حكومة دبي
GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

Customer Guide

4th Edition
2016





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

"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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*The customer guide is updated on a yearly basis.



INTRODUCTION

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 a wide variety of bill payment channels provided for your convenience, and useful information on how you can reduce your electricity and water use, to save you both time and money, along with our customer happiness charter – our pledge to you and for generations to come.

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.

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

Our Values

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



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 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 HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, which comprises the following:

OUR COMMITMENT TO YOU

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

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

You can contact us directly through the following channels:

Telephone	Customer Care Centre – 04-601-9999 (24/7)
Email	customercare@dewa.gov.ae
Mail	P.O. BOX 564, Dubai, UAE
Customer Happiness Centres	For more information about the timings and locations of our Centres, please visit www.dewa.gov.ae

ELECTRICITY CONNECTION SERVICES

This connects your new buildings and properties to DEWA's electricity grid.



CONTRACTORS & CONSULTANTS REGISTRATION

SERVICE	CONTRACTORS AND CONSULTANTS REGISTRATION SERVICES
Service Description	Registration for contractors and consultants in order to apply for DEWA services
How to receive the service	**1. Consultants** Applications for new connection services can be made on the DEWA website at www.dewa.gov.ae as per the application categories listed below:

No.	Category	Required Documents
1	General consultant- (civil, structural, architectural)	• Valid trade commercial license copy issued by the Department of Economic Development of Dubai • Supervising engineer's passport copy along with visa page
2	Electrical consultant	• Valid Trade License copy issued by the Department of Economic Development of Dubai • Supervising engineer's documents copies (passport, visa, technical qualification and experience) with a minimum of one year experience required
3	Utility consultant (government organisation, utilities or developers)	• Authorization certificate or letter for a representative (with passport copy) • Supervising engineer's passport copy along with visa page
4	DRRG solar PV consultant	• Valid trade license copy issued by the Department of Economic Development of Dubai • Supervising engineer's documents copies (passport, visa, technical qualification and experience) minimum four years experience required • DEWA certified solar professional's documents

How to receive the service

2. Contractors

Registration for electricity connection services is to be submitted through DEWA website at www.dewa.gov.ae as per the applicable listed below:

No.	Category	Required Documents
1	Contractor-Electrical	• Valid trade licence copy issued by the Department of Economic Development of Dubai • Supervising engineer's documents copies (passport, visa, technical qualification and experience) with a minimum of one year experience required • List of technical staff with copies of supporting visa documents
2	Contractor-Civil	• Valid Trade License copy issued by the Economic Department of Dubai • Copy of supervising engineer's passport and visa page
3	Contractor-Electrical Fit out	• Valid Trade License copy, issued by the Economic Department of Dubai • Supervising engineer's documents copies(passport, visa, technical qualification and experience) with a minimum one year experience required • List of technical staff within company with copies of valid employment visa
4	Contractor-DRRG Solar PV	• Valid Trade License copy, issued by Economic Department of Dubai • Supervising Engineer's documents copies (passport, visa, technical qualification and experience) minimum four years experience required • DEWA certified solar professional's documents • List of technical staff within company with copies of valid employment visa
5	Contractor-Demolition	• Valid Trade License copy, issued by the Economic Department of Dubai

3. Owner Registration

Complete the owner registration through Owner registration procedure on DEWA website at www.dewa.gov.ae by using unique identification key e.g. Emirates ID. Trade license etc.

No.	Category	Required Documents
1	Individual	• Owner's Emirates ID (scanned copy) • Owner's Authorisation Letter
2	Organization	• Trade License (scanned copy) • Owner's Authorization Letter

Channels providing the service	Through DEWA website 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	Contractors and consultants can apply for electricity connection through the DEWA website after submission of the necessary documents
Application for Getting Electricity	**One window for getting electricity connection** As a pre-requisite, the customer shall complete the owner registration process and obtain the building NOC and Building Permit, for the project 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 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 Please submit your applications along the following attachments listed in the application form on the DEWA website www.dewa.gov.ae, choosing the service "Getting Electricity connection" 1. Visit DEWA website www.dewa.gov.ae 2. Click on Consultants & Contractors 3. Under services click on Getting Electricity/ Water Connection 4. Login with your user ID and Password 5. Select the owner of your project by using the drop down selection lists. And select the appropriate owner ID (Emirates ID, Idbara, Trade license) as searching criteria for retrieving the data 6. Upon selecting the owner, choose the type of connection.(Permanent/Additional load/ construction / Temporary supply) 7. Search the dewa approved building Noc, related to your project 8. Select the Dewa approved building Noc and press on create application

Application for Getting Electricity	9. Upload required information and submit application ,system will generate a unique application no (E-9XXXXX) that shall be used for future reference till completion of your request 10. The submitted documents will be processed by dewa and connection cost /estimate will be issued through the system 11. You will be able to make payment through online or respective Customer Happiness Centres 12. Upon payment, DEWA will issue the job order and proceed with external work 13. Once the electrical work of the project is completed, notification for dewa technical inspection can be initiated 14. Dewa engineer will conduct field inspection of the electrical installation and upon compliance with approved drawings and dewa regulations , meter will be installed and power supply will be connected subject to inspection clearance and submission of Building Completion Certificate from concerned authority
Total service completion time	**Low Voltage Design Approval:** • Load from 1-150kW: 1 Working Day • Load from 151-3000kW: 7 Working Days • Load from 3001-5000kW: 12 Working Days • Load from 5001kW & above: 17 Working Days **Issuance of Connection Cost:** • Load from 1 to 150kW: 1 Working Day • Load from 151 to 400kW: 5 Working Days • Load from 400kW and above: 9 Working Days **Low Voltage Inspection:** • Load from 1 to 150kW: 2 Working Days from the date preferred by the authorized electrical contractor for the project • Load above 150kW: 3 Working Days from the date preferred by the authorized electrical contractor for the project **Substation Location & Size Approval** (If applicable): • 4 Working days **Substation Inspection (If applicable):** • 2 Working Days from the date preferred by the authorized electrical contractor for the project

	Payment of Estimate
	<table><tr><td>No.</td><td>Procedure</td></tr><tr><td>1</td><td>The applicant will receive DEWA's Estimate by e-mail or online</td></tr><tr><td>2</td><td>Pay the estimate online or at DEWA's counters at Customer Happiness Centres</td></tr></table>

DRRG (DISTRIBUTED RENEWABLE RESOURCES GENERATION) SOLAR APP

SERVICE	DEWA SOLAR APP FOR DRRG SOLAR INSTALLATION
Service description	Issuance of Solar connection in-order to ensure connections of Electricity to power Distribution System of DEWA
How to receive the service	1. For NOC, Apply through "DEWA website → Consultants & Contractors → Innovation → Apply for PV Solar Connection → Solar NOC Application" 2. Enter any of the search parameter e.g. Emirates ID No, trade license number and Idbara number of an existing owner and search for creating application 3. If owner name does not appear while searching, go to owner registration option and search with owner identification type and number for the owner in DEWA's database, then select and relate the owner. If the owner is not available in DEWA database, then you need to register the owner by selecting create owner and update the required details 4. Select type of NOC as per your requirements Eg: New, revision, renewal, modification 5. Fill up mandatory information 6. Attach required documents as listed and press submit button 7. System will automatically generate solar NOC number (70xxxxx), the same can be referred any time 8. Customer will be able to track the application 9. For Design Approval, Apply through "DEWA Shams Dubai App", select E-service then choose DRRG Solar Design Approval 10. Enter the solar NOC number

How to receive the service	11. Select stage of Design Approval and category as per your requirements eg.: New, revision, renewal, modification 12. Fill up mandatory information 13. Attach required documents as listed and press submit button 14. Customer will be able to track the application 15. Customer can proceed with the installation of solar PV plant 16. Once customer receive the estimation, make the necessary payment on mobile App (or manually or through the web portal) 17. Complete the installation of the solar PV plant, customer to offer the system for inspection through mobile app by clicking on submit for inspection 18. After clicking submit for inspection, select type of inspection as per your requirements eg.: Without connection, request for meter installation, With connection, offer for re-inspection 19. Click on Contract agreement and Attach customer signed copy of the contract agreement if already not submitted during Design Approval 20. Customer will be able to track the application, inspection clearance or snag list to initiate suitable action from customer side
Channels providing the service	Through DEWA website www.dewa.gov.ae
Service Fees	Free of charge
Service time and average wait	• 14 working days for NOC • 21 working days for DA • 7 working days for without connection Inspection • 14 working days for with connection Inspection
Total service completion time	• 56 working days
Notes	In some cases , completion of service may take more than specified working days if comments required from other DEWA internal departments

DUBAI ELECTRICITY & WATER AUTHORITY INTRODUCES "AL NAMOOS" SERVICE, WHICH ENABLES CUSTOMERS TO OBTAIN POWER CONNECTION WITHIN 10 DAYS FOR LOAD OF 150 KW AND BELOW, AS PER THE BELOW STEPS:

NO	Steps	Time to Complete
1	Electrical consultant/contractor applies for electricity supply and obtain external works from Dubai Electricity and Water Authority	8 Days
2	Electrical consultant/contractor requests LV inspection for Release of Supply, to Dubai Electricity and Water Authority, and obtains meter installation and final connection	2 Days
	Payment of Estimate	
	One Window Process for Getting Electricity Connection (Construction Purpose) Please obtain the building permit from concerned Authority 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 when choosing the Fit-Out Application service	



	<table><tr><th>No.</th><th>Procedure to follow</th></tr><tr><td></td><td>• Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbara number, to identify an existing Owner or Press Search Button for Free Search • Select any of the Owners which you want to create application • Fill-up all mandatory information • Attached all required document as displayed in the application form and press submit button • System will automatically generate application number(F-9xxxxx); the same can be referred any time • Customer will be able to track the status of the application • 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 • Upon site readiness customer will be able to notify for premise LV inspection and power supply connection</td></tr></table>
Channels providing the service	Through DEWA website www.dewa.gov.ae
Service fees	Free of charge
Service time and average wait time	N/A

ISSUANCE OF BUILDING NOC

SERVICE	DEWA ISSUANCE OF BUILDING NOC
Service description	Issuance of Building NOC
How to receive the service	The customer shall complete the owner registration process and obtain the building NOC Apply for building NOC through web site along with the attachments as listed in the application form

No.	Procedure to follow
1	Apply through www.dewa.gov.ae choose "DEWA website → Consultants & Contractors → Services → NOC Services → Building NOC" • Enter any of thesSearch parameter e.g. Emirates ID No. Trade Licence number, and Idbara number of an existing owner and search for creating application • 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 • Select Type of NOC as per your requirements e.g. new, revision, renewal or additional load • Select connection type e.g. electricity • Fill-up all mandatory information • Attach all required documents as listed and press Submit button • System will automatically generate application number (10xxxxx); the same can be referred any time • Customer will be able to track the status of the application Note: The projects which requires a Dubai Municipality permit, application for Building NOC to be incorporated in the DM application for building permit

Channels providing the service	Through DEWA website www.dewa.gov.ae
Service fees	Free of charge
Service time and average wait time	6 working days
Total service completion time	6 working days
Notes	In some cases, completion of the service may take more than 6 working days in case comments are required from other DEWA internal departments

ISSUANCE OF DEMOLITION NOC

SERVICE	DEWA NOC FOR DEMOLITION PURPOSE
Service description	Issuance of NOC for demolition
How to receive the service	Apply for Demolition NOC through web site along with the attachments as listed in the application form

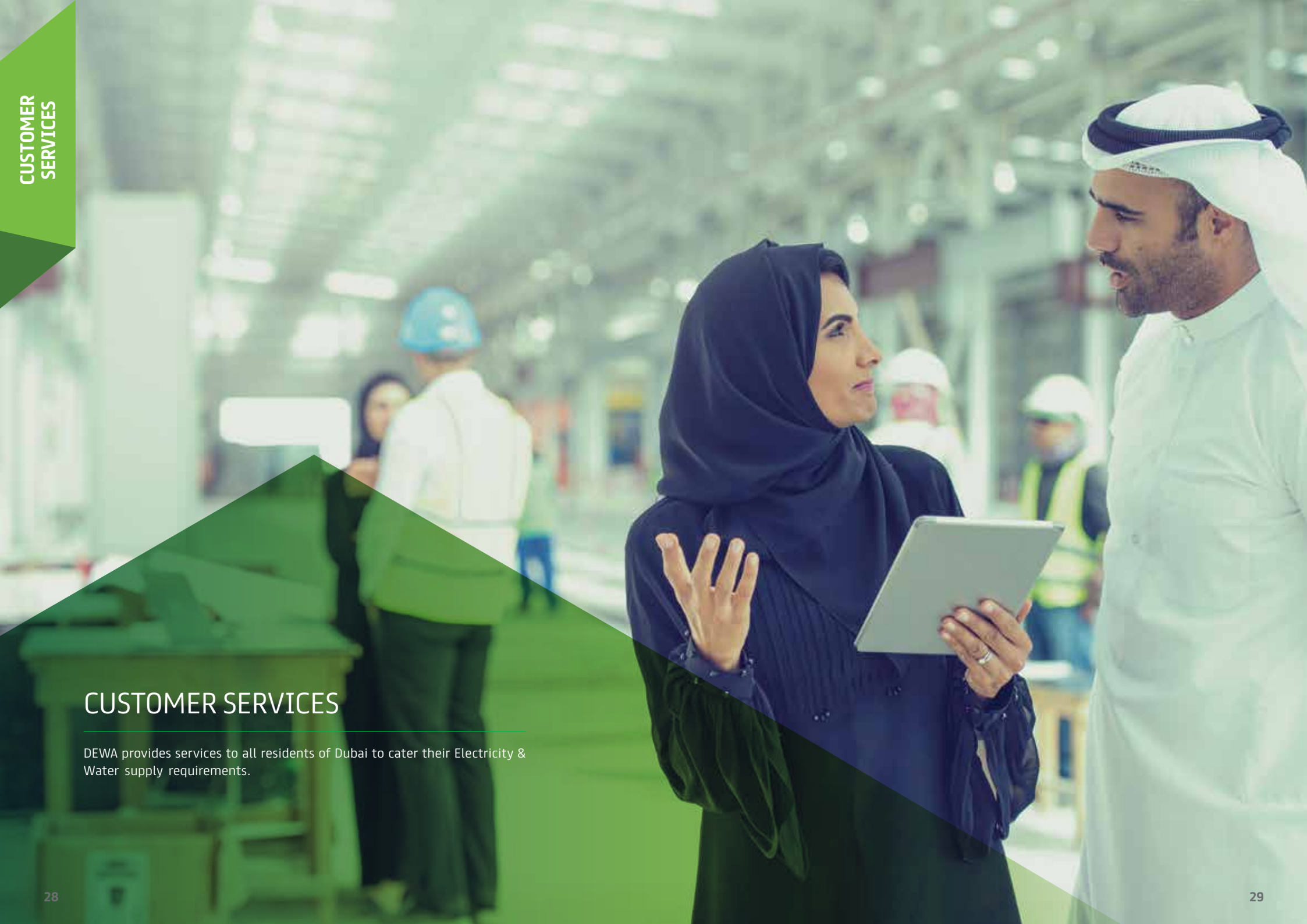
No.	Procedure to follow
1	Apply through www.dewa.gov.ae choose "e-service" then choose Consultants & Contracts → Services → Under NOC Services → Demolition NOC • Enter any of the Search parameter e.g. Emirates ID No. Trade Licence number, and Idbera number of an existing owner and search for creating application • 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 • Select Type of NOC as per your requirement e.g. new, revision, renewal or additional loads • Select connection type e.g. electricity or water • Fill-up all mandatory information • 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.) • Press Submit button • System will automatically generate application number (30xxxx); the same can be referred any time • Customers will be able to track the status of the application

Channels providing the service	Through DEWA website www.dewa.gov.ae
Service fees	Free of charge
Service time and average wait time	5 working days
Total service completion time	5 working days



DRRG (DISTRIBUTED RENEWABLE RESOURCES GENERATION) SOLAR NOC

SERVICE	DEWA NOC FOR DRRG SOLAR INSTALLATION
Service description	Issuance of Solar NOC in-order to ensure connections of solar grids of Electricity to power Distribution System of DEWA
How to receive the service	• The customer shall complete the owner registration process to obtain Solar NOC • Apply from DRRG Solar NOC through website along with the attachments listed in the application from
	• Apply through www.dewa.gov.ae, select E-service then choose Consultants & Contracts → Innovation → Apply for a Solar Connection → Solar NOC App. • Enter any of the search parameter e.g. Emirates ID No, trade license number and Idbara number of an existing owner and search for creating application. • If owner name does not appear while searching, go to owner registration option and search with owner identification type and number for the owner in DEWA's database, then select and relate the owner. If the owner is not available in DEWA database, then you need to register the owner by selecting create owner and update the required details. • Select type of NOC as per your requirements eg.: New, revision, renewal, modification • Fill up mandatory information • Attach required documents as listed and press submit button • System will automatically generate application number (70xxxxx), the same can be referred any time • Customer will be able to track the application
Channels providing the service	Through DEWA website www.dewa.gov.ae
Service Fees	Free of charge
Service time and average wait	14 working days
Total service completion time	14 working days
Notes	In some cases , completion of service may take more than 14 working days if comments required from other DEWA internal departments



CUSTOMER SERVICES

DEWA provides services to all residents of Dubai to cater their Electricity & Water supply requirements.

ACTIVATION OF SUPPLY (MOVE IN)

SERVICE	ACTIVATION OF SUPPLY (NEW REGISTRATION)
Service description:	This service helps you to register with DEWA to activate the electricity and water supplies to new premises, receive monthly Green Bill and SMS notifications.
How to receive the service:	**Online Procedure** **Step 1: Online Request Submission** • Fill-in the online request form with required information. Attach required documents and submit the request. Mandatory required documents are: • Ejari Tenancy Contract. • Emirates ID • Trade License (for Commercial & Industrial Customers) **Step 2: Security Deposit & Activation Charges** • Security Deposit amount based on the Premise Type. • Activation charges based on the Meter Type. **Service Delivery** • Supply is activated within 24 hrs of payment of Security Deposit. **Procedure for Move in through Customer Happiness Centres** **Step 1: Fill Request Form.** Customer can collect it from DEWA Customer Service Centres. **Step 2: Submit Request** Submit the request duly filled and signed along with copy of the following mandatory documents: • Ejari / Tenancy Contract. • Emirates ID • Trade License (for Commercial & Industrial Customers) **Step 3: Security Deposit & Activation Charges** • Security Deposit amount based on the Premise Type. Activation charges based on the Meter Type
Channels providing the service:	This service is available at: • DEWA's Smart phone application (24/7) • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's Customer Service Centres across Dubai
Service fees:	**1. Security Deposit Amount.** • AED 2,000 Flat (Residential Premises) • AED 4,000 Villa (Residential Premises) Premises other than residential, Security Deposit amount is calculated based on the premise's consumption. Security Deposit amount is refundable after settlement of Final Bill. **2. Activation Charges** • AED 100 for activation of Electricity & Water small meters. • AED 300 for activation of Electricity & Water meters large meters (Electricity - LV-CT & HV meters, Water - 2 inch & above for water). • AED 10 for registration. • 50% discount on service fee is given to "Thukher" and "Sanad" card holders. • AED 10 for Knowledge Dirham • AED 10 for Innovation Dirham
Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Service Delivery:	Supply is activated within 24 hrs of payment of Security Deposit.
Resolving pending applications by customers:	In case of discrepancy in documents attached for activation of Supply request submitted via DEWA website or DEWA smart application, DEWA staff will contact customers for providing the required documents.
Notes:	**Please consider the following to avoid service delay:** • For commercial and industrial customers the application must include the company seal. • Trade license copy is mandatory for commercial / industrial customers • Emirates ID Card is mandatory for applying this service. • For Investors and GCC Customers, Passport copy / Unified ID (UID) is accepted instead of Emirates ID Card • The Tenancy Contract must be valid for at least one month.

Notes:	**In case the Valid Trade License is not available, the following documents must be attached:** • The initial approval and the trade name reservation certificate for new permits • If the trade name is changed, customer must provide the new trade name reservation and the registration application form submitted to the concerned license issuing authority • Trade License issued by other emirates are accepted only for residential premises • For commercial registration, the Tenancy Contract must be signed using the trade name • For companies registered outside the UAE, the Certificate of Incorporation and the Professional Certification must be enclosed • In terms of authorisation, the original authorisation document to 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 • If the property owner's name does not match the name on the Tenancy Contract, copies of the title deed and the owner's EID must be attached • Expatriate property owners must pay the security deposit to register with DEWA • All Property owners must pay the security deposit related to the properties under maintenance • UAE National property owners to provide a undertaking letter for landlord service meters stating that they will bear the responsibility of monthly bill payment Prior to applying for this service, Final bill for previous occupant must be settled Customers should call Customer Care Centre for the emergency on (991), if the service has not been received within 24 hours after the security deposit has been paid



FINAL BILL

SERVICE	FINAL BILL
Service description:	**Final Bill for Property (Owners and Tenants)** This service is provided to all customer categories upon moving out of the property. **Final Bill for Demolition** 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. **Final Bill for Contracting Companies** This service is provided to contracting companies to remove temporary water and electricity meters after the building is complete.
How to receive the service	**Online Procedure** **Step 1: Online Request Submission** • Fill-in the online request form with required information. • On successful submission, a notification number will be sent through SMS and Email, which can be used for tracking the status of the request. • Security Deposit will be refunded after adjustment of Final Bill amount. • For refund of Security Deposit, please provide your International Bank Account Number (IBAN) **Step 2: Service Delivery** Final Bill will be sent to you through Email & SMS within 36 hours from the requested time of disconnection. Security Deposit will be refunded, after adjustment of Final Bill amount through: IBAN - within 3 working days from the Final Bill date. Cheque – within 7 working days from the Final Bill date
	Procedure for Final Bill Request - through Customer Happiness Centres **Step 1: Submit Request for Final Bill** You can request for Final Bill through DEWA Customer Happiness Centres. Following documents/information is required: • DEWA Account Number • Date when premise will be vacated • Mobile Number • Original Emirates ID of DEWA Account holder (For individual Customers) Final Bill Request Letter on the Letter head duly signed and stamped (For Companies) Authorization letter in case of Final Bill request by customers' representative (For individual Customers) **Step 2: Service Delivery** Final Bill will be sent to you through Email & SMS within 36 hours from the requested time of disconnection. Security Deposit will be refunded, after adjustment of Final Bill amount through Cheque within 7 working days from the Final Bill date for amount more than AED 4000/-

REFUND OF CREDIT AMOUNT

SERVICE	REFUND OF CREDIT AMOUNT
How to receive the service	**A signed, valid copy of an approved personal identification card** • Customer account number **Authorisation (Individual customers)** 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. **Authorisation (Companies)** A signed & stamped letter by the company, 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. **A copy of the applicant's EID.** Evidence of payment (payment receipt/ copy of bank/ card statement)
How to receive the service	**Required Documents for Demolition** • A letter by the property owner explaining the type of demolition (Partial or total) with the demolition company's name, contact numbers and email id. • A copy of the applicant's EID • A copy of the property's master plan duly approved by competent authority • If the property approved for demolition is owned by multiple owners, the application must include a Power of Attorney document, issued by Dubai Courts or all owners must sign the letter and attach copies EID, as well as a copy of the legal notice to occupants of the property. • If the demolition request belongs to a company, a copy of the trading license is required. **Required Documents for Contracting Companies for Final Bill of Temporary supply.** • A signed, stamped letter from the contractor requesting for Final Bill of Temporary supply
Channels providing the service:	**This service is available at:** • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's smart phone application (24/7) • DEWA's Happiness Centres across Dubai For demolition and temporary connection (contracting), the transaction is completed via DEWA's Customer Happiness Centres.
Service fees:	**1. Final Bill Fee is calculated based on the size of the meter:** • AED 100 for Electricity & Water small meters. • AED 300 for Electricity & Water large meters (Electricity - LV-CT & HV meters, Water - 2 inch & above for water). **2. AED 100 as administrative fees per demolition for each account in addition to Final Bill Fee.** **3. 50% Discount on service fees is given to "Thukher" & "Sanad" card holders.** **4. AED 10 for Knowledge Dirham.** **5. AED 10 for Innovation Dirham.**

Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Total service completion time:	The Final Bill can be obtained within 36 hours. Customers will receive SMS & email For demolition: 48 hours
Steps to resolve service requests:	In case of any Final Bill enquiry, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA Customer portal www.dewa.gov.ae or through DEWA Smart App.
Notes	• 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. • Owner of the property can request can request Final Bill on behalf of the tenant based on letter from Rental Dispute committee or any competent authority. • Supply for Final Bill will not be disconnected on Fridays. • Security Deposit for free hold properties under owner account will only be refunded upon sale of property and registration of new owner with DEWA. • The credit amount can be transferred to any other contract account registered under the name of same customers. • The credit amount less than or equal to AED 2,000 can be refunded in cash through any DEWA customer Happiness Centres. • The credit amount more than AED 2,000 will be refunded by cheque to be collected from DEWA Head Office during working days (7:30 am - 2:30 pm)

UPDATE CUSTOMER INFORMATION

SERVICE	UPDATE CUSTOMER INFORMATION
Service description:	This service helps you to update your personal information with DEWA such as Mobile number, email address etc. to receive the monthly bills, Notifications through SMS and Email.
How to receive the service:	**Online Procedure** **Step 1: Online Request Submission** Fill-in the online request form with required information and submit the request. **Step 2: Service Delivery** Your contact details will be updated immediately. **Procedure for Request of Update Contact details - through Customer Happiness Centres** **Step 1: Submit your request** Fill-in the request form with required information and submit the request through DEWA customer Happiness Centres. A notification number will be sent to you through SMS and Email, which can be used for tracking the status of the request. **Service Fees**: AED 10 Service charges for requests received through DEWA customer Happiness Centres. **Step 2: Service Delivery** Your contact details will be updated within 3 working days.
Channels providing the service:	This service is available at: • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's Smart App. (24/7) • DEWA's Customer Happiness Centres across Dubai

Service fees:	• AED 10 Service charges for requests received through DEWA customer Happiness Centres. • This service is free for 'Thuker ' and 'Sanad' card holders. • Service is free of for requests made through DEWA Web Site and DEWA Smart App.
Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Total service completion time:	• 3 working days for requests through Customer Happiness Centres. • Immediate Update for requests through Online / Smart Application.
Steps to resolve service requests:	In case of enquiry related to Update contact information, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA website www.dewa.gov.ae or through DEWA Smart App.



HIGH / LOW CONSUMPTION ENQUIRIES

SERVICE	HIGH / LOW CONSUMPTION ENQUIRIES
Service description:	This service is offered to all customers (residential, commercial, industrial & Government) in case they noticed an unexpected increase or decrease in Electricity or Water consumption.
How to receive the service:	**Online Procedure** **Step 1: Online Request Submission** Fill-in the online request form with required information and submit the request. A notification number will be sent to you through SMS & Email, which can be used for tracking the status of the request. **Service Delivery Duration** Complaint will be resolved within 7 working days **Procedure for registering High / Low Consumption Complaint for Electricity and / or Water - through Customer Happiness Centres and Customer Care Centre** **a): Letter/Email/Fax** Submit your Electricity / Water high / low consumption complaint through letter, fax or email to customer care centre mentioning contract account number and contact details. **b): Walk-in** For logging the complaint in person, visit any DEWA customer Happiness Centre. (with Valid ID of account holder).
Channels providing the service:	This service is available at: • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's Smart App. (24/7) • DEWA's Customer Happiness Centres across Dubai • Customer Care Centre
Service fees:	• AED 30 or 75 (Based on meter type / size) are applicable in case meter Is working In order. • 'Thukher' cardholders are entitled to a 50% discount on service fees

Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Total service completion time	7 working days
Service Delivery Duration	Complaint will be resolved within 7 working days
Steps to resolve service requests:	In case of enquiry related to High Low Consumption, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA website www.dewa.gov.ae or through DEWA Smart App.
Notes	In order to verify the accuracy of the meter, if required, meter will be tested in DEWA lab and new meter will be installed for service continuity.

REQUEST FOR CLEARANCE CERTIFICATE

SERVICE	REQUEST FOR CLEARANCE CERTIFICATE
Service description	This service is offered to all customers (residential, commercial, industrial & Government) who wish to obtain a clearance certificate from DEWA.
How to receive the service:	**Online Procedure** **Step 1: Online Request Submission** Fill-in the online request form with the required information. Attach following required documents and submit the request. You will be prompted to pay service fees online. On successful submission, a notification number will be sent to you through SMS & Email, which can be used for tracking the status of the request: • Emirates ID • Letter from the applicant duly signed (for Companies only) • Final bill should be settled • Trade License (For commercial and Industrial Customers) • Authorization letter in case of clearance certificate request for account by customers' representative • Once the request is approved, the clearance certificate will be sent by post within 3 working days **Procedure for Request of Clearance Certificate - through Customer Happiness Centres** **Step 1: Submit your request** Fill-in the request form with the required information. Attach following required documents and submit the request. A notification number will be sent to you through SMS & Email, which can be used for tracking the status of the request: • Emirates ID • Letter from the applicant duly signed (for Companies only) • Final bill should be settled • Trade License (For commercial and Industrial Customers) • Authorization letter in case of clearance certificate request for account by customers' representative **Step 2: Service Delivery** Once the request is approved, the clearance certificate will be issued at the same time.

Channels providing the service:	This service is available at: • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's Smart App. (24/7) • DEWA's Customer Happiness Centres across Dubai
Service fees:	• AED 50 Service charges are applicable.
Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Total service completion time:	Once the request is approved, the clearance certificate will be issued at the same time. If request via DEWA website / DEWA Smart App NOC will be sent through email within 3 working days
Steps to resolve service requests:	In case of enquiry related to clearance certificate, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA website www.dewa.gov.ae or through DEWA Smart App.
Notes:	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.

REQUEST FOR CHANGE OF LANDLORD INFORMATION

SERVICE	REQUEST FOR CHANGE OF LANDLORD INFORMATION
Service description:	This service is offered to all customers (residential, commercial, industrial & Government) who wish to change the Landlord information.
How to receive the service	**Online Procedure** **Step 1: Online Request Submission** Fill-in the online request form with required information. Attach the following required documents and submit the request. On successful submission, a notification number will be sent to you through SMS & Email, which can be used for tracking the status of the request: • Copy of Ownership Deed/Affection Plan/ Completion Certificate • DEWA account No. or List of DEWA Account Nos. for Buildings

How to receive the service	**Procedure for Request of Change of Landlord Information - through Customer Service Centres** **Step 1: Submit your request** Fill-in the request form with required information. Attach the following required documents and submit the request. A notification number will be sent to you through SMS & Email, which can be used for tracking the status of the request: • Copy of Ownership Deed/Affection Plan/ Completion Certificate • DEWA account No. or List of DEWA Account Nos. for Buildings
Channels providing the service:	This service is available at: • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's Smart App. (24/7) • DEWA's Customer Happiness Centres across Dubai
Service fees:	AED 10 Service charges are applicable.
Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Service delivery:	Landlord information will be updated within 3 working days
Resolving pending applications by customers:	In case of enquiry related to Landlord information update, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA website www.dewa.gov.ae or through DEWA Smart App.

REQUEST FOR COLLECTIVE ACCOUNT

SERVICE	REQUEST FOR CLEARANCE CERTIFICATE
Service description:	This service is offered to all customers (residential, commercial, industrial & Government) having minimum 10 active DEWA accounts to consolidate them into one Collective account for ease of billing and payments.
How to receive the service:	**Online Procedure** Step 1: Online Request Submission Fill-in the online request form with required information. Attach required documents and submit the request. On successful submission, a notification number will be sent through SMS and Email which can be used for tracking the status of the request. Following documents/information are required: • Letter from company along with list of accounts duly signed and stamped. • Contact details (Email and Mobile No.) of authorized representative for managing Collective Account. • Trade License. **Procedure for Request for Collective Account - through Customer Happiness Centres** **Step 1: Submit your request** Fill-in the request form with required information. Attach required documents and submit the request. On successful submission, a notification number will be sent through SMS and Email which can be used for tracking the status of the request: Following documents/information are required: • Letter from company along with list of accounts duly signed and stamped. • Contact details (Email and Mobile No.) of authorized representative for managing Collective Account. • Trade License
Channels providing the service:	This service is available at: • DEWA's website: www.dewa.gov.ae (24/7) • DEWA's Smart App. (24/7) • DEWA's Customer Happiness Centres across Dubai
Service fees:	This service is currently free of charge.
Average waiting and serving time in all Customer Happiness Centres:	• Waiting time: 4:00 minutes • Serving time: 4:00 minutes
Service delivery:	Once the request is approved, Collective Account No. will be sent to the authorized representative through SMS and Email within 3 working days.
Resolving pending applications by customers:	In case of enquiry related to request for collective account, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA Customer portal www.dewa.gov.ae or through DEWA Smart App.



NO OBJECTION CERTIFICATE (NOC)

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

SERVICE	NO OBJECTION CERTIFICATE (NOC) FOR INFRASTRUCTURE PROJECTS
Service description	**Infrastructure Information and permits department issued NOC for infrastructure work in the Emirate of Dubai, located within the following areas:** • Right of way • DEWA Reservations • DEWA premises **These include the following categories:** • Road Projects • Network Services • General Projects • House Connection • Trial Trench • Information NOC for DEWA electricity and water services
How to apply for this service	**Work within right of way:** • Apply for NOC online on the RTA System (e-noc) through the link: https://noc.rta.ae/RTAeNOC/Webpages/common/login/login.aspx • Customers can choose to make a digital or manual application ◊ For digital application, customers should attach their requirements as mentioned in the NOC Submission Guidelines ◊ For manual application, get the online RTA Reference number from e-noc and provide the required documents in a soft copy and hard copy, such as a CD, and send it by hand to the Customer Centre (NOC) at the ground floor of the DEWA Warsan complex **Work inside DEWA (Reservations and Premises)** • Provide the required documents by hand with a soft copy (CD) to the Customer Centre (NOC) in DEWA Counter at the ground floor of the DEWA Warsan complex Note: To obtain a copy of the NOC submission guidelines, please contact the Infrastructure Information and Permits Department
Where this service is offered	This service is offered at the counter in the ground floor of the DEWA Warsan complex
Service fees	Free of charge



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 (10 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 above 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
  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,
  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 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 Happiness Centre, after which the customer will receive the payment receipt
- Reports will be received directly from the lab at Al Warsan or lab send soft copy of reports to the customers via email: tamoillab@dewa.gov.ae after confirmation of prompt payment fees according to number of samples and tests required.



WATER SERVICES

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	All water meter applications must be made online (DEWA e-service) by an enrolled contractor **DOCUMENTS TO BE SUBMITTED FOR NEW WATER CONNECTIONS:** **For commercial premises (Office - shop - warehouse - farm - park)** • NOC from Water department • Copy of the site plan • NOC from landlord • Electricity account number and copy of the bill • Tenancy contract and Ejari certificate • Trade licence and passport copy • Dubai Municipality NOC **For new buildings** • NOC for water department • Plan of building • Owner passport copy • Details & No. of Flats • Details of water consumption • Affection plan **For residential buildings** FOR TEMPORARY CONNECTIONS • Copy of the plan for the premises • Contractors Trade licence • NOC for water department • Internal water network details • Dubai Municipality building permit **For permanent meters** • Copy of the plan of the premises • Passport copy • NOC for water department • Internal water network details • Completion certificate from Dubai Municipality
Where application can be made	DEWA website https://e-services.dewa.gov.ae
Service fees	Free of charge for general inquiries & printing estimates



EMERGENCY SERVICES

Attending customer emergency requests on a 24/7 basis

LV SYSTEM FAILURE

(EMERGENCY COMPLAINTS FOR ELECTRICAL FAILURE)

SERVICE	EMERGENCY COMPLAINTS FOR ELECTRICAL FAILURE
Service description	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
How to apply for this service	Customers can log their technical complaint by calling the Customer Care Centre - Emergency Services at 991
Where complaints can be registered	Complaints can be registered at: • DEWA Customer Care Centre by calling Emergency Services (991) • DEWA Smart App, which can be downloaded on your mobile device • eComplain: http://ecomplain.dubai.gov.ae
Service fees	The following fees are applicable for the below: • Fuse Replacement (charges will depend on fuse type) • Circuit Breaker Trip (charges will depend on case) • Electricity Meter Replacement in case of a damage burnt meter (charges will depend on case) • In case customer increases the load which causes failure in the DEWA Network, charges of replacement will depend on case
Time taken for activation of this service	2 hours (minor complaints) 4 hours for main cable failures (major complaints)
Notes	• Fuse replacement undertaking must be signed by customer • It is strongly recommended to have regular maintenance of all internal wiring in your premises

LV NETWORK MAINTENANCE SERVICES

(OUTAGE REQUEST FOR INTERNAL FAULT REPAIRING)

SERVICE	TEMPORARY DISCONNECTION FOR INTERNAL FAULT REPAIRING
Service description	Temporary disconnection is provided to customers on their requests to rectify the faulty internal circuits in the customer premises which includes: Replacement of Circuit Breaker (MCCB) for technical reasons • Replacement of Circuit Breaker (MCCB) for technical reasons • Internal fault repairing associated with customer connections
How to apply for this service	Call the Customer Care Centre - Emergency Services on 991
Where applications can be submitted	• DEWA Customer Care Centre (Emergency Services) by calling 991 • Al Hudaiba Customer Happiness Centre - Distribution Maintenance Department
Service fees	Temporary Disconnection and Reconnection charges (charges depend on case)
Time taken for activation of this service	Depends upon the customer readiness
Notes	• No modifications are allowed to customer installation during and after providing outage, unless approved by DEWA • Temporary disconnection is provided based on customer request • Duration of disconnection to not exceed 2 hours • Official letter from private contract: - Specifying requirement for temporary disconnection - Copy of valid of contractor ID - Customer Account Number

LV NETWORK MAINTENANCE SERVICES

(PROVIDING ACCESS TO PRIVATE TRANSFORMER ROOM)

SERVICE	PROVIDING ACCESS TO DEWA PRIVATE ELECTRICAL TRANSFORMER ROOMS
Service description	Customer access is provided to private electrical transformer rooms. Customer may require access to transformer rooms in their premises for: a) Cleaning purposes b) For internal work such as replacement of smoke detectors by their private technicians or engineers c) For emergencies such as water floods or any abnormalities inside the transformer rooms d) To recover pets which have gained entry through animal access of the private transformer rooms e) Any other maintenance jobs such as the rectification of lighting electrical or civil works
How to apply for this service /Where complaints can be registered	• Visiting the DEWA Al Hudaiba Customer Happiness Centre - Distribution Maintenance Department
Service fees	Charges depend on case
Service time and wait time for providing this service	Service provision time: • Service is provided on a 24/7 basis for normal requests • Approval for emergencies is dependent on the situation and requirement
Time taken for activation of this service	Depends upon the customer readiness
Notes	• The relevant department will go through the request and approve based on the requests • At any point the transformer rooms should not be kept open. Customers are requested to complete the tasks in the supervision of DEWA staff • Official letter from private contract: - Specifying requirement for temporary disconnection - Copy of valid of contractor ID - Customer Account Number



LV NETWORK MAINTENANCE SERVICES (TSM)

SERVICE	TEMPORARY SUPPLY (FOR UAE NATIONALS ONLY)
Service description	Provision of temporary supply (not exceeding 7 days) for marriage, mourning and other special celebrations
How to apply for this service	Customers (account holder or authorised person) have to provide the following: • Customer information (Premises details eg. Contract account no, meter no, contact details) • Contractor contact information, load, and number of days • For tents, NOC is required from General Directorate of Civil Defence • RTA permission if there is road crossing
Where application can be submitted	• DEWA Academy Building in Al Hudaiba (for Bur Dubai residents) • DEWA Building in Al Warqa 1 (for Deira residents) • DEWA Hatta customer Happiness Centre • DEWA Smart App
Service fees	• Service charge will depend on cable size, length of cable, number of days, and consumption load
Time taken for activation of this service	Service is activated after payment is made
Notes	• In case of planned functions, customer must apply 4 days before the function • In case of emergencies and mourning cases, customer must apply immediately • Service fees are non-returnable

RECONNECTION AFTER FIRE INCIDENT

SERVICE	ELECTRICITY RECONNECTION (AFTER FIRE INCIDENT)
Service description	Electricity reconnection (after a fire incident) based on request by the General Directorate of Civil Defence
How to apply for this service	Call the Customer Care Centre Emergency Services on 991
Where application can be submitted	• DEWA Al Hudaiba Customer Happiness Centre - Distribution Maintenance Department
Service Fees	No service fees* *In case of the electricity meter getting burnt, fees will be applied for meter replacement
Time taken for activation of this service	2 hours
General emergency notes	• Notice will be sent to customer for routine maintenance • 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 • Customer is not allowed to add additional load without prior approval from DEWA • In case customer causes any damage to DEWA cables, the customer will be liable for paying the necessary fees • In case of additional load, a notice will be issued by DEWA for disconnection and replacement of MCCB as per DEWA standards • Customer must submit NOC from General Directorate of Civil Defence (attached the inspection report from DEWA - Inspection Department)



CUSTOMER CARE CENTRE SERVICES

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

Customer Care Centre
04 601 9999
Billing & Other 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 Happiness Centres 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



DEWA E-SERVICES LIST

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 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
Request for final Bill and disconnection of supply	Final Bill Request (Move-Out)
Hayak	This Service enables you to interact with an agent through live video chat
Request for Scholarship Application	DEWA Scholarship

SERVICE	SERVICE NAME ON WEBSITE
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



BILL ENQUIRY

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 and enter your account number to look up your bill at no extra charge.



BILL PAYMENT CHANNELS

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

DEWA BILL PAYMENT CHANNELS

1- SMART SERVICES:

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

THE DEWA APPLICATION CAN BE DOWNLOADED FROM THE SITES:

App store	Google Play	Blackberry App World	Windows Store
Download on the App Store	ANDROID APP ON Google play	BlackBerry World	Download from Windows Phone Store

2- DEWA WEBSITE (EPAY)

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

3- PAY VIA MOBILE – SMS (MPAY)

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

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

4- DEWA CUSTOMER HAPPINESS CENTRES:

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

- Average waiting and serving time for bill payment in all DEWA Customer Happiness Centres
  - Waiting time: 1:45 minutes
  - Serving time: 1:45 minutes
- Payment in Customer Happiness Centres can be made by:

a. Cash Counters through the following payment types:
   i. Cash
   ii. Cheques

b. Cheque Drop Box facility is available in the centres with* in point No.4 (Depositor mobile and customer's DEWA account number must be included on the reverse of the cheque).

5- BY MAIL:

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

Dubai Electricity & Water Authority

PO Box 564, Dubai

6- DRIVE-THROUGH SERVICE

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

7- ETISALAT PUBLIC PAYMENT MACHINES

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

8- ENOC/EPPCO SERVICE STATIONS

Pay your bills at ENOC/EPPCO Service Stations in Dubai

9- EMIRATES POST OFFICES

Pay your bills at any Emirates Post Office in the UAE

10- BANKS:

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

- Abu Dhabi Commercial Bank (ADCB)
- Union National Bank (UNB)
- Abu Dhabi Islamic Bank (ADIB)
- Dubai Islamic Bank (DIB)
- Commercial Bank of Dubai (CBD)
- Emirates NBD (ENBD)
- Emirates Islamic Bank (EIB)

- **ATM Machines:** Bills can be paid at ATM machines of many banks
- **Teller Counters:** DEWA's partner banks offer DEWA bill payments from their tellers during office hours.
- **Phone banking:** This service is available from phone banking if you have a bank account.
- **Mobile Banking (Smart APP):** you can pay your bill through your bank's Smart APP.

BANKS ACCEPTING DEWA BILL PAYMENTS

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

1	Emirates NBD

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

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



GREEN BILL

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



WHAT IS GREEN BILL?

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

WHY SHOULD I USE GREEN BILL?

- Easy to use, view the bill with just one click
- Convenient: Access and pay your bill online from anywhere in the world, 24 hours a day, 7 days a week
- Faster: You will receive Green Bill each month as soon as your latest bill is ready, eliminating delays from standard mail delivery
- Better Organisation: Record of all bills and payments made online
- Enhanced Security: Green 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, CO_2 emissions and curb the release of greenhouse gases



ARE DEWA GREEN BILLS THE SAME AS PAPER BILLS?

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

WHO CAN SIGN UP FOR GREEN BILL?

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

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

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

WHAT IS A GREEN STATEMENT?

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

Will I receive separate email for each account under my collective account (Statement Code)?

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

Can I download and save bills for all accounts under my Collective Account (Statement Code) as one file (all together)?

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

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



ASH'IR

LIVE VIDEO CHAT FOR PEOPLE WITH HEARING DISABILITY

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

HAYAK

LIVE VIDEO CHAT

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

ELECTRICITY & WATER CONSERVATION & TIPS

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



PEAK TIME IN THE DUBAI

The peak time for electricity and water load in the Dubai is from 12-6 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 than regular incandescent lamps
- Set your air-conditioners to 24°C. Make sure to set it on automatic mode, so that it shuts and restarts at intervals
- Make sure all your house windows and doors are properly shut when air conditioning is on. This will make air conditioners more energy-efficient
- Unplug personal computers, electronic devices and chargers when they aren't in use. Most electronics use electricity even when switched off.
- Over 50% of water used in the house takes place in the bathroom. Toilets use around 27%, showers 17%, taps 8% and baths 2%. Avoid taking long showers. Shortening your shower by a minute or two can save you up to 150 gallons a month
- Replace tap filters and showerheads around the house with water flow reducers. They're inexpensive, easy to install and reduce water consumption
- When doing your laundry, try to operate the washing machine only when you are doing full loads. Set the water level to the appropriate size of load you are using
- When buying a washing machine, that meet (Energy Star) requirements that will save water and energy
- Water your garden in the morning or evening when temperatures are lower and help reduce evaporation. 30% of water is evaporated if you water your lawn or plants during peak hours. The recommended watering times are before 8am or after 6pm
- The UAE is the land of sun. Consider using garden lights or spotlights that run on solar energy
- Use a bucket of soapy water to wash your car, or place a shut-off nozzle on the end of your hose
- Monitor your water bill. Unusually high bills may mean you have leaks that need to be checked
- To check your meter, please contact DEWA Customer Care Centre on 04 601 9999
- To obtain our comprehensive booklets on conservation practices please visit our website www.dewa.gov.ae

SLAB TARIFF DETAILS

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

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

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

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

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

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

* A Fuel Surcharge is charged based on the consumption of electricity (Fils / kWh) and water (Fils / IG) according to the rate of increase or decrease of the fuel prices supplied to generation power plants.
http://www.dewa.gov.ae/tariff/tariffdetails.aspx



CUSTOMER HAPPINESS CENTRES

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

SR.	CUSTOMER HAPPINESS CENTRES	TIMINGS
1	Head Office (Zaabeel East)	Saturday to Thursday 7:30 AM to 8:00 PM
2	Al Hudaiba Customer Happiness Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
3	Burj Nahar Customer Happiness Centre	Saturday to Thursday 7:30 AM to 8:00 PM
4	Al Wasl Customer Happiness Centre	Saturday to Thursday 7:30 AM to 8:00 PM
5	Umm Ramool Customer Happiness Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
6	Ayal Nasser Customer Happiness Centre	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
7	Customer Happiness Centre - Al Quoz Sustainable Building	Saturday to Thursday 7:30 AM to 8:00 PM
8	Al Hamriya Customer Happiness Centre	Sunday to Thursday 7:30 AM to 2:00 PM
9	Discovery Gardens Customer Happiness Centre	Sunday to Thursday 7:30 AM to 8:00 PM
10	Jebel Ali Industrial Area Customer Happiness Centre	Sunday to Thursday 9:00 AM to 3:30 PM
11	Customer Happiness Centre at Dubai Municipality - Al Manara Centre	Sunday to Thursday 7:30 AM to 2:00 PM
12	Customer Happiness 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 Happiness Centre at General Directorate of Residency and Foreigners Affairs - Head Quarters	Sunday to Thursday 7:30 AM to 2:00 PM
14	Customer Happiness Centre at General Directorate of Residency and Foreigners Affairs - Jebel Ali	Sunday to Thursday 7:30 AM to 2:00 PM
15	Hatta Customer Happiness Centre	Sunday to Thursday 7:30 AM to 2:30 PM
Notes		While visiting DEWA customer Happiness Centres we advise you to present your customer account number.

PUBLIC TRANSPORTATION POINTS INCLUDING GEOGRAPHICAL LOCATION (MAKANI NUMBERS)

CUSTOMER HAPPINESS 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 Happiness Centre Makani: 26946 93094	ADCB Makani: 28510 93133, 28620 92957	Hoot, Eppco Makani: 40RCN2707692979
Burj Nahar Customer Happiness Centre Makani: 30424 96434	Salah Al Din Makani: 30958 95922, 30878 95961	Nakhal 11 Makani: 40RCN3039596318
Customer Happiness 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 Happiness 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 Happiness 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 Happiness 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

CUSTOMER HAPPINESS CENTRES

CUSTOMER HAPPINESS CENTRE	NEAREST METRO STATION NAME	NEAREST BUS STOP NAME
Umm Ramool Customer Happiness Centre Makani: 36435 90875	Rashidiya Makani: 37987 91478, 37992 91385, 38062 91327	Rashidiya, Civil Defence Makani: 40RCN3643690727
Ayal Nasir Customer Happiness Centre Makani: 29404 96358	Palm Deira Makani: 29043 96654, 28938 96562, 28920 96597	Naif, Police Station Makani: 40RCN2935296256
Al Wasl Customer Happiness Centre Makani: 24905 88202	Burj Khalifa/Dubai Mall Makani: 25656 88343, 25505 88448	Safa, Dubai Electricity and Water Authority Makani: 40RCN2497588272
Discovery Gardens Customer Happiness Centre Makani: 11480 71518	Nakheel Harbour & Tower Makani: 14281 76028, 14107 76109	Discovery Garden 16 Makani: 40RCN1144771406
Jebel Ali Industrial Area Customer Happiness Centre Makani: 08727 65926	Energy Makani: 08408 69145, 08294 69232	Jebel Ali Industrial Area 2 Makani: 40RCN0886166240
Customer Happiness Centre - 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 Happiness Centre Makani: 11712 44096	-	Hatta Bus Station Makani: 40RDN1200444501
Al Hamriya Customer Happiness Centre Makani: 31948 98712	Abu Hail Makani: 33530 96453, 33521 96510, 33453 96524	Abu Hail, Roundabout Makani: 40RCN3182698539



SUGGESTIONS & COMPLAINTS



SUBMITTING COMPLAINTS

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

SUBMITTING SUGGESTIONS

SERVICE	SUGGESTIONS
Service description	Customers can submit their suggestions and comments on DEWA services and how to enhance them
How to submit a suggestion	Customers can submit their suggestions conveniently through the following channels: • The unified esuggest portal: https://esuggest.dubai.gov.ae DEWA official website: www.dewa.gov.ae • Email: esuggest@dewa.gov.ae • Suggestions Boxes • Telephone: Customer's Suggestion Unit: 043227082 – 043227072 • Fax: 046019995 • P.O.BOX: 564, Dubai • Personal visit to any Customer Happiness Centres • DEWA Smart App
Service fees	No service charge
Time taken to complete this service	Within (10) working days
Notes	The following details must be included when submitting a suggestion: • Customer name • Contact number • Email • Suggestion Details



CONTACT US

CONTACT US

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

EMERGENCY
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FAX
04 601 9995

WEBSITE
www.dewa.gov.ae

EMAIL
customercare@dewa.gov.ae

SOCIAL MEDIA
facebook.com/dewaofficial
twitter.com/dewa_official
instagram.com/dewaofficial

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