To  
All Consultants & Contractors  
Dubai  

Dear Customer,  

Chiller / Motor Loads Proposed to be Connected to  
 **DEWA's Transformer**  

Please be informed that, in order to improve the safety and reliability of power supply within consumer premises, the following requirement shall be implemented while proposing Chiller/Motor Loads to be connected to DEWA Transformer through consumers' Private Low Voltage Panel/s.

1. All Chillers above 100 kW power requirement, proposed to be connected to LV supply shall have multi stage compressors and designed for sequential start with a time delay of 1 to 3 minutes.
2. Following guidelines are to be considered at the design stage, to include Chiller / Motor Loads, for connection to DEWA Transformer through Private LV Panels.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>1000 kVA Transformer</th>
<th>1500 kVA Transformer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Maximum Total Connected Load permitted (Diversity Factor = 1.0)</td>
<td>650 kW</td>
<td>950 kW</td>
</tr>
<tr>
<td>2.</td>
<td>Maximum permissible Starting Current of each compressor/motor</td>
<td>400 Amps.</td>
<td>540 Amps.</td>
</tr>
<tr>
<td>3.</td>
<td>Sequential start of chillers/compressors</td>
<td>Only one compressor shall start at one time with a time delay of 1 to 3 minutes</td>
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<tr>
<td>4.</td>
<td>Requirement of starters</td>
<td>Soft starters / or similar type to limit starting current as indicated in Item 2 above</td>
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</tr>
</tbody>
</table>

The Consultants shall consider permissible Voltage Flicker limits, frequency of starting of the chillers, etc., to ensure safety of the consumers' equipment and installations and quality of supply, in their respective project/s.

All Consultants are requested to incorporate this requirement in their Drawings and Load Distribution Schedules and submit along with Chiller Control Schematics, Single Line Diagram, and other technical specifications to the Consumer Services Department in DEWA for approval, before commencement of the project.

Should you require any clarification on the above, please do not hesitate to contact us.

Thanking you in anticipation of your full co-operation.

Yours faithfully,

For **DUBAI ELECTRICITY & WATER AUTHORITY**

(Head of Consumer Services)