



# Customer Guide

4<sup>th</sup> Edition  
2015





## MESSAGE FROM H.E. SAEED AL TAYER MD & CEO OF DEWA

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"DEWA is sincerely committed towards intrusting the powerful vision of our esteemed leader H.H. Sheikh Mohammed bin Rashid Al Maktoum – Vice President and Prime Minister of the UAE and Ruler of Dubai and becoming an important and primary provider of excellent services to all citizens of Dubai. We deliver Electricity & Water to more than 700,000 customers encompassing residential, commercial, industrial and others. We are aiming to master customer happiness and gain a solid trust through 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 as a sustainable innovative world-class utility.

The basic pillar at which DEWA stands tall is its thrust to be a pioneer at 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

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# INTRODUCTION

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Thank you for taking the time to read this Customer 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 as the 17 different 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.

## **DEWA's Vision, Mission, Motto and Values**

### **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.

### **Our Values**

DEWA's mission statement reflects the values of DEWA; its principles, beliefs and organizational culture. These values are: Integrity, Fairness, Transparency, Teamwork, Industry Leadership, Professionalism, Corporate Social Responsibility, Customer Focus and Sustainability. Values represent DEWA's ethics, beliefs, culture and "the way we do things around here." Leaders play a critical role in promoting and exemplifying these values to drive and promote a performance-based culture.

## THE CUSTOMER HAPPINESS CHARTER

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.

Visit [www.dewa.gov.ae](http://www.dewa.gov.ae) to know your rights and obligations.

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 H.H. 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 ensure that we serve at your convenience, whenever possible
- We welcome your feedback and suggestions to serve you better

#### **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 service and quality







# NEW CONNECTION SERVICES

This provides you with the means to connect your new buildings and properties to DEWA's electricity and water grid.



## CONTRACTORS & CONSULTANTS REGISTRATION

SERVICE	CONTRACTORS AND CONSULTANTS REGISTRATION SERVICES	
<b>Service Description</b>	Registration for contractors and consultants in order to apply for DEWA services	
<b>How to receive the service</b>	<b>1. Consultants</b> Applications for new connection services can be made on the DEWA website at <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> as per the application categories listed below:	
	No.	Category
	1	General consultant- (civil, structural, architectural)
	2	Electrical consultant
	3	Utility consultant (government organisation, utilities or developers)
	4	DRRG solar PV consultant
		Required Documents
		<ul style="list-style-type: none"> <li>Valid trade commercial licence copy issued by the Department of Economic Development of Dubai</li> <li>Supervising engineer's passport copy along with visa page</li> </ul>
		<ul style="list-style-type: none"> <li>Valid Trade Licence copy issued by the Department of Economic Development of Dubai</li> <li>Supervising engineer's documents copies (passport, visa, technical qualification and experience) with a minimum of one year experience required</li> </ul>
		<ul style="list-style-type: none"> <li>Authorisation certificate or letter for a representative (with passport copy)</li> <li>Supervising engineer's passport copy along with visa page</li> </ul>
		<ul style="list-style-type: none"> <li>Valid trade licence copy issued by the Department of Economic Development of Dubai</li> <li>Supervising engineer's documents copies (passport, visa, technical qualification and experience) minimum one year experience required</li> <li>DEWA certified solar professional's documents</li> </ul>

## 2. Contractors

Registration for new connection services is to be submitted through DEWA website at [www.dewa.gov.ae](http://www.dewa.gov.ae) as per the applicable listed below:

No.	Category	Required Documents
1	Contractor-Electrical	<ul style="list-style-type: none"> <li>Valid trade licence copy issued by the Department of Economic Development of Dubai</li> <li>Supervising engineer's documents copies (passport, visa, technical qualification and experience) with a minimum of one year's experience required</li> <li>List of technical staff with copies of supporting visa documents</li> </ul>
2	Contractor-Civil	<ul style="list-style-type: none"> <li>Valid Trade Licence copy issued by the Economic Department of Dubai</li> <li>Copy of supervising engineer's passport and visa page</li> </ul>
3	Contractor-Electrical Fit out	<ul style="list-style-type: none"> <li>Valid Trade Licence copy, issued by the Economic Department of Dubai</li> <li>Supervising engineer's documents copies (passport, visa, technical qualification and experience) with a minimum one year experience required</li> <li>List of technical staff within company with copies of valid employment visa</li> </ul>
4	Contractor-DRRG Solar PV	<ul style="list-style-type: none"> <li>Valid Trade Licence copy, issued by Economic Department of Dubai</li> <li>Supervising Engineer's documents copies (passport, visa, technical qualification and experience) minimum one year experience required</li> <li>DEWA certified solar professional's documents</li> <li>List of technical staff within company with copies of valid employment visa</li> </ul>
5	Contractor-Demolition	<ul style="list-style-type: none"> <li>Valid Trade Licence copy, issued by the Economic Department of Dubai</li> </ul>

### 3. Owner Registration

Complete the owner registration through Owner registration procedure on DEWA website at [www.dewa.gov.ae](http://www.dewa.gov.ae) by using unique identification key e.g. Emirates ID. Trade licence etc.

No.	Category	Required Documents
1	Individual	<ul style="list-style-type: none"><li>• Owner's Emirates ID (scanned copy)</li><li>• Owner's Authorisation letter</li></ul>
2	Organisation	<ul style="list-style-type: none"><li>• Trade Licence (scanned copy)</li><li>• Owner's Authorisation Letter</li></ul>

#### Channels providing the service

Through DEWA website [www.dewa.gov.ae](http://www.dewa.gov.ae)

#### Service fees

Free of charge

#### Service time and average wait time

5 working days from the date of registration

#### Total service completion time

5 working days from the date of registration

# ELECTRICITY CONNECTION SERVICES

SERVICE	ELECTRICITY CONNECTION SERVICES				
Service description	<p>Contractors and consultants can apply for electricity connection through the DEWA website after submission of the necessary documents</p>				
How to receive the service	<p><b>One window for getting electricity connection</b></p> <p>As a pre-requisite, the customer shall complete the owner registration process and obtain the building NOC and Building Permit, for the project</p> <p>Applications for getting electricity can be made at the E-Services One Window. Please upload all documents and technical drawings required for the issue of a DEWA estimate or connection charge and further coordinate for any technical inspection requirements for the power connection</p> <p>The customer will be able to track the status of the application, uploading of additional documents, downloading of the approved documents, project status notification for Substation Inspection (If applicable) as well as LV inspection, etc. through one window system</p> <p>Please supply with your applications along the following attachments listed in the application form on the DEWA website <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a>, choosing the service Getting Electricity connection</p> <table> <tr> <th>No.</th><th>Procedure to follow</th></tr> <tr> <td>1</td><td> <ul style="list-style-type: none"> <li>• Enter any of the Search parameters e.g. Emirates ID number, Trade Licence number or Idbera number to identify an existing owner or press the search button for Free Search</li> <li>• Select any of the owners for whom you wish to make an application</li> <li>• Select the types of application and connection</li> <li>• Search for the approved NOC by plot number or electricity NOC</li> <li>• Fill-up all mandatory information</li> <li>• Attach all required documents as per the category displayed and downloaded files (Premise details)</li> <li>• Press the Submit button</li> <li>• The system will automatically generate an application number (E-xxxxxx), which can be referred to with DEWA until final connection</li> </ul> </td></tr> </table>	No.	Procedure to follow	1	<ul style="list-style-type: none"> <li>• Enter any of the Search parameters e.g. Emirates ID number, Trade Licence number or Idbera number to identify an existing owner or press the search button for Free Search</li> <li>• Select any of the owners for whom you wish to make an application</li> <li>• Select the types of application and connection</li> <li>• Search for the approved NOC by plot number or electricity NOC</li> <li>• Fill-up all mandatory information</li> <li>• Attach all required documents as per the category displayed and downloaded files (Premise details)</li> <li>• Press the Submit button</li> <li>• The system will automatically generate an application number (E-xxxxxx), which can be referred to with DEWA until final connection</li> </ul>
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No.	Procedure to follow
2	<ul style="list-style-type: none"> <li>Once the technical documents are approved by DEWA customer will receive the estimate, and the option for notifying site readiness for LV cable laying, substation inspection (If applicable) and LV inspection will be available on tracking</li> <li>Upon payment for the estimate, DEWA will initiate the J/O for supply cable laying as per the notified status</li> <li>Upon site readiness as notified by the customer LV inspection and release of supply will be made</li> </ul>

### Payment of Estimate

No.	Procedure
1	The applicant will receive DEWA's Estimate by e-mail or online
2	Pay the estimate online or at DEWA's counters at Customer Service Centres

### One Window One Step Process for Getting Electricity Connection (Construction Purpose)

Please obtain the Dubai Municipality building permit and follow the above procedure

### One Window for Fit-out connections

The Consultants, electrical contractors and contractor-fit out are able to submit application for fit-outs connection. Please complete the application along with the attachments as listed in the application form through DEWA's website [www.dewa.gov.ae](http://www.dewa.gov.ae) when choosing the Fit-Out Application service



	No.	Procedure to follow
		<ul style="list-style-type: none"> <li>• Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbera number, to identify an existing Owner or Press Search Button for Free Search</li> <li>• Select any of the Owners which you want to create application</li> <li>• Fill-up all mandatory information</li> <li>• Attached all required document as displayed in the application form and press submit button</li> <li>• System will automatically generate application number(F-9xxxxx); the same can be referred any time</li> <li>• Customer will be able to track the status of the application</li> <li>• Once the technical documents are approved BY DEWA customer will receive the estimate (If applicable), and the option for notifying for LV inspection will be available at tracking</li> <li>• Upon site readiness customer will be able to notify for premise LV inspection and power supply connection</li> </ul>
<b>Channels providing the service</b>	Through DEWA website <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a>	
<b>Service fees</b>	Free of charge	
<b>Service time and average wait time</b>	N/A	
<b>Total service completion time</b>	<p><b>Low-voltage design approval:</b></p> <ul style="list-style-type: none"> <li>• Load from 1-150kW: 2 working days</li> <li>• Load from 151-3,000kW: 7 working days</li> <li>• Load from 3,001-5,000kW: 12 working days</li> <li>• Load from 5,001kW and above: 17 working days</li> </ul> <p><b>Substation location &amp; size approval (if applicable):</b></p> <ul style="list-style-type: none"> <li>• 5 working days</li> </ul> <p>Issuance of connection cost:</p> <ul style="list-style-type: none"> <li>• Load from 1-400 kW: 5 working days</li> <li>• Load above 400 kW: 9 working days</li> </ul> <p><b>Substation inspection (If applicable)</b></p> <ul style="list-style-type: none"> <li>• 3 working days from the date preferred by the electrical contractor for the project</li> </ul> <p><b>Low-voltage inspection</b></p> <ul style="list-style-type: none"> <li>• 4 working days from the date preferred by the authorised electrical contractor for the project</li> </ul>	

## NOC BUILDING PERMIT

SERVICE	DEWA NOC FOR BUILDING PERMIT				
<b>Service description</b>	Issuance of NOC for building permits				
<b>How to receive the service</b>	<p><b>DEWA's NOC for Building Permit</b></p> <p>The customer shall complete the owner registration process and obtain the building NOC</p> <p>Apply for building NOC through web site along with the attachments as listed in the application form</p>				
	<table> <tr> <th>No.</th><th>Procedure to follow</th></tr> <tr> <td>1</td><td> <p>Apply through <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> choose e-service then choose Building NOC</p> <ul style="list-style-type: none"> <li>• Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbera number of an existing owner and search for creating application</li> <li>• If the owner name does not appear while searching, go to owner registration and search with owner identification type and number for the owner in DEWA's repository. Then select and relate the owner, if the owner is not available in DEWA repository, need to register the owner by selecting Create Owner and update the required details</li> <li>• Select Type of NOC as per your requirements e.g. new, revision, renewal or additional load</li> <li>• Select connection type e.g. electricity or water</li> <li>• Fill-up all mandatory information</li> <li>• Attach all required documents as listed and press Submit button</li> <li>• System will automatically generate application number (10xxxxx); the same can be referred any time</li> <li>• Customer will be able to track the status of the application</li> </ul> <p>Note: The projects which requires a Dubai Municipality permit, application for Building NOC to be incorporated in the DM application for building permit</p> </td></tr> </table>	No.	Procedure to follow	1	<p>Apply through <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> choose e-service then choose Building NOC</p> <ul style="list-style-type: none"> <li>• Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbera number of an existing owner and search for creating application</li> <li>• If the owner name does not appear while searching, go to owner registration and search with owner identification type and number for the owner in DEWA's repository. Then select and relate the owner, if the owner is not available in DEWA repository, need to register the owner by selecting Create Owner and update the required details</li> <li>• Select Type of NOC as per your requirements e.g. new, revision, renewal or additional load</li> <li>• Select connection type e.g. electricity or water</li> <li>• Fill-up all mandatory information</li> <li>• Attach all required documents as listed and press Submit button</li> <li>• System will automatically generate application number (10xxxxx); the same can be referred any time</li> <li>• Customer will be able to track the status of the application</li> </ul> <p>Note: The projects which requires a Dubai Municipality permit, application for Building NOC to be incorporated in the DM application for building permit</p>
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<b>Channels providing the service</b>	Through DEWA website <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a>
<b>Service fees</b>	Free of charge
<b>Service time and average wait time</b>	7 working days
<b>Total service completion time</b>	7 working days
<b>Notes</b>	In some cases, completion of the service may take more than 7 working days in case comments are required from other DEWA internal departments

## NOC DEMOLITION PERMIT

SERVICE	DEWA NOC FOR BUILDING PERMIT				
<b>Service description</b>	Issuance of NOC for demolition permits				
<b>How to receive the service</b>	Apply for Demolition NOC through web site along with the attachments as listed in the application form				
	<table> <tr> <td>No.</td><td>Procedure to follow</td></tr> <tr> <td>1</td><td> <p>Apply through <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> choose "e-service" then choose "Demolition NOC"</p> <ul style="list-style-type: none"> <li>• Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbera number of an existing owner and search for creating application</li> <li>• If the owner name does not appear while searching, go to owner registration and search with owner identification type and number for the owner in DEWA's repository. Then select and relate the owner, if the owner is not available in DEWA's repository, then the owner must register by selecting create owner and update the required details</li> <li>• Select Type of NOC as per your requirement e.g. new, revision, renewal or additional loads</li> <li>• Select connection type e.g. electricity or water</li> <li>• Fill-up all mandatory information</li> <li>• Attach all required documents as listed (Copy of affection plan to original scale, copy of site setting out plan indicating the area to be demolished, DEWA's clearance certificate for payment of final bill(s) disconnection and removal of LV service cable(s) or equipments etc.)</li> <li>• Press Submit button</li> <li>• System will automatically generate application number (30xxxx); the same can be referred any time</li> <li>• Customers will be able to track the status of the application</li> </ul> </td></tr> </table>	No.	Procedure to follow	1	<p>Apply through <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> choose "e-service" then choose "Demolition NOC"</p> <ul style="list-style-type: none"> <li>• Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbera number of an existing owner and search for creating application</li> <li>• If the owner name does not appear while searching, go to owner registration and search with owner identification type and number for the owner in DEWA's repository. Then select and relate the owner, if the owner is not available in DEWA's repository, then the owner must register by selecting create owner and update the required details</li> <li>• Select Type of NOC as per your requirement e.g. new, revision, renewal or additional loads</li> <li>• Select connection type e.g. electricity or water</li> <li>• Fill-up all mandatory information</li> <li>• Attach all required documents as listed (Copy of affection plan to original scale, copy of site setting out plan indicating the area to be demolished, DEWA's clearance certificate for payment of final bill(s) disconnection and removal of LV service cable(s) or equipments etc.)</li> <li>• Press Submit button</li> <li>• System will automatically generate application number (30xxxx); the same can be referred any time</li> <li>• Customers will be able to track the status of the application</li> </ul>
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<b>Channels providing the service</b>	Through DEWA website <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a>
<b>Service fees</b>	Free of charge
<b>Service time and average wait time</b>	7 working days
<b>Total service completion time</b>	7 working days





## CUSTOMER SERVICES

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DEWA provides a wide range of services to all residents of Dubai to cater all their requirements, ranging from activation of supply (MOVE IN), to final bill (MOVE OUT)



## ACTIVATION OF SUPPLY (MOVE IN)

SERVICE	ACTIVATION OF SUPPLY (NEW REGISTRATION)
Service description	<p>Registering at DEWA to activate power and water supply for all customer categories (residential, commercial and Industrial)</p>
How to receive the service	<p><b>1. Residential Properties</b></p> <p>The applicant, or the authorised representative, must submit the following documents:</p> <p><b>Personal:</b></p> <ul style="list-style-type: none"> <li>• Filled-in application form</li> <li>• Property Number (9-digit consumer account number)</li> <li>• A copy of the ownership deed or property master plan for property owners</li> <li>• A valid lease for tenants</li> <li>• A signed, valid copy of the passport and the UAE National ID Card for property owners</li> <li>• A signed copy of the passport and the UAE National ID Card, with the valid residency page on the passport copy, for expat UAE resident tenants</li> </ul> <p><b>Authorisation:</b></p> <ul style="list-style-type: none"> <li>• Filled-in application form</li> <li>• Property Number (9-digit consumer account number)</li> <li>• A copy of the ownership deed or property master plan for property owners</li> <li>• A valid lease for tenants</li> <li>• A signed, valid copy of the passport and the UAE National ID Card for property owners</li> <li>• A signed copy of the passport and the UAE National ID Card, with the valid residency page on the passport copy, for expat UAE resident tenants</li> <li>• A signed copy of a valid Personal Identification Card of the authorised person</li> </ul> <p><b>2. Commercial and Industrial Properties</b></p> <p>The applicant, or the authorised representative, must submit the following documents:</p> <ul style="list-style-type: none"> <li>• Filled-in application form with the signature of the property owner and the company's seal</li> <li>• Property Number (9-digit consumer account number)</li> </ul>

	<ul style="list-style-type: none"> <li>• A copy of the ownership deed or property master plan for property owners</li> <li>• A valid lease sealed by the company for tenants</li> <li>• A copy of the valid commercial permit, or the Certificate of Incorporation for companies outside the UAE</li> <li>• A signed, valid copy of the personal identification card of the authorised person</li> </ul>
<b>Channels providing the service</b>	<p>This service is available at:</p> <ul style="list-style-type: none"> <li>• DEWA's Customer Service Centres across Dubai</li> <li>• DEWA's website: <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> (24/7)</li> <li>• DEWA's Smart phone application (24/7)</li> </ul>
<b>Service fees</b>	<p><b>1. Security Deposit</b></p> <ul style="list-style-type: none"> <li>• AED 1,000 for apartments (UAE Nationals)</li> <li>• AED 2,000 for villas (UAE Nationals)</li> <li>• AED 2,000 for apartments (Residents)</li> <li>• AED 4,000 for villas (Residents)</li> <li>• AED 2,000 for shops</li> <li>• AED 5,000 for industrial properties</li> <li>• AED 5,000 for contracting properties</li> <li>• The Security Deposit is calculated based on the property's consumption and meter size</li> </ul> <p><b>2. Connection Fess</b></p> <ul style="list-style-type: none"> <li>• AED 100 for small meters (Single &amp; 3 phase for electricity-½ inch &amp; 1-inch meter for water) distributed to both electricity and water meter</li> <li>• AED 300 for larger meters (Panel meters for electricity-2 inch &amp; above for water) distributed to both electricity and water meters</li> <li>• AED 10 for each time personal information is updated</li> </ul> <p><b>3. Social Affairs Card holders are entitled to receive 6,000 kW of electricity and 20,000 gallons of water for free</b></p> <p><b>4. Thukher and Sanad cardholders are entitled to a 50% discount on service fees</b></p>

<b>Average waiting and serving time in all customer centres</b>	Waiting time: 4:00 minutes Serving time: 4:00 minutes
<b>Total service completion time</b>	Service is connected within 24 hours of paying the Security Deposit. In case the property has overdue bills or charges or any type, service will not be connected unless all accumulated accruals are paid, even if the Security Deposit has been paid
<b>Resolving pending applications by customers</b>	In case there is an error in the activation of Supply (new registration) request submitted via DEWA website or DEWA smart application, the customer must contact Customer Care Centre (Contact Centre) on 04 601 9999 or visit any Customer Service Centre to do the needful.
	<p><b>Please consider the following to avoid service delay:</b></p> <ul style="list-style-type: none"> <li>• All signatures must match those on the passport/EID and the lease</li> <li>• The lease, as well as the application submitted by commercial permit holders, must include the company's seal</li> <li>• In case the passport has been renewed, an official letter by the issuing embassy must be attached</li> <li>• The UAE National ID Card is necessary for applying to this service. In case the National ID Card has been renewed, the renewal application form must be attached</li> <li>• In case UAE residency has still not been obtained, a letter from the employer must be attached, stating that the residency is being processed</li> <li>• In case the residency has still not been obtained for university students, a letter from the university must be attached, stating that residency is being processed</li> </ul>





- Customers must sign in the allocated spaces
- Transactions are not accepted from people who are in the UAE on a visit visa
- The lease must be at valid for at least one month
- In case the commercial permit is not available, the following must be attached:
- The initial approval and the trade name reservation certificate for new permits
- If the trade name is changed, customers must provide the new trade name reservation and the registration application form submitted at the Department of Economic Development
- Permits issued by other emirates are accepted only for residential use
- For commercial registration, the lease must be signed using the trade name
- All commercial transactions must be filed via DEWA's website or smart application.
- For companies outside the UAE, the Certificate of Incorporation and the Professional Certification must be enclosed
- In terms of authorisation, the original authorisation document must be presented. It has to be issued by the UAE's notary public, or certified by the UAE Ministry of Foreign Affairs if issued outside the country. Personal letters are not accepted
- In case the applicant is not present personally, the authorised person must have a copy of the applicant's personal identification card
- If the property owner's name does not match the name on the lease, copies of the deed and the owner's passport must be attached
- Resident property owners must pay the security deposit before registering the tenant
- UAE National property owners must pay the security deposit related to the properties under maintenance

- UAE National property owners must pay the security deposit related to the building's key meters, or provide DEWA with a letter of undertaking stating that they will bear the responsibility of monthly bill payment
- If the lease has been issued by a real estate company, a copy of the agreement contract between the property owner and the real estate company authorised to rent the property must be enclosed
- Personal Identification Cards approved by DEWA:
  - Passport
  - UAE National ID Card
  - Driver's Licence
  - Labour Card issued by the UAE Ministry of Labour
- Thukher, Sanad and Social Affairs Cards must be provided by their holders to receive the discount
- Prior to registering a new customer, the property must be evacuated, a final bill issued and all accruals paid by either the owner or the tenant
- In case no secondary meters exist in the building, the contractor must submit a request to install new ones via DEWA's website at <http://www.dewa.gov.ae/business/Circulars.aspx>
- Customers should call the emergency number (991), if the service has not been received within the stipulated time after the security deposit has been paid

## FINAL BILL (MOVE OUT/ DISCONNECTION OF SUPPLY)

SERVICE	FINAL BILL (DISCONNECTION OF SUPPLY, TENANTS, PROPERTY OWNERS, DEMOLITION AND CONTRACTING)
<b>Service description</b>	<p><b>Final Bill for Property (Owners and Tenants)</b></p> <p>This service is provided to all customer categories (residential, commercial and industrial) upon moving out of the property</p> <p><b>Final Bill for Demolition</b></p> <p>This service is provided for total or partial demolition of property. This includes the disconnection of water and electricity supply and removal of electricity cable, water lines and metres before the Final Bill and NOC are issued in preparation for demolition</p> <p><b>Final Bill for Contracting Companies</b></p> <p>This service is provided to contracting companies wishing to remove temporary water and electricity meters after the building is complete</p>
<b>How to receive the service</b>	<p><b>Residential Properties</b></p> <p>The applicant, or the authorised representative, must provide the following documents:</p> <p><b>Final Bill &amp; Security Deposit Refund</b></p> <p><b>Personal:</b></p> <ul style="list-style-type: none"> <li>• A signed, valid copy of an approved personal identification card</li> <li>• Customer account number</li> </ul> <p><b>Authorisation:</b></p> <p>A signed letter by the applicant must be provided, which includes the applicant's customer account number, disconnection date and the name of the authorised representative to receive the Final Bill and refund the security deposit amount</p> <ul style="list-style-type: none"> <li>• A copy of the applicant's passport with the signature page included, or the UAE National ID card, signed and validated</li> <li>• A signed, valid copy of an approved personal identification card for the authorised representative</li> <li>• The Security Deposit original receipt if available</li> <li>• The original receipt covering the entire paid credit amount</li> </ul>

### How to receive the service

#### Commercial and Industrial Properties

The applicant, or the authorised representative, must submit the following documents:

- A signed, sealed letter by the company owner, containing the customer account number, disconnection date and the name of the authorised person to receive the Final Bill and refund of the security deposit amount
- For holders of commercial permits applying to receive the service based on the initial approval and the trade name reservation certificate, a letter with the customer account number and signed by all permit parties must be submitted to request the Final Bill with the security deposit or credit refunded. All parties must also attach signed, valid copies of their passports
- A signed, valid copy of an approved personal identification card for the authorised representative

#### REFUND OF CREDIT AMOUNT

##### Residential Properties

###### Personal:

- A copy of the applicant's passport with the signature page included, or a signed, valid UAE National ID Card
- The original receipt covering the entire paid credit amount
- The customer's bank statement necessarily containing the bank seal, if payment is to be conducted via the bank
- A copy of the Final Bill (Move Out/ Disconnection of Supply)

### How to receive the service

#### Authorisation:

- A signed letter by the applicant containing the customer account number and the name of the authorised representative to receive the credit amount
- A copy of the applicant's passport or a signed, valid UAE national ID card
- A copy of a signed, valid approved personal identification card for the representative to receive the credit amount
- The original receipt covering the entire paid credit amount
- The customer's bank statement necessarily containing the bank seal, if payment is to be conducted via the bank
- A copy of the Final Bill

#### Commercial and Industrial

- A letter signed and sealed by the company's owner, containing the customer's account number and the name of the authorised representative to receive the credit amount
- A copy of a signed, valid approved personal identification card for the person authorised to receive the account's credit
- The original receipt covering the entire paid credit amount
- The customer's bank statement necessarily containing the bank seal, if payment is to be conducted through the bank
- A copy of the Final Bill

<p><b>How to receive the service</b></p>	<p><b>Required Documents for Demolition</b></p> <ul style="list-style-type: none"> <li>• A letter by the property owner explaining the type of demolition (Partial or total) with the demolition company's name and telephone numbers</li> <li>• A signed copy of the property owner's passport</li> <li>• The signature on the letter must match that on the passport or the UAE National ID Card</li> <li>• A copy of the property's master plan, preferably issued by Dubai Municipality</li> <li>• If the property set for demolition is a house registered for multiple inheritors, the application file must include a power of attorney document issued by Dubai Courts or all inheritors must sign the letter with their passport copies attached, as well as a copy of the legal notice</li> <li>• Personal power of attorneys and mandates are accepted</li> <li>• If the demolition request belongs to a company, a copy of the trading license is attached</li> </ul> <p><b>Required Documents for Contracting Companies</b></p> <ul style="list-style-type: none"> <li>• A signed, sealed letter from the contractor explaining all the data</li> <li>• A copy of the contracting company's permit</li> </ul>
<p><b>Channels providing the service</b></p>	<p><b>This service is available at:</b></p> <ul style="list-style-type: none"> <li>• DEWA's Service Centres across Dubai</li> <li>• DEWA's website: <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> (24/7)</li> <li>• DEWA's smart phone application (24/7)</li> <li>• For demolition and temporary connection (contracting), the transaction is completed via DEWA's Customer Service Centres</li> <li>• Demolition decision issued by Dubai Municipality</li> </ul>

<p><b>Service fees</b></p>	<p><b>1. Supply discontinuation fees are calculated based on the size of the meter:</b></p> <ul style="list-style-type: none"> <li>• AED 100 for small meters (single &amp; 3 phase for electricity - ½ inch &amp; 1 inch for water) divided on electricity and water meters</li> <li>• AED 150 for larger meters (panel meters for electricity - 2 inch &amp; above for water) divided on electricity and water meters</li> </ul> <p><b>2. AED 100 as administrative fees per demolition for each account</b></p> <p><b>3. Thukher and Sanad card holders are entitled to a 50% discount on service fees only</b></p>
<p><b>Average waiting and serving time in all customer centres</b></p>	<p>Waiting time: 4:00 minutes Serving time: 4:00 minutes</p>
<p><b>Total service completion time</b></p>	<p>The Final Bill can be obtained within 36 working hours. In case accumulated charges exist, the supply will continue until all charges are redeemed. Customers will receive a short message (SMS) to their mobile phones explaining this point For demolition: 2 working days</p>
<p><b>Steps to resolve service requests</b></p>	<p>In case there is an error in the Final bill request submitted through DEWA website or DEWA Smart Application, the customer must contact Customer Care Centre (Contact Centre) on 046019999 or visit any Customer Service Centre to do the needful.</p>



## Notes

Please consider the following to avoid any service delay:

- For personal authorisation, all signatures on the letter and the passport as well as the company's seal and signatures must match
- All letters whether personal or commercial must be in print and addressed to DEWA. For companies, letters must contain the company's name and logo
- For power of attorneys, the original document must be presented, which must be issued by the UAE's notary public or certified by the UAE Ministry of Foreign Affairs if issued outside of the UAE. Personal letters are not accepted
- The service will be discontinued at the owner's request when a proof that the tenant has left the property is provided. Property owners must also submit a copy of the lease and a letter from the landlord.
- **Personal Identification Cards approved by DEWA:**
  - Passport
  - UAE national identification card
  - Driver's Licence
  - Labour Card issued by the UAE Ministry of Labour
- All bill accruals must be paid if the amount exceeds the Security Deposit
- Supply will not be terminated on Fridays
- Customers are allowed to receive no more than AED 10,000 as refund from the Security Deposit per day, on an average of 10 accounts if the Security Deposit is AED 1,000 and 5 accounts if the Security Deposit is AED 2,000
- For residents, if a property has been sold, property owners and companies can receive their Security Deposit only when the new owner has paid the new Security Deposit

**Notes**

- Security Deposits pertaining to contracting companies, along with Security Deposits exceeding AED 2,000, can be refunded via a cheque issued by DEWA's Headquarters within 5 business days
- Contracting companies must enclose all required documents along with the electricity meter removal application form
- Security deposit can be refunded through IBAN Number if submission is conducted via DEWA's smart app and DEWA Online E-services, on providing the IBAN Number related to the customer
- If payment has been conducted via other methods (such as electronic or mobile phone payments, etc.) a proof of payment must be submitted
- The credit amount can be transferred to another DEWA account belonging to the same customer or a different one in the morning shift, along with the original deposit receipt
- The credit amount less than or equal to AED 2,000 can be refunded in all branches with the Branch Manager's approval
- The credit amount cannot be reimbursed without the original payment receipt covering the whole amount
- The credit amount can be reimbursed via a cheque after submitting all documents at billing services at DEWA's Head Office in Zabeel East, if the amount exceeds AED 2,000
- The cheque can be obtained within 3 weeks of the application submission date
- Any adjustment on housing fees from Dubai Municipality, approved document with stamp required

## Notes

- If the most recent credit amount has been paid through a bank, a bank statement proving payment must be obtained. If customers have printed the bank statement online, the statement must be certified and sealed by the bank
- Thukher and Sanad cardholders must present their cards avail discounts
- Social Affairs Card holders are not entitled to discounts

### Demolition Notes

- If the property is rented and the lease is still valid, tenants must be notified at least 7 days prior to demolition date. Supply will not be discontinued, if the tenant has presented the lease. Evacuation must be mutually agreed upon by both the tenant and the property owner in preparation for supply discontinuation, NOC issuance and eventually demolition
- Supply will not be disconnected if the property is involved in an ongoing real estate complaint or a commercial court dispute
- To proceed with the transaction after supply is disconnected for the purpose of issuing the NOC, please visit: <http://www.dewa.gov.ae/consumers/customerguide/service.aspx?serviceno=131>
- If the property is government owned, tenants must be notified at least 7 days prior to demolition



## UPDATE CUSTOMER INFORMATION

SERVICE	UPDATE CUSTOMER INFORMATION
<b>Service description</b>	<p>This service is offered to customers (residential, commercial and industrial) who wish to update their personal information provided to DEWA when requesting activation of supply (Move In/ New Registration). This includes the P.O. Box, address and telephone number among others</p>
<b>How to receive the service</b>	<p><b>1. Residential Properties</b></p> <p>The applicant, or the authorised person, must submit the following documents:</p> <p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• The filled-in application form</li> <li>• Customer account number</li> <li>• A copy of the valid lease</li> <li>• A signed, valid copy of the passport or the UAE National ID Card</li> </ul> <p><b>Authorisation</b></p> <ul style="list-style-type: none"> <li>• The filled-in application form</li> <li>• Customer account number</li> <li>• A copy of the valid lease</li> <li>• A signed, valid copy of the passport or the UAE National ID Card</li> <li>• A signed, valid personal identification card for the authorised person</li> </ul> <p><b>2. Commercial &amp; Industrial Properties</b></p> <p>The applicant or the authorised person must submit the following documents:</p> <ul style="list-style-type: none"> <li>• The filled-in application form, or a letter, signed and sealed by applicant company containing the customer account number</li> <li>• A copy of the valid lease</li> <li>• A copy of the valid Trade Licence</li> <li>• A signed, valid personal identification card for the authorised person</li> </ul>
<b>Channels providing the service</b>	<p>This service is available at:</p> <ul style="list-style-type: none"> <li>• DEWA's Customer Service Centres across Dubai</li> <li>• DEWA's website: <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> (24/7)</li> <li>• DEWA's Smart Application (24/7)</li> </ul>

<b>Service fees</b>	<ul style="list-style-type: none"> <li>• AED 10</li> <li>• Thuker and Sanad cardholders are entitled to a 100% discount on service fees only</li> <li>• Free service through the website and Smart Application</li> </ul>
<b>Average waiting and serving time in all customer centres</b>	<p>Waiting time: 4:00 minutes</p> <p>Serving time: 4:00 minutes</p>
<b>Total service completion time</b>	1 working day
<b>Steps to resolve service requests</b>	<p>In case there is an error in the update information request submitted through DEWA website or DEWA smart Application, the customer must contact Customer care centre on 04 601 9999 or visit any services centre to do the needful</p>
<b>Notes</b>	<p>Please consider the following to avoid service delay:</p> <ul style="list-style-type: none"> <li>• Signatures on both the letter and the passport must match for personal authorisation, and signature and seal for companies</li> <li>• All letters, whether personal or commercial, must be in print and addressed to DEWA. Letters must also contain the company's name and logo for commercial customers</li> <li>• In terms of authorisation, the original authorisation document must be presented. It has to be issued by the UAE's notary public, or certified by the UAE Ministry of Foreign Affairs if issued outside the country. Personal letters are not accepted.</li> <li>• Personal identification cards approved by DEWA:</li> <li>• Passport</li> <li>• UAE National ID Card</li> <li>• Driver's Licence</li> <li>• Labour Card issued by the UAE Ministry of Labour</li> <li>• Thukher and Sanad cardholders must show their cards to receive their due discount</li> <li>• Social Affairs Card holders are not entitled to receive a discount</li> <li>• Information update via DEWA's website and Smart Application is free of charge</li> </ul>

## HIGH / LOW CONSUMPTION ENQUIRIES

SERVICE	HIGH / LOW CONSUMPTION ENQUIRIES
<b>Service description</b>	<p>This service is offered to customers (residential, commercial or industrial) who wish to ask about their bills in case they noticed an unexpected increase or decrease in consumption. DEWA will inspect the meter and make sure it is working properly</p>
<b>How to receive the service</b>	<p><b>1. Residential Properties</b></p> <p>The applicant submitting the request, or the authorised person, must provide the following documents:</p> <p><b>Personal:</b></p> <ul style="list-style-type: none"> <li>• A signed, valid DEWA-approved Personal Identification Card</li> <li>• Customer account number</li> </ul> <p><b>Authorisation:</b></p> <ul style="list-style-type: none"> <li>• The authorised person must have a letter, signed by the account holder, containing the customer account number</li> <li>• A copy of the applicant's passport with the signature page included, or the UAE National ID Card, signed and valid</li> <li>• A signed, valid copy of an approved personal identification card for the authorised person</li> </ul> <p><b>2. Commercial and Industrial Properties</b></p> <p>The applicant submitting the request, or the authorised person, must provide the following documents:</p> <ul style="list-style-type: none"> <li>• A letter stating the customer account number signed and sealed by the company submitting the request</li> <li>• The authorised person must have an approved, valid and signed personal identification card</li> </ul>
<b>Channels providing the service</b>	<p>This service is available at:</p> <ul style="list-style-type: none"> <li>• DEWA's Customer Service Centres across Dubai</li> <li>• DEWA's website: <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a> (24/7)</li> <li>• DEWA's Smart Application (24/7)</li> </ul>
<b>Service fees</b>	<p>If the meter inspection shows no malfunction or error, the inspection fees are calculated for each individual meter and added to the next monthly bill as follows:</p> <ul style="list-style-type: none"> <li>• AED 30 for small meters and AED 75 for larger meters</li> <li>• Thukher cardholders are entitled to a 50% discount on service fees only</li> </ul>

<b>Average waiting and serving time in all customer centres</b>	Waiting time: 4:00 minutes Serving time: 4:00 minutes
<b>Total service completion time</b>	3 working days
<b>Steps to resolve service requests</b>	In case there is an error in a High or Low consumption request submitted through DEWA's website or Smart Application, the customer must contact the Customer Care Centre (Contact Centre) on 04 601 9999 or visit any Customer Service Centres
<b>Notes</b>	<p>Please consider the following to avoid service delay:</p> <ul style="list-style-type: none"> <li>• Signatures on both the letter and the passport must match for personal authorisation, as well as signature and seal for companies</li> <li>• All letters, whether personal or commercial, must be in print and addressed to DEWA. Letters must also contain the company's name and logo for commercial customers</li> <li>• In terms of authorisation, the original authorisation document must be presented. It has to be issued by the UAE's notary public, or certified by the UAE Ministry of Foreign Affairs if issued outside the country. Personal letters are not accepted</li> <li>• Personal identification cards approved by DEWA:</li> <li>• Passport</li> <li>• UAE national ID Card</li> <li>• Driver's Licence</li> <li>• Labour Card issued by the UAE Ministry of Labour</li> <li>• The customer will bear the responsibility of paying the property's accumulated accruals after inspection in case no meter malfunction has been detected</li> <li>• If DEWA notices unusual consumption rates, even if customers have not submitted meter inspection requests, DEWA reserves the right to conduct the inspection at its own discretion to make sure the meter is working properly</li> <li>• Thukher cardholders must provide their cards to receive their due discount</li> <li>• Social Affairs Card holders are not entitled to receive a discount</li> </ul>

## NO OBJECTION CERTIFICATE (NOC)

SERVICE	NO OBJECTION CERTIFICATE (NOC)
<b>Service description</b>	<p>This service is offered to customers (residential, commercial and industrial) who wish to obtain a certificate stating that they have paid all their accruals after requesting disconnection of supply and receiving a final bill</p>
<b>How to receive the service</b>	<p><b>1. Residential Properties</b></p> <p><b>Property Owners</b></p> <ul style="list-style-type: none"> <li>• In case the property has been sold and no tenants exist, the final bill must be requested and supply disconnected before obtaining the NOC</li> <li>• In case tenants exist and most recent bill is paid, the NOC is issued based on the last meter reading</li> <li>• In case the property owner wishes to reside in the property and requests the NOC in order to submit it to other organisations, the most recent bill is paid and the NOC is issued based on the last meter reading</li> </ul> <p><b>Authorisation</b></p> <ul style="list-style-type: none"> <li>• A letter from the applicant containing the customer account number</li> <li>• A signed, valid copy of the applicant's passport or UAE national identification card</li> <li>• The authorised person must have a signed, DEWA-approved Personal Identification Card</li> </ul> <p><b>People with No Account Number</b></p> <ul style="list-style-type: none"> <li>• A letter addressed to DEWA, containing the reason why the NOC is required and the entity asking for it</li> <li>• A copy of the passport or the UAE National ID Card, with the valid residency page also photocopied by residents</li> </ul> <p><b>2. Commercial &amp; Industrial Properties</b></p> <ul style="list-style-type: none"> <li>• A letter, signed and sealed by the company submitting the request</li> <li>• A signed, valid Personal Identification Card for the authorised person</li> <li>• For Dubai Department of Economic Development (DED)</li> <li>• The final bill must be paid. In case the customer account number is not available, the customer must obtain an account number to receive the NOC</li> </ul>



<b>Channels providing the service</b>	<p>This service is available at:</p> <ul style="list-style-type: none"> <li>• DEWA's Customer Service Centres across Dubai</li> <li>• DEWA's website (24/7): <a href="http://www.dewa.gov.ae/consumers/customerguide/service.aspx?serviceno=131">http://www.dewa.gov.ae/consumers/customerguide/service.aspx?serviceno=131</a></li> <li>• DEWA's Smart Application (24/7)</li> </ul>
<b>Service fees</b>	<ul style="list-style-type: none"> <li>• AED 50</li> <li>• Thukher and Sanad cardholders are entitled to a 50% discount on service fees only</li> </ul>
<b>Average waiting and serving time in all customer centres</b>	<p>Waiting time: 4:00 minutes Serving time: 4:00 minutes</p>
<b>Total service completion time</b>	<p>On the day of submission (1 working day) If request via DEWA website / DEWA Smart App NOC will be sent through email within 3 working days</p>
<b>Steps to resolve service requests</b>	<p>In case there is an error in the NOC request submitted through DEWA website or DEWA smart Application, the customer must contact Customer Care Centre (Contact Centre) on 04 601 9999</p>
<b>Notes</b>	<p>Please consider the following to avoid service delay:</p> <ul style="list-style-type: none"> <li>• Signatures on both the letter and the passport must match for personal authorisation, as well as the signature and seal for companies</li> <li>• All letters, whether personal or commercial, must be in print and addressed to DEWA. Letters must also contain the company's name and logo for commercial customers</li> <li>• In terms of authorisation, the original authorisation document must be presented. It has to be issued by the UAE's notary public, or certified by the UAE Ministry of Foreign Affairs if issued outside the country. Personal letters are not accepted</li> <li>• Personal Identification Cards approved by DEWA: <ul style="list-style-type: none"> <li>• Passport</li> <li>• UAE National ID Card</li> <li>• Driver's Licence</li> <li>• Labour Card issued by the UAE Ministry of Labour</li> </ul> </li> <li>• Thukher and Sanad cardholders must show their cards to receive their due discount</li> <li>• Social Affairs Card holders are not entitled to receive a discount</li> <li>• DEWA is not responsible for issuing NOCs to the companies wishing to submit the NOC to DED but are not registered in DEWA's system</li> </ul>

## NO OBJECTION CERTIFICATE (NOC)

This service provides No Objection Certificates for road projects and general utility projects.

SERVICE	NO OBJECTION CERTIFICATE (NOC) FOR ROAD PROJECTS OR GENERAL AND UTILITY PROJECTS
<b>Service description</b>	<p>Infrastructure Information and permits department issued NOC for infrastructure work in the Emirate of Dubai, located within the following areas:</p> <ul style="list-style-type: none"> <li>• Right of way</li> <li>• DEWA corridors</li> <li>• Power substations</li> </ul> <p>These include the following categories:</p> <ul style="list-style-type: none"> <li>• Road Projects</li> <li>• Network Services</li> <li>• General Projects</li> <li>• House Connection</li> <li>• Trial Trench</li> <li>• Information NOC for DEWA electricity and water services</li> </ul>
<b>How to apply for this service</b>	<ul style="list-style-type: none"> <li>• <b>Work within right of way:</b> <ul style="list-style-type: none"> <li>• Apply for NOC online on the RTA System (e-noc) through the link: <a href="https://noc.rta.ae/RTAeNOC/Webpages/common/login/login.aspx">https://noc.rta.ae/RTAeNOC/Webpages/common/login/login.aspx</a></li> <li>• Customers can choose to make a digital or manual application</li> </ul> </li> <li>◊ For digital application, customers should attach their requirements as mentioned in the NOC Submission Guidelines</li> <li>◊ For manual application, get the online RTA Reference number from e-noc and provide the required documents in a soft copy, such as a CD, and send it by hand to the NOC counter at the second floor of the DEWA Warsan complex</li> <li>• <b>Work inside DEWA Corridor</b> <ul style="list-style-type: none"> <li>• Provide the required documents by hand with a soft copy (CD) to the Customer Service Centre in DEWA Counter at the second floor of the DEWA Warsan complex</li> </ul> </li> </ul> <p>Note: To obtain a copy of the NOC submission guidelines, please contact the Infrastructure Information and Permits Department</p>
<b>Where this service is offered</b>	<p>This service is offered at the counter in the second floor of the DEWA Warsan complex</p>
<b>Service fees</b>	<p>Free of charge</p>

**Serving time and waiting time**

Service provision time: 10 mins  
Waiting time: 10 mins

**Time taken to complete the service**

- Road Projects (14 Working days)
- Network Services (14 Working days)
- General Projects (14 Working days)
- House Connection (5 working days)
- Trial Trench (5 working days)
- Informational NOC for DEWA Water & Electricity Services (5 working days)

**Notes**

Please note that the following points are required to be followed to ensure the service is received without delay.







## ADVISORY SERVICES

DEWA provides a range of advisory services and expertise to help you in your daily operations.



### **TRANSMISSION LINE MAINTENANCE DEPARTMENT PROVIDES THE FOLLOWING ADVISORY SERVICES:**

1. Standby site supervisor for third party work locations near 400/132kV lines
2. Trial pit or Overhead Line (OHL) clearance verification supervisor for 400/132kV lines

### **PROCESS FOR REQUESTING ADVISORY SERVICES:**

1. Standby site supervisor for third party work locations near 400/132kV lines
  - Request standby site supervision and NOC from the Transmission Line Patrolling section by sending a message via  
E-mail: [tp.tlm@dewa.gov.ae](mailto:tp.tlm@dewa.gov.ae)  
call 04 322 1547 or 04 322 7929 or fax 04 322 9095
  - The required supervisor will be sent to the site within 2 working days
2. Trail pit or OHL clearance verification supervisor for 400/132kV lines
  - Request Trail pit or OHL clearance verification supervision and NOC from the Transmission Line Patrolling section via  
E-mail [tp.tlm@dewa.gov.ae](mailto:tp.tlm@dewa.gov.ae),  
call 04 322 1547 or 04 322 7929, or fax 04 322 9095
  - The required supervisor will be sent to the site within 2 working days

### **TRANSMISSION ASSET MANAGEMENT PROVIDES THE FOLLOWING ADVISORY SERVICES:**

1. Transformer oil test:
  - Send the test requisition to the Transmission Asset Management Department's Transformer oil testing laboratory showing the number of samples and tests required via e-mail to [tamoillab@dewa.gov.ae](mailto:tamoillab@dewa.gov.ae) or Fax 04 398 6455 or 04 322 9009  
You can also call on 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 in the specific request form
  - After receiving the samples the customer will be asked to pay fees at DEWA Customer Service Centre, after which the customer will receive the payment receipt
  - Reports will be received directly from the lab at Al Warsan after confirmation of prompt payment fees according to the type and numbers of tests

## WATER SERVICES

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General inquiry about water meter application status and printing estimate  
payment request



## WATER SERVICES

SERVICE	WATER SERVICES – GENERAL ENQUIRY
Service description	General enquiry about water meter application status and printing estimate payment request
How to apply for this service	<p>All water meter applications must be made online (DEWA e-service) by an enrolled contractor</p> <p><b>DOCUMENTS TO BE SUBMITTED FOR NEW WATER CONNECTIONS:</b></p> <p><b>For commercial premises (Office – shop – warehouse – farm – park)</b></p> <ul style="list-style-type: none"> <li>• NOC from Water department</li> <li>• Copy of the site plan</li> <li>• NOC from landlord</li> <li>• Electricity account number and copy of the bill</li> <li>• Tenancy contract and Ejari certificate</li> <li>• Trade licence and passport copy</li> <li>• Dubai Municipality NOC</li> </ul> <p><b>For new buildings</b></p> <ul style="list-style-type: none"> <li>• NOC for water department</li> <li>• Plan of building</li> <li>• Owner passport copy</li> <li>• NOC from landlord</li> <li>• Details &amp; No. of Flats</li> <li>• Details of water consumption</li> </ul> <p><b>For residential buildings</b></p> <p>FOR TEMPORARY CONNECTIONS</p> <ul style="list-style-type: none"> <li>• Copy of the plan for the premises</li> <li>• Contractors Trade licence</li> <li>• NOC for water department</li> <li>• Internal water network details</li> <li>• Dubai Municipality building permit</li> </ul> <p><b>For permanent meters</b></p> <ul style="list-style-type: none"> <li>• Copy of the plan of the premises</li> <li>• NOC from landlord</li> <li>• Passport copy</li> <li>• NOC for water department</li> <li>• Internal water network details</li> </ul>
Where application can be made	DEWA e-services <a href="https://e-services.dewa.gov.ae">https://e-services.dewa.gov.ae</a>
Service fees	Free of charge for general inquiries & printing estimates

# EMERGENCY SERVICES

Attending customer emergency requests on a 24/7 basis



## LV NETWORK MAINTENANCE SERVICES

### (EMERGENCY COMPLAINTS FOR ELECTRICAL FAILURE)

SERVICE	EMERGENCY COMPLAINTS FOR ELECTRICAL FAILURE
<b>Service description</b>	Receiving and attending customer complaints associated with electrical cable failures or electrical abnormalities and to ensure appropriate and timely response to customer complaints with the objective of providing customer happiness
<b>How to apply for this service</b>	Customers can log their technical complaint by calling the Customer Care Centre (Contact Centre) - Emergency Services at 991
<b>Where complaints can be registered</b>	Complaints can be registered at: <ul style="list-style-type: none"> <li>• DEWA Contact Centre by calling (991)</li> <li>• DEWA Smart App, which can be downloaded on your mobile device</li> <li>• eComplain: <a href="http://ecomplain.dubai.gov.ae">http://ecomplain.dubai.gov.ae</a></li> </ul>
<b>Service fees</b>	1. The following fees are applicable for the below: <ul style="list-style-type: none"> <li>• Fuse Replacement (charges will depend on fuse type)</li> <li>• Circuit Breaker Trip (charges will depend on case)</li> <li>• Electricity Meter Replacement in case of a damage burnt meter (charges will depend on case)</li> <li>• In case customer increases the load which causes failure in the main cable, charges of replacement will depend on case</li> </ul>
<b>Time taken for activation of this service</b>	2 hours (minor complaints) 4 hours for main cable failures (major complaints)
<b>Notes</b>	<ul style="list-style-type: none"> <li>• Fuse replacement undertaking must be signed by customer</li> <li>• It is strongly recommended to have regular maintenance of all internal wiring in your premises</li> <li>• In case of a fire case, customer must provide all NOCs from General Directorate of Civil Defence in order to release the supply</li> </ul>

## LV NETWORK MAINTENANCE SERVICES

### (OUTAGE REQUEST FOR INTERNAL FAULT REPAIRING)

SERVICE	TEMPORARY DISCONNECTION FOR INTERNAL FAULT REPAIRING
<b>Service description</b>	<p>Temporary disconnection is provided to customers on their requests to rectify the faulty internal circuits in the customer premises which includes:</p> <p>Replacement of Circuit Breaker (MCCB) for technical reasons</p> <ul style="list-style-type: none"> <li>• Replacement of Circuit Breaker (MCCB) for technical reasons</li> <li>• Internal fault repairing associated with customer connections</li> </ul>
<b>How to apply for this service</b>	Customers can log their technical complaint by calling the Customer Care Centre (Contact Centre) - Emergency Services at 991
<b>Where applications can be submitted</b>	<ul style="list-style-type: none"> <li>• DEWA Customer Care Centre (Emergency Services) by calling 991</li> <li>• Al Hudaiba Customer Service Centre - Distribution Maintenance Department (3rd Floor)</li> </ul>
<b>Service fees</b>	Temporary Disconnection and Reconnection charges (charges depend on case)
<b>Time taken for activation of this service</b>	Depends upon the customer readiness
<b>Notes</b>	<ul style="list-style-type: none"> <li>• No modifications are allowed to customer installation during and after providing outage, unless approved by DEWA</li> <li>• Temporary disconnection is provided based on customer request</li> <li>• Duration of disconnection to not exceed 2 hours</li> </ul>

## LV NETWORK MAINTENANCE SERVICES

### (PROVIDING ACCESS TO PRIVATE TRANSFORMER ROOM)

SERVICE	PROVIDING ACCESS TO DEWA PRIVATE ELECTRICAL TRANSFORMER ROOMS
<b>Service description</b>	<p>Customer access is provided to private electrical transformer rooms. Customer may require access to transformer rooms in their premises for:</p> <ol style="list-style-type: none"> <li>Cleaning purposes</li> <li>For internal work such as replacement of smoke detectors by their private technicians or engineers</li> <li>For emergencies such as water floods or any abnormalities inside the transformer rooms</li> <li>To recover pets which have gained entry through animal access of the private transformer rooms</li> <li>Any other maintenance jobs such as the rectification of lighting electrical or civil works</li> </ol>
<b>How to apply for this service /</b>  <b>Where complaints can be registered</b>	<p>Customer must submit the request by :</p> <ul style="list-style-type: none"> <li>Calling the Customer Care Centre (Contact Centre) – Emergency Services on 991</li> <li>Visiting the DEWA Al Hudaiba Customer Service Centre - Distribution Maintenance Department (3rd Floor) or letter from customer clearly stating the nature and type of maintenance work that will take place</li> </ul>
<b>Service fees</b>	Charges depend on case
<b>Service time and wait time for providing this service</b>	<p>Service provision time:</p> <ul style="list-style-type: none"> <li>Service is provided on a 24/7 basis for normal requests</li> <li>Approval for emergencies is dependent on the situation and requirement</li> </ul>
<b>Time taken for activation of this service</b>	Depends upon the customer readiness
<b>Notes</b>	<ul style="list-style-type: none"> <li>The relevant department will go through the request and approve based on the requests</li> <li>At any point the transformer rooms should not be kept open. Customers are requested to complete the tasks in the supervision of DEWA staff</li> </ul>





## LV NETWORK MAINTENANCE SERVICES (TSM)

SERVICE	TEMPORARY SUPPLY (FOR UAE NATIONALS ONLY)
<b>Service description</b>	Provision of temporary supply (not exceeding 7 days) for marriage, mourning and other special celebrations such as: shopping festivals, National Day, Eid Holidays, graduations, etc.
<b>How to apply for this service</b>	<p>Customers (account holder or authorised person) have to provide the following:</p> <ul style="list-style-type: none"> <li>• Customer information (Premises details eg. Contract account no, meter no, contact details)</li> <li>• Contractor contact information, load, and number of days</li> <li>• For tents, NOC is required from General Directorate of Civil Defence</li> <li>• RTA permission if there is road crossing</li> </ul>
<b>Where application can be submitted</b>	<p>Request should be submitted by personally visiting (account holder or authorised person) the:</p> <ul style="list-style-type: none"> <li>• DEWA Academy Building – Al Hudaiba (For Bur Dubai residents)</li> <li>• DEWA Al Warqah Office – (For Deira residents)</li> <li>• DEWA Hatta Office</li> <li>• DEWA Smart Application</li> </ul>
<b>Service fees</b>	<ul style="list-style-type: none"> <li>• Service charge will depend on cable size, length of cable, number of days, and consumption load</li> </ul>
<b>Time taken for activation of this service</b>	Service is activated after payment is made
<b>Notes</b>	<ul style="list-style-type: none"> <li>• In case of planned functions, customer must apply 4 days before the function</li> <li>• In case of emergencies and mourning cases, customer must apply immediately</li> <li>• Service fees are non-returnable</li> </ul>

## RECONNECTION AFTER FIRE INCIDENT

SERVICE	ELECTRICITY RECONNECTION (AFTER FIRE INCIDENT)
<b>Service description</b>	Electricity reconnection (after a fire incident) based on request by the General Directorate of Civil Defence
<b>How to apply for this service</b>	Customer must submit NOC from General Directorate of Civil Defence
<b>Where application can be submitted</b>	<ul style="list-style-type: none"> <li>• DEWA Al Warqah Office (Deira)</li> <li>• DEWA Al Hudaiba Customer Service Centre (Bur Dubai)</li> <li>• DEWA Hatta Customer Service Centre</li> </ul>
<b>Service Fees</b>	<p>No service fees*</p> <p>*In case of the electricity meter getting burnt, fees will be applied for meter replacement</p>
<b>Time taken for activation of this service</b>	2 hours
<b>General emergency notes</b>	<ul style="list-style-type: none"> <li>• Notice will be sent to customer for routine maintenance</li> <li>• Safety notices will be issued to customers for corrective action for the following cases: unsafe installations, illegal connections, or unsafe wiring in customer meter cabinet</li> <li>• Customer is not allowed to add additional load without prior approval from DEWA</li> <li>• In case customer causes any damage to DEWA cables, the customer will be liable for paying the necessary fees</li> <li>• In case of additional load, a notice will be issued by DEWA for disconnection and replacement of MCCB as per DEWA standards</li> </ul>







## CUSTOMER CARE CENTRE (CONTACT CENTRE) SERVICES

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The Customer Care Centre (Contact 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 (Contact Centre)**

**04 601 9999**

**Billing & Other Inquiries**

### **Emergency**

**991**

**Electricity & Water Emergencies**

## BILLING SERVICES

### SERVICES

- Know your outstanding bill
- Receive statement through email or fax
- Know about your last payment
- Follow-up on registered requests
- Follow-up or query on final bill requests
- Follow-up all other request
- Register customer service complaints
- Follow up on online requests for activation of supply
- Vehicle complaints

### ENQUIRIES

- DEWA services and procedures
- How to register with DEWA
- How to change or update your address
- Clearance certificate
- Final bill procedure
- Various mode of payments
- DEWA online services
- Make high or low consumption complaints
- Dubai Municipality fee
- Cooling fees
- Fuel surcharge
- Paying through Mpay service
- DEWA Slab Tariff
- Collective Billing
- Water Supply Points
- Change Landlord Information
- DEWA Smart Application
- Customer Service locations and Timings





## EMERGENCY SERVICES

### ELECTRICITY SERVICES

- No power
- Partial power failure
- Electricity fluctuation
- Electric shock
- Fuse burning
- Fire case
- Meter burned
- Information about damaged cables
- Request for shutdown for internal electric work
- Information about temporary electricity supply for memorial or wedding ceremony tents
- Electricity reconnection
- Wire burning or smoke
- Other services

### WATER SERVICES

- No water supply
- Low water pressure
- Water leak at or before the meter
- Broken water pipe
- Break in main water line
- Smelly or muddy water
- Meter counter not working
- Request for shutdown for internal plumbing work
- Main line damaged by contractor
- Restore or fix interlock after maintenance work
- Water reconnection
- Maintenance work
- Other services



E-services

## DEWA E-SERVICES LIST



Multiple Ways  
to pay





E-suggest



15 Customer  
Service Centres



24/7 Customer  
Care Centre



GreenBill

SERVICE	SERVICE NAME ON WEBSITE
Calculate Slab Tariff	Slab Tariff Calculator
Display Bill Explanation	Understand Your Bill
Display CO2 Footprint	Carbon Footprint
Display Consumption Graph	Consumption Graph
Display Electricity and Water Annual Statistics	DEWA Annual Statistics
Display Environment Awareness	We care for the Earth
Display of Safety Notices	Safety At Home
Display Road Works	(ONLY AVAILABLE ON DEWA MOBILE APPLICATION)
Display Slab Tariff Information	Slab Tariff
Display Water and Electricity Conservation	Electricity and Water Conservation
Display Water Supply Points	DEWA's Water supply points
Pay DEWA Bills	Bill Payment
Provide Project-Generation Substation Documents	Project-Generation Document Submission
Request or Track Clearance certificate for Electricity or Water bills	Clearance Certificate
Request or Track for Getting Electricity and Water Connection	Getting Electricity or Water Service
Request for Conservation Award Lecture Booking	Lecture Booking Request

SERVICE	SERVICE NAME ON WEBSITE
Request for final Bill and disconnection of supply	Final Bill Request (Move-Out)
Request for Green Bill Registration	Subscribe to DEWA's Green Bill service
Request for Scholarship Application	DEWA Scholarship
Request for Temporary connection	Request Temporary connection
Request to Change Billing Address	Update Contact Details
Request to Change Landlord Information	Request for change of Landlord Information
Request or Track Infrastructure Application Services	Infrastructure Application Services
Request or Track Adding or Removing Accounts from Collective Bills	Add Account to Collective Billing
Request or Track Building NOC	Building NOC Application
Request or Track Collective Bill	Request for Collective Billing
Request or Track Demolition NOC	Demolition NOC Application
Request or Track Fitout Application Approval	Fitout Application
Submit Billing Complaint about High or Low Consumption Rate (Billing Complaints)	Billing Complaints
Submit Renewed Tenancy Contract	Submit Tenancy Contract
View Payment History	Bill or Payment History



A hand holding a credit card over a payment terminal. The background is blurred, showing people in a social setting. A green geometric overlay covers the bottom half of the image.

## BILL PAYMENT CHANNELS

This section provides you with an overview and details on DEWA's range of 17 payment channels to make your life easier, and save you time and effort.

## DEWA BILL PAYMENT CHANNELS

### DEWA WEBSITE (ePAY)

Use your credit cards (VISA, Master Card, Diners Club, JCB card, American Express and Unionpay) on DEWA's safe and secure website at no extra charge: <https://customer.dewa.gov.ae/irj/portal/anonymous/onbp>

### PAY VIA MOBILE – SMS (MPAY)

Pay your bills via mobile phone. Register at <https://mpay.dubai.ae> to active this service.

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

### DEWA CUSTOMER SERVICE CENTRES:

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

A. Payments can be done in Customer service centres over the cash counters by:

- Cash
- Cheques\*
- Credit Cards GCC only (extra charge is applied) – see table on following page

B. PO Box mail: A/C Payee crossed cheque\* along with the remittance advice of bill, to be mailed to:

Dubai Electricity & Water Authority  
PO Box 564, Dubai

C. In the above centres\* you can pay by dropping off your cheque in cheque deposit boxes

\*(please include mobile number and DEWA account number in the back of the cheque)

**Average waiting and serving time for bill payment in all DEWA customer service centres**

Waiting time: 1:45 minutes  
Serving time: 1:45 minutes



### DRIVE- THRU SERVICE

Pay your bills while driving through, in your car, at the Al Wasl and Umm Ramool Customer Service Centres.

### ETISALAT PUBLIC PAYMENT MACHINES

Pay your bills using Etisalat Public payment machines all over UAE

### ENOC/EPPCO SERVICE STATIONS

24/7 at all ENOC/EPPCO Service Stations in Dubai

### EMIRATES POST OFFICES

All Emirates Post Offices over the UAE, from Saturday to Thursday during office hours

### BANKS

- **Direct Debit**

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

- **ATM Machines**

Bills can be paid at ATM machines of many banks

- **Teller Counters**

DEWA's partner banks offer DEWA bill payment at their tellers from Saturday to Thursday during office hours

- **Phone banking**

This service is presented to you through phone banking. Please note that you have to be a bank account holder to use this service

### SMART SERVICES

- **Apple iOS (iPad, iPod, iPhone)**

DEWA offers a variety of smart services through the iPhone & iPad, which is available in both English and Arabic. The application can be downloaded from the App Store

- **Android**

DEWA offers a variety of smart services through Android phones. The application can be downloaded from (Google Play)

- **Blackberry OS (Blackberry & Blackberry PlayBook)**

DEWA offers a variety of smart services through the Blackberry & Blackberry PlayBook, which is available in both English and Arabic. The application can be downloaded from the Blackberry App World.







- **Windows 8 & Windows Phone**

DEWA offers a variety of smart services through Windows 8 & Windows phone

\* For more information, please visit DEWA website [www.dewa.gov.ae](http://www.dewa.gov.ae)

### APPLICABLE CHARGES ON CREDIT/DEBIT CARD

- No charges are applied on cards, if payment is made through DEWA website or Dewa Smart App

Credit Card Types						
Charge	1.618%	1.618%	1.618%	1.618%	2.0407%	2.0407%

## BANKS ACCEPTING DEWA BILL PAYMENTS

**BANKS ACCEPTING DEWA PAYMENTS FROM ALL CUSTOMERS  
(ENBD CUSTOMERS AND NON-ENBD CUSTOMERS):**

1	Emirates NBD
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**LIST OF BANKS ACCEPTING DEWA PAYMENTS FROM THEIR ACCOUNT HOLDERS ONLY:**

#	Bank Name
1	Emirates NBD
2	HSBC Bank
3	Commercial Bank Of Dubai
4	ARAB BANK
5	Abu Dhabi Commercial Bank
6	Abu Dhabi Islamic Bank
7	Citi Bank
8	Mashreq Bank
9	National Bank Of Ras Al Khaimah
10	Dubai First
11	Dubai Islamic Bank
12	First Gulf Bank
13	Habib Bank AG Zurich
14	National Bank Of Abu Dhabi
15	Noor Bank
16	Standard Chartered Bank
17	Sharjah Islamic Bank
18	United Bank Limited
19	Union National Bank
20	Al Hilal Bank
21	Ajman Bank
22	National Bank of Fujairah









# GREEN BILL

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The Green Bill offers you the convenience of viewing and paying your DEWA bill online – simply and securely, whenever and wherever you wish.



### 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, it takes just a few simple steps to sign up for Green Bill
- 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 Bills reduce the flow of personal information from unsecured mailboxes. Green Bills are transmitted securely
- Environmental Friendly: Green Bill allows you to reduce paper usage that helps to save trees, reduce solid waste 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://portal.dewa.gov.ae/irj/portal/anonymous/onbp>

**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 (StatementCode)?**

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://portal.dewa.gov.ae/irj/portal/anonymous/onbp>

## **Will I receive a paper bill for my collective account and accounts under my collective account (statement code) if I opt for Green Bill?**

No, the paper bill will be discontinued for your collective account and all accounts under your collective account (Statement Code)



## BILL ENQUIRY

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### A. THROUGH MOBILE PHONE (SMS):

Enquire about your bill amount through your mobile phone.  
Send SMS with your account number:

To enquire; send an SMS to the number 4488

Example: <dewa> space <bill> space <account number>

\* Note: SMS Costs 60 Fils.

### B. THROUGH DEWA WEBSITE:

Enquire about your bill amount online without registration.  
Log on to [www.dewa.gov.ae](http://www.dewa.gov.ae) and enter your account number  
to look up your bill at no extra charge.







# ASH'IR

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## LIVE VIDEO CHAT FOR PEOPLE WITH SPECIAL NEEDS

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



# 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 UAE

The peak time for electricity and water load in the UAE is from 12-6 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 6 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 longer than regular incandescent lamps
- Set your air-conditioners to 24C. 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. It is estimated that in the average home, 40% of all electricity used to power home electronics is consumed while the devices are turned 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, select a front-load model. These are generally more energy and water efficient than top-load machines. Look for machines 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 and meter. Unusually high bills may mean you have leaks that need to be checked

Contact DEWA Customer Care Centre on 04 601 9999 to check your meter

To obtain our comprehensive booklets on conservation practices (General, Hotels & Hospitality, Manufacturing or Industrial), please contact Demand & Tariff Management at: [cs.dtm@dewa.gov.ae](mailto:cs.dtm@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.

The tariff structure has been revised, and is effective from 1 January 2011

WATER SLAB TARIFF		
Residential Monthly Consumption		Slab Tariff
<b>G</b>	0 - 6,000 IG*	3.5
<b>Y</b>	6,001 - 12,000 IG*	4.0
<b>O</b>	More than 12,000 IG*	4.6
Industrial & Commercial Monthly Consumption		2011
<b>G</b>	0 - 10,000 IG*	3.5
<b>Y</b>	10,001 - 20,000 IG*	4.0
<b>O</b>	More than 20,000 IG*	4.6
*IG - Imperial Gallons		

WATER SLAB TARIFF (UAE Nationals)		
Residential & Farms Monthly Consumption		Slab Tariff
<b>G</b>	0 - 10,000 IG*	Exempted
<b>Y</b>	0 - 10,001 IG*	1.5 fils IG*
*IG - Imperial Gallons		

ELECTRICITY SLAB TARIFF		
Residential Monthly Consumption		Slab Tariff
<b>G</b>	0 - 2,000 kWh	23 fils/ kWh
<b>Y</b>	2,001 - 4,000 kWh	28 fils/ kWh
<b>O</b>	4,001 - 6,000 kWh	32 fils/ kWh
<b>R</b>	More than 6,000 kWh	38 fils/ kWh
Industrial Monthly Consumption		2011
<b>G</b>	0 - 10,000 kWh	23 fils/ kWh
<b>Y</b>	More than 10,000 kWh	28 fils/ kWh

ELECTRICITY SLAB TARIFF (UAE Nationals)		
Residential & Farms Monthly Consumption		Slab Tariff
<b>G</b>	0 - 2,000 kWh	7.5 fils/ kWh
<b>Y</b>	2,001 - 4,000 kWh	9.0 fils/ kWh
<b>O</b>	4,001 - 6,000 kWh	10.5 fils/ kWh
<b>R</b>	6,000 kWh & Above	12.5 fils/ kWh

\* A Fuel Surcharge fee will be charged based on the consumption of electricity (Fils / kWh) and water (Fils / gallon) according to the rate of increase or decrease of the prices of fuel supplied to power plants and consumption volumes.



## CUSTOMER SERVICE CENTRES

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DEWA's customer services centres are staffed with our highly-trained employees who will help you with your issues and enquiries. DEWA's centres are fully-equipped with business and leisure facilities, as well as special services and facilities for the elderly and those with special needs. Our centres 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 SERVICE CENTRES

SR.	CUSTOMER SERVICE CENTRES	TIMINGS
1	Head Office (Zaabeel East)	Sunday to Thursday 7:30 AM to 8:00 PM
2	Al Hudaiba Customer Service Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
3	Burj Nahar Customer Service Centre	Saturday to Thursday 7:30 AM to 8:00 PM
4	Al Wasl Customer Service Centre	Saturday to Thursday 7:30 AM to 8:00 PM
5	Umm Ramool Customer Service Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
6	Ayal Nasser Customer Service Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
7	Al Quoz Sustainable Building	Saturday to Thursday 7:30 AM to 8:00 PM
8	Al Hamriya Customer Service Centre	Sunday to Thursday 7:30 AM to 2:00 PM
9	Discovery Gardens Customer Service Centre	Sunday to Thursday 7:30 AM to 8:00 PM
10	Jebel Ali Industrial Area Customer Service Centre	Sunday to Thursday 9:00 AM to 3:30 PM
11	Customer Service Centre at Dubai Municipality - Al Manara Centre	Sunday to Thursday 7:30 AM to 2:00 PM
12	Customer Service Centre at Dubai Municipality - Al Twar Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
13	Customer Service Centre at General Directorate of Residency and Foreigners Affairs - Head Quarter	Sunday to Thursday 7:30 AM to 2:00 PM
14	Customer Service Centre at General Directorate of Residency and Foreigners Affairs - Jebel Ali	Sunday to Thursday 7:30 AM to 2:00 PM
15	Hatta Customer Service Centre	Sunday to Thursday 6:30 AM to 2:00 PM

## PUBLIC TRANSPORTATION POINTS INCLUDING GEOGRAPHICAL LOCATION (MAKANI NUMBERS)

CUSTOMER SERVICE CENTRE	NEAREST METRO STATION NAME	NEAREST BUS STOP NAME
DEWA Head Office Makani: 31079 91073, 31295 91238	Dubai Health Care City Makani: 30996 91625, 30988 91543	DEWA Main Office Makani: 40RCN3115591042
Al Hudaiba Customer Service Centre Makani: 26946 93094	ADCB Makani: 28510 93133, 28620 92957	Hoot, Eppco Makani: 40RCN2707692979
Burj Nahar Customer Service Centre Makani: 30424 96434	Salah Al Din Makani: 30958 95922, 30878 95961	Nakhal 11 Makani: 40RCN3039596318
Customer Service Centre at Dubai Municipality - Al Manara Centre Makani: 21322 83423, 21353 83461	Noor Bank Makani: 21425 83300, 21334 83401	Noor Bank Metro Bus Stop Makani: 40RCN2140083249
Customer Service Centre at Dubai Municipality - Al Twar Centre Makani: 37378 95050, 37356 95004	Al Qusais Makani: 37646 95024, 37528 94981	Al Qusais Metro Bus Stop Makani: 40RCN3749695012
Customer Service Centre at General Directorate of Residency and Foreigners Affairs - Head Quarter Makani: 27916 91948, 27891 92044, 27664 92026	Al Jafiliya Makani: 27959 91845, 27878 91850	Al Jafiliya Metro Bus Stop Makani 40RCN2793191942
Customer Service Centre at General Directorate of Residency and Foreigners Affairs - Jebel Ali Makani: 06771 67270	Danube Makani: 07819 66379, 07696 66439	Jebel Ali Free Zone, Training Center 2 Makani: 40RCN0719167150
Umm Ramool Customer Service Centre Makani: 36435 90875	Rashidiya Makani: 37987 91478, 37992 91385, 38062 91327	Rashidiya, Civil Defence Makani: 40RCN3643690727

CUSTOMER SERVICE CENTRE	NEAREST METRO STATION NAME	NEAREST BUS STOP NAME
Ayal Nasir Customer Service Centre Makani: 29404 96358	Palm Deira Makani: 29043 96654, 28938 96562, 28920 96597	Naif, Police Station Makani: 40RCN2935296256
Al Wasl Customer Service Centre Makani: 24905 88202	Burj Khalifa/Dubai Mall Makani: 25656 88343, 25505 88448	Safa, Dubai Electricity and Water Authority Makani: 40RCN2497588272
Discovery Gardens Customer Service Centre Makani: 11480 71518	Nakheel Harbour & Tower Makani: 14281 76028, 14107 76109	Discovery Garden 16 Makani: 40RCN1144771406
Jebel Ali Industrial Area Customer Service Centre Makani: 08727 65926	Energy Makani: 08408 69145, 08294 69232	Jebel Ali Industrial Area 2 Makani: 40RCN0886166240
Al Quoz Sustainable Building Makani: 21860 83177, 21757 83178	Noor Bank Maknai: 21425 83300, 21334 83401	Noor Bank Metro Bus Stop Makani: 40RCN2140083249
Hatta Customer Service Centre Makani: 11712 44096	-	Hatta Bus Station Makani: 40ORDN1200444501
Al Hamriya Customer Service Centre Makani: 31948 98712	Abu Hail Makani: 33530 96453, 33521 96510, 33453 96524	Abu Hail, Roundabout Makani: 40RCN3182698539



## SUGGESTIONS & COMPLAINTS

### SUBMITTING COMPLAINTS

SERVICE	COMPLAINTS
<b>Service description</b>	Customer can submit their complaints related to DEWA services in order to enhance them
<b>How to submit a complaint</b>	<p>Customers can submit their complaints conveniently through the following channels:</p> <ul style="list-style-type: none"> <li>• DEWA website: <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a></li> <li>• Unified eComplain Portal: <a href="http://ecomplain.dubai.gov.ae">http://ecomplain.dubai.gov.ae</a></li> <li>• Email: <a href="mailto:customercare@dewa.gov.ae">customercare@dewa.gov.ae</a></li> <li>• Personal visit to DEWA Customer Service Centres</li> <li>• Complaint Boxes</li> <li>• Contact Centre: 04 601 9999</li> <li>• Fax: 04 506 6798</li> <li>• Mail: PO Box 564, Dubai</li> <li>• Media Channels</li> <li>• Dubai Smart Government Portal: <a href="http://www.dsg.gov.ae">www.dsg.gov.ae</a></li> <li>• Redirected complaints from other government entities.</li> </ul>
<b>Service Fees</b>	No service charge
<b>Time taken to complete this service</b>	A resolution will be made within (3) working days
<b>Notes</b>	<p>The following details must be included when making any complaints:</p> <ul style="list-style-type: none"> <li>• Account Number</li> <li>• Full name</li> <li>• Contact Number</li> <li>• Email</li> </ul>



## SUBMITTING SUGGESTIONS

SERVICE	SUGGESTIONS
<b>Service description</b>	Customers can submit their suggestions and comments on DEWA services and how to enhance them
<b>How to submit a suggestion</b>	<p>Customer can submit their suggestions through the following channels:</p> <ul style="list-style-type: none"> <li>• DEWA website <a href="http://www.dewa.gov.ae">www.dewa.gov.ae</a></li> <li>• Dubai Government's Unified eSuggest System online <a href="http://esuggest.dubai.gov.ae">http://esuggest.dubai.gov.ae</a></li> <li>• Email: <a href="mailto:customercare@dewa.gov.ae">customercare@dewa.gov.ae</a></li> <li>• DEWA App, which can be downloaded on your mobile device</li> <li>• DEWA Customer Care Centre 04 601 9999</li> <li>• Fax: 04 506 6798</li> <li>• Mail: PO Box 564, Dubai, UAE</li> <li>• Personal visit to DEWA Customer Service Centres</li> <li>• Ask Dubai <a href="http://www.askdubai.ae">www.askdubai.ae</a></li> <li>• Media Channels</li> </ul>
<b>Service fees</b>	No service charge
<b>Time taken to complete this service</b>	Within (10) working days
<b>Notes</b>	<p>The following details must be included when submitting a suggestion:</p> <ul style="list-style-type: none"> <li>• Customer name</li> <li>• Contact number</li> <li>• Email</li> <li>• Suggestion Details</li> </ul>





# CONTACT US

## CONTACT US

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### **DEWA CUSTOMER CARE CENTRE (CONTACT CENTRE)**

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

#### **EMERGENCY**

**991**

#### **FAX**

**04 601 9995**

#### **WEBSITE**

[www.dewa.gov.ae](http://www.dewa.gov.ae)

#### **EMAIL**

[customercare@dewa.gov.ae](mailto:customercare@dewa.gov.ae)

#### **SOCIAL MEDIA**

[facebook.com/dewaofficial](https://facebook.com/dewaofficial)

[twitter.com/dewa\\_official](https://twitter.com/dewa_official)

[instagram.com/dewaofficial](https://instagram.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

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**For generations to come**

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[www.dewa.gov.ae](http://www.dewa.gov.ae)

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