cheque Deposit Machines or through bank-transfers, using the created Tayseer number as a reference

BANKS ACCEPTING DEWA BILL PAYMENTS

1. BANK ACCEPTING DEWA PAYMENTS FROM ALL CUSTOMERS

(ENBD CUSTOMERS AND NON-ENBD CUSTOMERS):Emirates NBD

2. LIST OF BANKS ACCEPTING DEWA PAYMENTS FROM THEIR ACCOUNT HOLDERS ONLY:

#	BANK NAME
1	Abu Dhabi Commercial BANK
2	Ajman Bank
3	Commercial Bank of Dubai
4	Dubai Bank
5	Emirates NBD
6	Emirates Islamic Bank
7	First Gulf Bank
8	Mashreq Bank
9	Standard Chartered Bank
10	Sharjah Islamic Bank
11	Noor Islamic Bank
12	National Bank of Fujairah
13	RAK Bank

#	BANK NAME
14	Union National Bank
15	Citi Bank
16	Dubai Islamic Bank
17	United Arab Bank
18	Abu Dhabi Islamic Bank
19	Barclays Bank
20	HSBC Bank- Middle East
21	Dubai First
22	Arab Bank
23	Habib Bank AG Zurich
24	National Bank of Abu Dhabi
25	Al Hilal Bank

GREEN BILL

The Green Bill offers you the convenience of viewing and paying your DEWA bill online – simply and securely, anywhere anytime you want.



WHAT IS GREEN BILL?

Green Bill is an electronic version of your paper bill. You will receive an email each month as soon as your latest bill is ready

WHY SHOULD I USE GREEN BILL?

- Easy to use, view the bill with just one click
- Convenient: Access and pay your bill online from anywhere in the world, 24 hours a day, 7 days a week
- Faster: You will receive Green Bill each month as soon as your latest bill is ready, eliminating delays from standard mail delivery
- Better Organisation: Record of all bills and payments made online
- Enhanced Security: Green Bill allows you to reduce paper usage that helps to save trees, reduce solid waste, CO₂ emissions and curb the release of greenhouse gases

ARE DEWA GREEN BILLS THE SAME AS PAPER BILLS?

Yes, the information in the Green Bill is the same as in a paper bill

WHO CAN SIGN UP FOR GREEN BILL?

All DEWA customers who are registered with DEWA can sign up for Green Bill by providing us their Email IDs

To subscribe for Green Bill, log on to: <https://customer.dewa.gov.ae>.

Green Statement is a Collective Billing Service for organisations, companies and corporate customers who have 9 or more accounts

WHAT IS A GREEN STATEMENT?

Green Statement is an electronic summary of billing, payments and outstanding dues of all the contract accounts under your collective account (Statement Code). You will receive an email monthly, as soon as your latest bills are ready, containing a link to the DEWA website for downloading your collective account statement (Green Statement) and individual bills for your collective account

WILL I RECEIVE SEPARATE EMAIL FOR EACH ACCOUNT UNDER MY COLLECTIVE ACCOUNT (STATEMENT CODE)?

You will receive only one email for all collective accounts (Statement Code). You have to login to DEWA's Customer eServices Portal to view the details of all your bills

CAN I DOWNLOAD AND SAVE BILLS FOR ALL ACCOUNTS UNDER MY COLLECTIVE ACCOUNT (STATEMENT CODE) AS ONE FILE (ALL TOGETHER)?

Yes, you can download and save as PDF files all your bills under your Collective Account (Statement Code) all together.

Please click on Statements (Collective Billing): <https://customer.dewa.gov.ae>.



CUSTOMER CARE CENTRE

The customer Care Centre and Emergency Unit work round the clock to provide the best services, brought to you through latest technologies to meet your needs for providing quick and effective solutions

Customer Care Centre

04 601 9999

Billing & Other Enquiries

Emergency

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Electricity & Water Emergencies



ASH'IR

LIVE VIDEO CHAT FOR PEOPLE WITH HEARING DISABILITY

Dubai Electricity & Water Authority is the first public organisations to launch Ash'ir a dedicated sign language facility for customers with hearing disability. Our customer Happiness staff are trained in sign language and are available 24/7 on DEWA's Application for iOS and Android platforms.



HAYAK

LIVE VIDEO CHAT

Hayak is an online video chat service that allows customers to directly communicate with DEWA's customer care center. This service is available on DEWA's Smart Application and website www.dewa.gov.ae.



SUGGESTIONS & COMPLAINTS

SUBMITTING COMPLAINTS

SERVICE	COMPLAINTS
Service Description	Customer can submit their complaints related to DEWA services in order to enhance them
How to submit a complaint	Customers can submit their complaints conveniently through the following channels: - The unified ecomplain portal: https://ecomplain.dubai.gov.ae - DEWA official website: www.dewa.gov.ae - Email: ecomplain@dewa.gov.ae - Complaint Boxes - Telephone: Customer's Complaints Unit: 043227096 – 043227098 - Fax: 046019995 - P.O.BOX: 564, Dubai - Personal visit to any customer Happiness Centre - DEWA Smart App
Service Fees	No service charge
Time taken to complete this service	A resolution will be made within 3 working days
Notes	The following details must be included when making any complaints: - Account Number - Full name - Contact Number - Email

SUBMITTING SUGGESTIONS

SERVICE	COMPLAINTS
Service Description	Customer can submit their suggestions and comments on DEWA services and how to enhance them
How to submit a complaint	Customers can submit their suggestions conveniently through the following channels: - The unified esuggest portal: https://esuggest.dubai.gov.ae - DEWA official website: www.dewa.gov.ae - Email: esuggest@dewa.gov.ae - Suggestion Boxes - Telephone: Customer's Suggestion Unit: 043227082 – 043227072 - Fax: 046019995 - P.O.BOX: 564, Dubai - Personal visit to any customer Happiness Centre - DEWA Smart App
Service Fees	No service charge
Time taken to complete this service	Within (3) working days
Notes	The following details must be included when making any complaints: - Account Number - Full name - Contact Number - Email - Suggestion Details



CONTACT US

DEWA CUSTOMER CARE CENTRE

Call us on 04 601 9999 (24 hours a day, 7 days a week)

EMERGENCY

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Fax

04 601 9995

WEBSITE

www.dewa.gov.ae

EMAIL

customercare@dewa.gov.ae

SOCIAL MEDIA

facebook.com/dewaofficial

twitter.com/dewa_official

instagram.com/dewaofficial

youtube.com/dewaofficial

For comments on the driving of DEWA vehicles,
kindly call **04 601 9888**

Note: Any updates to the services will be available on the
DEWA website / DEWA smart app



www.dewa.gov.ae

For generations to come



DEWA SMART WORLD



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