



Al Masdar

Issue 61 - January 2017
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Green Funding motivates market to accelerate green economy transformation



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More than ever, the UAE needs to build and develop UAE cadres and leaders who specialise in innovation, in order to ensure the sustainability of UAE's successes

”

HH Sheikh Mohammed bin Rashid Al Maktoum

Vice President and Prime Minister of the UAE and Ruler of Dubai



3

ALWAYS PAY YOUR BILL ON TIME

Enjoy convenience with the DEWA smart app; the DEWA website; payment machines at EPPCO, ENOC and Etisalat, Direct Debit through banks, as well as a variety of other payment channels, for paying your DEWA bill on time.



4

ENSURE ALL YOUR PAYMENTS ARE SETTLED

If you have more than one account, don't forget to pay for all of them to ensure service continuity.



5

AVOID OVERLOADING YOUR SUPPLY

Don't overload your existing supply. If you are going to build any extension/temporary tent for any occasion, make sure you first get your approval from DEWA to ensure your power supply isn't disrupted.



2

UNDERSTAND YOUR BILL

Your DEWA Green Bill has many important details. Just go through them to help you understand your bill.



1

MAKE SURE YOUR DETAILS ARE UPDATED

Keep track of your personal details by updating them through the DEWA smart app or website in order to receive your Green Bill, Green sms, and payment related correspondence.



6

ALWAYS MONITOR YOUR CONSUMPTION

Do you think your consumption is unnecessarily high? Check your usage habits or for any water leaks.



7

GIVE YOUR APPLIANCES A BREAK WHEN YOU'RE ON A HOLIDAY

When you're away on a holiday, some of your appliances need not be operational the whole day. For more conservation tips, visit DEWA's website.



8

YOUR POWER SUPPLY IS EXCLUSIVELY FOR YOU

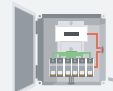
The electricity supply to your premises is only meant for you. Do not sub-let or redirect your connection to other premises without prior approval from DEWA.



9

TO ENSURE SAFETY AND CONTINUOUS POWER SUPPLY

Ensure you fix damaged meter windows, improper earthing connections or exposed wires (with the help of certified electrician / technician). Also make sure to close all electrical cabinet and seal all spare and unused conduits.



Check exposed connections and secure them by using water proof sockets and fixtures



Check all the connections are properly earthed



Seal all spare conduits located at the building roof



Close all electrical cabinets



Replace any damaged meter windows



A FEW SIMPLE STEPS TO STAY CONNECTED

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For generations to come



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MD & CEO Message



SAEED MOHAMMED AL TAYER
MD & CEO OF DEWA

Government Innovation is a Necessity, not a Luxury

This month, we celebrated the 45th UAE National Day, which symbolises the meanings of determination and dedication to build a nation that strives to achieve the well-being and happiness of its citizens, residents, and visitors. Forty five years ago, our founding fathers started the journey of building and excellence. Today, their ancestors continue the journey with the same determination. The accomplishments that this young nation has made in all areas cannot be ignored. In 45 years, the UAE was able to skip thousands of years by developing its systems, and organisations, and by working to transform into a knowledge-based economy. This is achieved by encouraging innovation, research and development, launching strategies and initiatives to develop government innovation and make it a corporate culture, and developing staff who are capable of innovation and creativity in all walks of life.

The directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to make fundamental changes to the third session of the UAE Innovation Week, to be renamed UAE Innovation Month, reflect the leadership's commitment to adopting innovation as an approach to finding solutions to future challenges. This long-term vision has resulted in the UAE achieving the first position in the Arab World in the Global Innovation Index 2016, which measures the performance of 128 countries and economies in innovation. The UAE was also ranked first regionally and 16th globally in the World Economic Forum's Global Competitiveness Report 2016.

The UAE plans for the future by predicting and analysing opportunities and challenges in all key sectors, and developing long-term proactive plans across all areas. This contributes to accomplishments that serve the UAE interests.

The directives of HH Sheikh Mohammed bin Rashid Al Maktoum, to implement the objectives set by the Dubai Future Agenda, and the launch of the Dubai Future Foundation to oversee the implementation of the Dubai Future Agenda, support this futuristic vision. This helps shape the future of the strategic sectors in the UAE in general and Dubai in particular. At DEWA, we actively support the Dubai Future Agenda to establish the largest Government Accelerators in the world. DEWA contributes to the Dubai Future Accelerators initiative by supporting continuous Research and Development, keeping pace with rapid technological developments through business incubators to innovative technological models and solutions, developing renewable energy technologies, and reviewing best international experiences and practices.

DEWA supports establishing the position of Dubai and the UAE as a platform for innovation and as a creativity incubator, in adherence with the National Innovation Strategy and the Dubai Innovation Strategy. DEWA adopts an integrated strategy to stimulate research and implement creative ideas and suggestions and research programmes in energy, renewable energy, and water. DEWA is making every effort to enhance knowledge and creativity, while providing an environment capable of encouraging innovation, to achieve the Dubai Plan 2021 for Dubai to be a city of happy, creative, and empowered people.

Dubai has all the elements required to become an international innovation hub, thanks to the vision of its leader HH Sheikh Mohammed bin Rashid Al Maktoum, and the efforts of all government organisations. These work, innovate, and excel to provide the best services for citizens and residents, to achieve sustainable development and ensure a brighter future, for generations to come.



Our Vision

A sustainable innovation 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 Values

Stakeholders Happiness, Sustainability, Innovation, Excellence, Good Governance.

Our Motto

For Generations to Come.



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Cover Story



DEWA's new head office set to be world's largest and smartest government building with zero-carbon emissions

Cover Story



DEWA contributes to the comprehensive development plan for Hatta with sustainable projects



- DEWA starts installing LED light bulbs in 500 villas as part of MoU with Mohammed Bin Rashid Housing Establishment
- DEWA expands Tayseer service in cooperation with Emirates NBD
- DEWA provides Smart Centre at its Head Office Customer Happiness Centre
- DEWA wins 9 awards at Ideas.America



- Minister of State for International Cooperation commends DEWA's world-class services
- DEWA organises first Excellence Camp
- DEWA is the first government organisation to connect to Atmatah federal energy database
- MD & CEO of DEWA participates in panel discussion on Sustainability and Green Project Management



UAE and its organisations contribute to international efforts to face climate change and transform into green economy

A Tale of a Sustainable City



- DEWA honours its partners for producing clean energy to support the sustainable development of Dubai

Pioneering Initiative



- Government and private organisations unite to encourage youth participation in achieving sustainable development
- DP World Carbon Ambassadors convert out-of-service containers into sustainable classrooms for refugees

Environment



- Green Funding motivates market to accelerate green economy transformation
- International environmental occasions raise awareness on importance of conservation

Spotlight



Dr. Ahmed Al Nuseirat
Coordinator
General of the
Dubai Government
Excellence Program

My Ideas



Muna Al Mazroue:
"Be Positive"
an initiative to
promote positivity,
productivity, and job
loyalty in the work
environment

Women's Committee



Sheikha Hind
Women's Sports
Tournament is
a platform for
DEWA's female
sports team
achievements

International News



Solar cells as light
as a soap bubble

DEWA's new head office set to be world's largest and smartest government building with zero-carbon emissions



In a new achievement that promotes DEWA's global status as a role model for leading organisations in sustainability, innovation, and predicting the future, DEWA has started to build its new headquarters. The new building, named Al-Sheraa (Arabic for sail), in the heart of the Cultural Village in Al Jadaf, will be the tallest, largest, and smartest net Zero Energy Building (ZEB) in the world after installing the photovoltaic panels. The Al-Sheraa building will span across over a million square feet, over 200,000 square feet of land. It will be directly linked to Al Jadaf metro station by a bridge. This will encourage using public transportation, and in turn, reduces traffic and the carbon footprint. The building will be completed in 2019.

The total built-up area of the building will be over 1.5 million square feet. The additional area comprises parking, engineering facilities, and green spaces. The green spaces will take up almost 50% of the building's area. The building is designed to accommodate 5,000 employees, in addition to customers and visitors. The building will have over 16,500 square metres of photovoltaic solar panels to produce over 3,500 kW/h. There will be about 2000 square metres of Building Integrated Photovoltaic (BIPV). Total renewable energy generated by the building will be over 5,400 MW annually. The building will have an Energy Utilisation Intensity (EUI) of 60 kW/m² per year. Al-Sheraa is planned to be a net Zero-Energy Building (ZEB), where the total energy used in the building during a year is equal to or less than the energy produced on site during that year. DEWA's new headquarters is targeted to receive platinum rating by LEED (Leadership in Energy and Environmental Design), where platinum is the highest certification. It is also designed to use 50% less water

than conventional buildings.

Al-Sheraa will use state-of-the-art building management tools. It will feature a control centre which will allow essential systems to operate and shut down non-essential systems, including air conditioning and lighting. To be a ZEB, employees will manage their energy use through a smart app. Al-Sheraa's design was inspired by heritage houses in the UAE, where enclosed spaces overlook an open courtyard. The courtyard will be the focal point and most prominent feature of the building. To reduce heat in the open courtyard, a sail design is used to provide shaded areas. Natural light during the day will stream through specific openings in the sail, giving sufficient light without the associated heat. The courtyard features trees, and planted areas within a sustainable environment.

The parking facility accommodates up to 1,500 cars, which will be parked automatically. The building will use the latest technologies including Internet of Things (IoT), Big Data and Open Data, and Artificial Intelligence (AI). Robots will provide cleaning and security services. A smart app will alert employees about the time they should leave their homes based on roads' conditions. The same app can be used to book parking spaces and meeting rooms. It can be also used by visitors to easily reach the building and meeting rooms.

Al-Sheraa building will feature a state-of-the-art fitness centre, an outdoor jogging track, and a 700-seat auditorium, allowing DEWA to host its events and activities in the same building. Al-Sheraa will also have a nursery that can accommodate 80 children who are younger than 4 years old. There will also be a library overlooking Dubai Creek, a cafeteria, a retail area, and other amenities

that will be accessible to staff and the public.

"DEWA's vision is inspired by the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to make Dubai a global centre for clean energy and green economy. Al-Sheraa eco-friendly building supports the long-term Green Economy for Sustainable Development initiative, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, to achieve sustainable development. It also supports DEWA's vision to become a sustainable innovative world class utility. By building Al-Sheraa, DEWA establishes a role model in Dubai and the world to achieve a balance between development and the environment to protect the rights of future generations to live in a clean, healthy, and safe environment. This supports the UAE Vision 2021 to make the UAE one of the best countries in the world, and the Dubai Plan 2021 to make Dubai the preferred place to live, work, and visit. We will continue our efforts to improve government services and become pioneers across all areas," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

The Al-Sheraa Building underlines the leading role of Dubai and DEWA in encouraging a sustainable lifestyle, and using the latest technologies and innovative solutions. The building demonstrates DEWA's commitment towards achieving the objectives set by the DEWA 2021 strategy, which includes facilitating positive energy and providing a happy work environment. DEWA expects the new building to enhance happiness, and improve individual and corporate efficiency.



DEWA implements sustainable development and environmental projects in Hatta

DEWA has approved leading projects to achieve the Comprehensive Development Plan for Hatta. HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, ordered the plan to boost Hatta's social and economic capabilities and enhance its attractiveness as a world-class tourist destination. DEWA's projects include a hydroelectric power station that will make use of the water stored in the Hatta Dam. This project is the first of its kind in the GCC, and will produce 250 megawatts (MW). The projects adhere to the Dubai Clean Energy Strategy 2050 to provide 75% of Dubai's total power output from clean energy by 2050.

"The Hatta Development Plan reflects the attention His Highness Sheikh Mohammed bin Rashid Al Maktoum gives to overall development to achieve people's happiness. In DEWA, we are inspired in all our development projects, by the vision of His Highness

to support and promote Emirati talent and involve young people in the development process. We consider sustainable development in our economic, environmental, and social aspects, while using natural resources sensibly to protect them for generations to come," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

DEWA will build a hydroelectric power station to generate electricity by making use of the water in the Hatta Dam, which can store up to 1,716 million gallons, and an upper reservoir that will be built to store up to 880 million gallons. The upper reservoir will be 300 metres above the dam's level.

Solar energy, which is the cheapest form of energy, will be used to power turbines to pump water from the current lower reservoir to the upper reservoir. The speed of waterfall from the upper reservoir will be used to generate electricity and connect it to DEWA's grid. The efficiency of the power

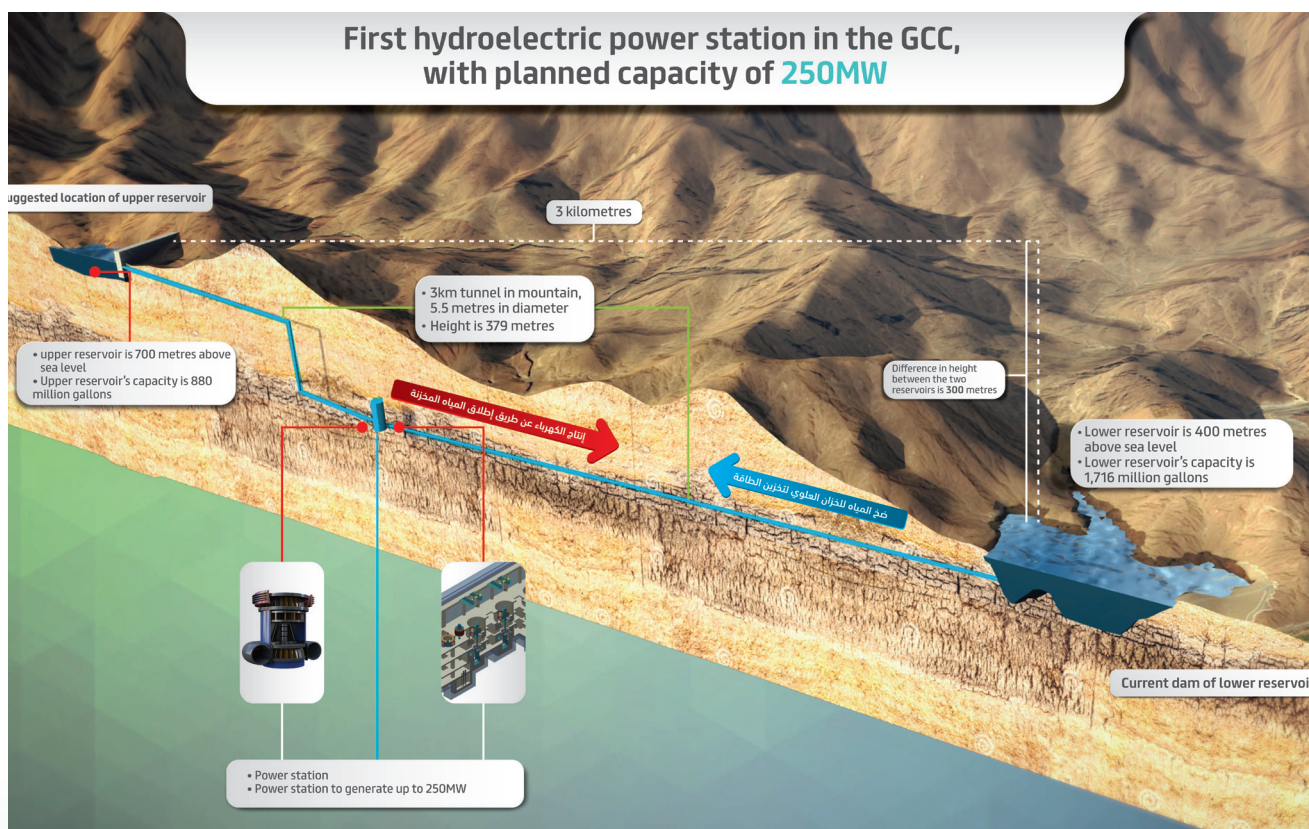
station will reach 90% with response to demand for energy within 90 seconds. The project will provide other services including irrigation, flood control, and storing fresh drinking water.

DEWA will implement other projects and initiatives in Hatta including installing photovoltaic panels on rooftops for Emiratis through the Shams Dubai initiative, installing smart meters, and establishing the infrastructure for electric vehicle charging stations through the Green Charger initiative.

DEWA's initiatives will involve Hatta's citizens and provide innovative job opportunities. The projects will create 200 permanent jobs in the technical, administrative and operational areas. Another 300 jobs are expected to be created in the Visitor Centre, outdoor activities, and tourist facilities associated with the project. Over 2,000 jobs will be required during the implementation phase.



First hydroelectric power station in the GCC, with planned capacity of **250MW**





UAE and its organisations contribute to international efforts to face climate change and transform into green economy



The UAE was one of the first countries to support the international community in facing climate change, and was one of the first nations to endorse the extension of the Kyoto protocol in 2005, to limit greenhouse gases. The UAE was also the first country in the region to sign the Copenhagen Accord to limit emissions. At COP15, the UAE played vital role the in the negotiations

that led to the historic Paris Agreement by presenting its national commitment to the UN Framework Convention on Climate Change (UNFCCC).

This year, a high-level delegation from the UAE, headed by HH Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Presidential Affairs, participated in the 22nd Conference of the Parties

(COP22,) in Marrakesh, Morocco from 7-18 November 2016. The conference was attended by 80 heads of state and government leaders and by the UN Secretary-General. A delegation from the Dubai Supreme Council of Energy and DEWA also took part in COP22. The delegation was headed by HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy, and MD & CEO of DEWA.

The UAE's participation in COP22 reflects the wise leadership's commitment to collaborating and building partnerships with the international community to combat challenges that face the world. As part of its participation in the conference, the UAE presented its efforts to adopt sustainability and green economy, to limit the effects of climate change. The Dubai Supreme Council of Energy and DEWA have distinguished themselves in various international events. As part of the UAE delegation, they played an important role in the negotiations that led to the international agreement made at COP21, and the Dubai Declaration 2016. DEWA has become one of the leading international organisations as a result of its excellence in efficiency, corporate performance, and initiatives. These contribute to achieving the Dubai Clean Energy Strategy 2050 to provide 7% of Dubai's power output from clean sources by 2020, 25% by 2030 and 75% by 2050. Through the Demand Side Management Strategy, DEWA aims to reduce energy and water demand by 30% by 2030. DEWA is also implementing the Dubai Carbon Abatement Strategy 2021 to reduce carbon emissions by 16% by 2021. One of the major projects DEWA highlighted at COP22, was the Mohammed bin Rashid Al Maktoum Solar Park, which is the largest single-site solar park in the world with a planned capacity to produce 5,000 megawatts (MW) by 2030. It will achieve a reduction of approximately 6.5 million tonnes of carbon emissions annually.

International launch of WGEO

At COP22, HE Dr Thani bin Ahmed Al Zeyoudi, UAE Minister of Climate Change and Environment, announced joining the UAE as the first member

Feature Story



of the World Green Economy Organisation (WGEU). He noted that the Green Economy for Sustainable Development initiative launched in 2012 and the Green Agenda 2015-2030 set the course for the UAE's economic growth ambitions, social development priorities and environmental sustainability goals. Al Zeyoudi added that the advancement of the UAE's green economy efforts were supported by UN and relevant international organisations including the Global Green Growth Institute (GGGI), the UN Environment Programme (UNEP), the Green Growth Knowledge Platform (GGKP), the Partnership for Action on Green Economy (PAGE), the UN Development Programme (UNDP) and the International Renewable Energy Agency (IRENA). Al Zeyoudi said that WGEU will have significant impact on knowledge and experience sharing, which will help to overcome common challenges and ensure that common green economy goals are achieved. HE Saeed Mohammed Al Tayer, Chairman of the Board of Directors of WGEU, and Vice Chairman of the Dubai Supreme Council of Energy, said that WGEU reflects the wise vision of HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE. WGEU was launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, at the 3rd World Green

Economy Summit (WGES) in Dubai in October 2016. The international organisation, which will have its permanent headquarters in Dubai, is supported by the UAE and UNDP. It will support the implementation of the Paris Agreement, and increase global awareness on climate change to enhance the shift towards a green economy.

Launching WGEU reflects the ongoing efforts to achieve the Sustainable Development Goals for 2030. WGEU will pioneer a new approach to promoting green economy, by bringing together governments, the private sector, foundations, UN agencies, financial organisations, and civil society to work together to achieve green economic goals. WGEU will devise new solutions to climate change, sustainable energy, water and other environmental challenges. It will significantly contribute to the implementation of the Paris Agreement to shift to a green economy that is climate-resilient, resource-efficient, and socially-inclusive. It will provide technical assistance to countries that can benefit from Dubai's green economy model and models from other countries whose economies demand the development of strong, robust and diverse green strategies.

Launching WGEU supports the Dubai Clean Energy Strategy 2050, which includes developing the Dubai Green Zone, that will be dedicated to attracting emerging companies working in clean energy. It will be a global hub to attract R&D and innovative clean energy companies. It also supports the launch of the USD 27 billion Green Energy Fund, which reflects the UAE's efforts to support local and international projects to develop a green economy. DEWA collaborates with UNDP to strengthen WGEU's position as a reference for green economy, support productive dialogue among countries on best practices related to green economy, provide technical support, and create jobs in green economy. DEWA remains committed to its continued development of innovative business models for energy and transport, such as power-purchase agreements

for solar energy, which have already resulted in lowering the price of solar power per kilowatt hour.

Helen Clark, Administrator of the UNDP, emphasised that once operational, WGEO can serve as a new platform for green, low-carbon, climate-resilient solutions in developing countries, building on UAE's role as a new global partner for climate action.

Participation in a Youth Circle

DEWA reviewed its initiatives at a Youth Circle organised by the Ministry of Climate Change and the Environment at COP22, and was attended by HE Dr Thani Al Zeyoudi, Minister for Climate Change and Environment. DEWA also highlighted its experience in motivating young Emiratis and adopting positive innovative ideas to tackle climate change. DEWA is committed to employing and engaging young people to achieve the sustainable development goals. DEWA does this by equipping and training young people to be the next generation of experts and leaders in research and development, and solar and clean energy projects and initiatives.

Meeting Moroccan companies

At COP22, DEWA met with leading Moroccan companies working in energy and sustainability. HE Saeed Mohammed Al Tayer met with over 100 companies. The meeting was attended by Ibrahim Thiaw, Deputy Executive Director for the UNEP and Assistant Secretary General of the United Nations, and Zahra Maafiri, Managing Director of Maroc Export (Moroccan Centre for Export Promotion).

Al Tayer noted the strong ties between the UAE and Morocco, and that both

countries share the same strategy of investing in alternative energy sources. Al Tayer added that this relationship is a model for constructive relations between countries. The relationship between the two countries is constantly developing, thus contributing to the common interests of both nations. In 2014, non-oil trade between the UAE and Morocco was USD 526 million and in 2015, they signed 21 cooperation agreements on different matters.

Al Tayer invited Moroccan companies to participate in WETEX. The 18th WETEX, organised from 4-6 October 2016, brought together 1,900 exhibitors and over 23,000 visitors from 46 countries. WETEX coincides with the World Green Economy Summit (WGES). Over three years, WGES attracted prominent experts in green energy, sustainability, and climate change. It gathered over 80 world leaders and representatives of public and private organisations and financial institutions, to exchange ideas and knowledge, and resulted in key recommendations, including the 3rd Dubai Declaration, which summarises the achievements made last year and the commitments for the future, focusing on three main areas: making Dubai a global hub for green economy, developing international green partnerships, and green finance. Al Tayer also talked about Etihad Energy Services Company (Etihad ESCO), which was established by DEWA to boost energy performance contracts. Work is being done to retrofit 30,000 buildings in Dubai to make them energy-efficient in the 1st phase at a cost of AED 30 billion bringing returns of AED 82 billion and a net profit of AED 52 billion. Al Tayer also talked about the Emirates Central Cooling Systems Corporation

(Empower), the world's largest district-cooling services provider, highlighting the benefits of district cooling for the public and private sectors.

HE Ahmed Buti Al Muhairbi, Secretary General of the Dubai Supreme Council of Energy, highlighted the Council's strategy to achieve reduction in energy and water use. It has resorted to a balanced approach to implement renewable energy projects within developed regulatory frameworks and compatible technologies.

Waleed Salman, EVP of Strategy and Business Development at DEWA, talked about the Dubai Clean Energy Strategy 2050, the Mohammed bin Rashid Al Maktoum Solar Park, the Innovation Centre, and the park's Research & Development Centre. He also highlighted the Hassyan clean coal power plant based on the IPP model, and DEWA's smart initiatives.

Dr Yousef Ibrahim Al Akraf, EVP of Business Support and Human Resources at DEWA, talked about WETEX and the Dubai Solar Show, which is the largest exhibition of its kind in the region. Together with WETEX, they make a single integrated platform that covers all forms of clean energy and highlights the importance of solar energy and its key role in providing electricity and supporting sustainable development. Mohammed Abdulkareem Al Shamsi, Acting Executive Director of the UAE Water Aid Foundation, talked about Suqia's work under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives, and the USD 1 million Mohammed bin Rashid Al Maktoum Global Water Award, which supports the UAE's vision to build a knowledge-based economy, with a focus on technology.



HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum inaugurates DEWA's revamped website at GITEX 2016

HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, inaugurated DEWA's revamped website on the 1st day of GITEX 2016. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA was present.

DEWA's revamped website provides integrated services that meet the requirements of everyday life. DEWA made customer happiness a priority by providing its services through the website in a seamless, integrated, and efficient manner. This includes browsing the website, applying for

the services, and completing the transactions.

The revamped website offers special services for each category of customers. The services are categorised according to the needs of each category to make it easier and faster for customers to complete their transactions. This also makes it easier to browse the website and navigate through the services. This was done based on comprehensive study to the needs of each category to enhance their experience and improve quality of service.

The revamped website is compatible with all smart devices and phones. DEWA made customer experience a priority when revamping its website. DEWA is committed to improving its services to meet the requirements of its customers and make them happier. DEWA works to enhance Dubai's leading global position by continuously developing its services and smart applications. This is part of DEWA's commitment to promoting Dubai's position in the digital world and smart cities.



DEWA highlights its smart services at GITEX Technology Week 2016

As part of its efforts to become the smartest, happiest, and most sustainable city in the world, Dubai continues to keep pace with the latest trends and developments in the technology sector. The Gulf Information Technology Exhibition (GITEX) plays a leading role in supporting the regional technology sector. International ICT companies, local, regional, and international, government organisations and private companies show the latest technological innovations, solutions, software, and innovative services aimed to make people's lives easier.

Each year, DEWA participates in GITEX Technology Week as part of its efforts to support the Smart Dubai initiative launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and to promote its smart services. Through its participation in GITEX, DEWA reaches a larger number of customers to encourage them to adopt an easier lifestyle by using its smart services. DEWA's participation in GITEX reflects its commitment to communicate directly with its customers.

Smart services support smart transformation

DEWA has reached an advanced stage in its smart transformation and customer service by shaping the future and adopting state-of-the-art technological solutions. This helps DEWA achieve its

goals to meet the aspirations of the UAE's wise leadership to enhance innovation and creativity as two major pillars of a successful future.

DEWA strives to foster the leading global position of Dubai by continuously developing its smart services and applications. It works to develop the latest technological solutions and systems to make Dubai a smart, integrated, and connected city and support its vision to become a sustainable innovative world class utility.

At GITEX 2016, DEWA highlighted a number of its smart services and initiatives, including the Hololense-3D reality technology, in collaboration with Microsoft. DEWA is the first government organisation in the world to adopt this technology. Hololens work as an independent computer, which includes drawing and 3D display processors, and sensors to enable 3D vision and graphics. DEWA also demonstrated its Future Service Centre module, which encourages customers to participate in the development of its smart services and application. It is compatible with Apple TV, Samsung Smart TV, and others. DEWA also highlighted the Internet of Things and systems that support its smart app, including Samsung home entertainment and Apple watches.

Valuable Prizes

To enhance communication with GITEX's visitors, and encourage them to use DEWA's smart services, DEWA held daily raffles to give away 50 prizes every day.

Visitors registered on DEWA's app, or complete any smart transaction on the app to enter the raffle. Stand visitors also won prizes if they brought the specially-created smart watch band sticker insert from Al Bayan or Khaleej Times and had it scanned at DEWA's stand.

DEWA launched its smart services campaign, to increase its customers' use of its smart initiatives, and encourage them to adopt a more sustainable lifestyle. The campaign gave customers a chance to win valuable prizes through raffle draws, prizes were presented to ten winners, worth a total of AED 150,000. There were also daily raffle draws for 40 competitors, 30 for customers using services through DEWA's smart app and website, and 10 prizes for visitors.

Customers who paid their full electricity and water bills for three consecutive months starting from July 2016 were eligible for the raffle draw. Bills had to be paid through smart payment channels like DEWA's smart app, website, and smart payment channels of Dubai Smart Government; such as payment through mobile phones (mPay), DubaiNow app, in addition to several banking smart payment channels like ATMs, banks' applications and websites, in addition to Etisalat payment machines.

Daily raffle draws were open to customers who completed other transactions (not including paying bills) via DEWA's smart app and website (www.dewa.gov.ae) between January 2016 and September 2016.





Local government organisations collaborate to enhance happiness and health of society in general and women in particular



The UAE has become a global role model, especially in the way Emirati women have largely contributed through their achievements in the nation's development and prosperity. Women today significantly contribute to making positivity and happiness rooted as values and a way of life in the UAE society. Emirati women have become major partners in driving sustainable development.

Different government and private organisations in the UAE are working together to promote happiness in society. They launch initiatives, projects, and programmes, to achieve the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, so that all government policies, programmes, and services contribute

to building a positive and happy society. The Al Saada (Arabic for happiness) Park recently opened at the Dubai Ladies Club in Jumeirah in Dubai. HE Ohood Al Roumi, Minister of Happiness, was present at the inauguration of the park by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and HE Mona Al Marri, Chairperson of the Board and Managing Director of Dubai Women Establishment (DWE). Al Saada is the first smart platform of its kind in the region that combines exercise, entertainment, and sustainability.

Al Saada Park is unique in its ability to transform kinetic energy generated by exercise into electricity, using innovative devices. It supports DEWA's vision to become a sustainable innovative world-class utility. It also supports Dubai Women Establishment's goals to provide quality services that complement Dubai's rapid development and support its adoption of smart solutions to turn Dubai into the smartest city in the world. The move underlines the corporate social responsibility (CSR) of both DEWA and DWE, to support social development. The park can be used by people with special needs and children from the age of six. It uses sustainable material, and features rubber floors.

Zones of the Park

There are three main zones that make up the park: the Energy Zone, the Education Zone, and the Fun Zone. The Energy Zone has fitness equipment that transform workouts into electricity, powering the park, as well as charging smartphones, tablets and similar devices. The energy zone features equipment such as cycling machines, cross-trainers, and units that show how much electricity has been generated. The Education Zone features a number of programmes about conservation and the environment, with DEWA's lovable electricity- and water-based mascots, Noor and Hayat. The zone is equipped with screens to display information about conservation, an energy table to charge devices while cycling, and a story ball that plays stories or music when you spin it.

The Fun Zone is a play area featuring games such as climbing, which also generate electricity. The zone also features music stands to liven-up the outdoor atmosphere.

Feature Story

Al Roumi commended the joint efforts between DEWA and DWE to launch Al Saada Park, highlighting the importance of joining national efforts to introduce initiatives, programmes and projects that positively affect women's lives and those of community members in general in order to achieve their comfort. She expressed appreciation for the role played by DEWA, led by HE Saeed Mohammed Al Tayer, in launching and sponsoring initiatives and projects aimed at all members of society and promote happiness and positive values. Al Roumi also commended the efforts of Al Marri and the Dubai Ladies Club to make women, who play a central role in the happiness of their communities, happy, and to enable and create a model environment to stimulate their energies. Al Roumi urged women to benefit from all activities at Al Saada Park, pointing out that studies confirm that exercising regularly increases happiness, improves the mood and motivates positive and happy ideas.

Al Roumi emphasised the importance of raising community awareness on practices that achieve sustainability, as it supports happiness of people in line with the National Happiness and Positivity Programme which focuses on encouraging initiatives that make happiness and positivity a social culture and lifestyle.

Al Roumi urged government and private entities to launch similar initiatives and encouraged teams to suggest innovative projects applicable to this field.

"We are pleased to be collaborating with DWE through this project to promote a culture of exercise, energy conservation, and sustainability. This supports Dubai's objective to be a smart and sustainable city that is home for happy, creative, and empowered people," said Al Tayer.

"Happiness is central in DEWA's strategy to support the Happiness Agenda, launched by HH Sheikh Mohammed bin Rashid Al Maktoum in May 2016, to lead a citywide transformation that delivers the best possible services that make people happier, and turn Dubai into the happiest city in the world. The Happiness Agenda encompasses projects, services, and programmes to discover, influence and satisfy society's essential needs for happiness. This is something we should



Al Saada Park is an innovative initiative that reflects a clear vision for advancing the role of women and working to achieve their happiness through an activity which combines social, physical, entertainment and educational elements so they can play active roles in achieving the happiness of the community.

HE Ohood Al Roumi, Minister of Happiness

all aspire to achieve," added Al Tayer. "In line with the DEWA strategy 2021, and Dubai Plan 2021 to promote a happy and positive environment, we are committed to our stakeholders' happiness, while promoting the leadership's and Dubai's vision, by delivering sustainable, reliable and efficient energy projects in an innovative and efficient manner, and with minimal impact on the environment. This stems from our commitment to the happiness of the Emirate, where we go beyond our core services in our efforts to make Dubai the happiest city in the world. DEWA has a holistic approach to happiness. We work to make our customers, our employees, and our society happy. Our recent society satisfaction survey score of 87% and our customer satisfaction survey score of 95.7%, shows that we are making real progress in our happiness indicators," continued Al Tayer.

"We are making sustainability a reality at the grass-roots level. Our children can understand why we have to conserve electricity and water, and use them

wisely. They can learn how to save our natural resources. Parents can exercise and also enjoy family time with their children, who are also having fun and learning a purposeful way of combining learning, and rest and play together. This means real improvements in the wellness that result in a better, happier society," said Al Tayer.

Al Marri appreciated DEWA's efforts in sustainability and its outstanding contributions, projects and initiatives in this field. She valued the cooperation between DWE and DEWA in this leading initiative, which is an important addition to Dubai Ladies Club.

"I am glad to cooperate with DEWA in a unique social initiative which is the first of its kind in the region. This shows unity in recognising the importance of such initiatives in actively and positively getting the community involved in applying the strategic plan for producing clean and renewable energy in a manner that combines education and entertainment to achieve a high-quality health life. Al Saada Park is a result of the



ideal partnership and collaboration with DEWA. We trust that its future results will bring many opportunities that will enable us to participate in achieving more strategic goals for the benefit of society," said Al Marri.

Al Marri emphasised that the DWE is committed to launching unconventional initiatives and projects that depend on innovation. "We strive to expand the services that Dubai Ladies Club provides

to enhance women's contributions to the community in different ways. The Establishment welcomes all innovative ideas that come in line with its strategic goals. It strives to enhance its partnership with different entities in the UAE to provide all elements that can help advance women's roles and expand their contributions to the country," she added.



8 machines that generate electricity

The park is equipped with 8 machines that can generate 800 watts per hour. For every 12 hours, they can generate a maximum of 9,600 watts, resulting a saving of 41 kgs of CO2 emissions. The average user generates 50 watts per hour. An athletic person can produce up to 100 watts.

The park provides health benefits, for every kW of energy generated. An average human being will burn approximately 10,000 calories. Studies show that communities become healthier by benefiting from parks like this, where movement is encouraged. The World Health Organization recommends at least 150 minutes of exercise or movement a week for adults. Social benefits include healthier people and greater social and family interaction in the park, with awareness activities to promote conservation.





National celebrations emphasise solidarity of Emiratis under the Union flag

The UAE National Day reflects the highest meanings of loyalty and commitment to our great land. It reminds us of the efforts made by our founding fathers, and their work to build solidarity between the leadership and the people. The occasion serves as an opportunity for us to renew our loyalty to our wise leaders who have built the UAE and have efficiently maintained its strength and glory. The UAE has become a role model for tolerant peaceful living, reflecting a long-term vision of love, and loyalty. On the National Day, and every day, DEWA pledges to support the leadership, protect the National

identity, efficiently represent the UAE in every international events, and achieve happiness of society.

National Day celebrations reflect love for the country and its leadership. Our homeland is united, and the UAE people trust the legacy started by our founding fathers. We are proud of our past and present, and are committed to making every effort to achieve the vision of the wise leadership, ensuring security, prosperity, welfare, and happiness for all people.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, stated that our love for the UAE involves loyalty, devotion, and hard work, and we are proud of the

achievements made by the UAE, under the directives of the wise leadership, and its loyalty to the people.

"Our beloved union was born great, and will forever remain great. The UAE has become one of the most advanced countries, and stands at the forefront in international competitiveness indicators. We are confident that our future will prove rich with achievements and success, as a result of the loyalty of the UAE's people. This adheres to the vision of the wise leadership, to adopt creativity and innovation in all aspects of life, while predicting the future to ensure a brighter future for us and for generations to come."

DEWA's Celebrations of the 45th UAE National Day



HE Saeed Mohammed Al Tayer inaugurated DEWA's celebrations of the 45th UAE National Day. DEWA's Executive Vice Presidents, Vice Presidents, senior management, employees and representatives of government and private organisations in Dubai, and customers and visitors attended the celebrations.

DEWA set up a large heritage tent at its headquarters and tents at the Sustainable Building in Al Quoz, Warsan,

Al Hudaiba, and Jebel Ali Power Station. One of DEWA's celebrations included DEWA employees gathering to create a human flag of the UAE. DEWA's activities also included a heritage food corner, an instant-photo booth with banners carrying national themes, a poetry session, homemade goods, and the Yula dance. The Social Happiness department showed a video entitled 'Joy of a Nation' about DEWA's CSR activities on this important occasion.

Schoolgirls from the Ibda'a Model School also performed a traditional dance. The Women's Committee held several activities including a heritage competition and launching a national campaign on social media.

DEWA launched a competition on social media called 'Challenge Alphabet' with the hashtag #DEWA45UAE and distributed UAE flags, scarves and brooches carrying the Union Spirit motto to residential areas.

Flag Day



Amid a festive atmosphere scented with UAE heritage and the 'Spirit of the Union', Dubai Electricity and Water Authority (DEWA) observed Flag Day by raising the UAE flag on all its buildings and centres. DEWA shared all institutions, ministries, schools and government organisations in the UAE by raising the flag at 11am. HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, raised the UAE flag in DEWA's head office. A large number

of customers from UAE citizens and residents also took part in the National event. DEWA handed out UAE flags to employees and customers. A number of heritage activities were organised to promote the National identity and enhance loyalty and belonging to the UAE.

DEWA's celebrations on Flag Day included cultural and heritage activities in its buildings. These include 'Draw a Painting from UAE

Heritage' and the popular Dokkan traditional shop, which continues for the whole month of November. DEWA offices were decorated with flags and the UAE flag was placed on the digital screens. Activities and celebrations will continue until the 45th UAE National Day.

Commemoration Day



On Commemoration Day, we stand together to pay tribute to those who sacrificed their lives for the dignity and honour of the United Arab Emirates. On this day, we remember the finest examples set by our martyrs in sacrifice, patriotism, and loyalty to their country; protecting its achievements. We also recall the sacrifices of our forefathers who defended the region against foreign ambitions. The immortal sacrifices of the UAE's martyrs will always be the light that guides us while we achieve excellence. The ultimate goal is to achieve the prosperity and progress of the UAE

HE Saeed Mohammad Al Tayer
MD & CEO of DEWA

DEWA marked Commemoration Day to honour the legacy of the Emirati martyrs. DEWA organised a number of commemoration activities in all its branches. HE Saeed Mohammed Al Tayer, Executive Vice Presidents, Vice Presidents, and DEWA staff observed

a minute of silence at 11:30am. They prayed to Allah for the UAE martyrs to dwell in heaven and to rest in peace, and for the families to be given patience and strength. The UAE flag was then raised while the National Anthem was played.

Al Tayer participates in panel discussion at World Energy Congress in Istanbul

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, participated in a panel discussion at the 23rd World Energy Congress, in Istanbul, Turkey, from 9-13 October 2016. DEWA participated as part of a high-level delegation headed by HE Suhail Mohamed Faraj Faris Al Mazrouei, Minister of Energy. The World Energy Congress is the top international forum to find solutions to energy issues. It was held under the theme 'Embracing New

Frontiers' and brought together 150 speakers in addition to heads of states, ministers, and leaders from prominent international organisations.

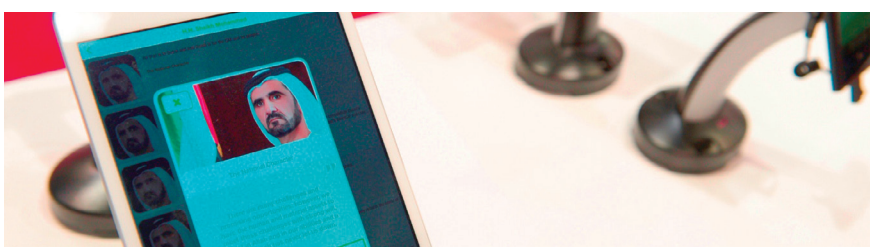
Other panellists included Gonzalo Garcia, Co-Head of Global Natural Resources Group, UK; Christopher Knowles, Head of Climate Finance at European Investment Bank, David Sandalow, Inaugural Fellow at the Centre on Global Energy Policy at

Columbia University, and Dr Yongping Zhai, Lead Professional (Energy) at Asian Development Bank. The session was moderated by Joan MacNaughton from the World Energy Council.

Al Tayer highlighted key initiatives and projects that support the vision of the wise leadership, and the UAE Vision 2021 to make the UAE one of the best countries in the world by 2021.



DEWA records increase in using its smart services



DEWA has recorded an increase in the use of its smart services during Q3 of 2016, with 72.13% smart adoption rate from 1,263,383 smart transactions. This positively affected the environment by reducing 4,528 tonnes of CO2 emissions, equivalent to the planting of 22,642 trees in approximately 42.7 football fields.

DEWA's smart adoption is another milestone in its efforts to reach its vision to become a sustainable innovative world-class utility and to exceed the expectations of Dubai Smart Government. DEWA's smart app was installed and updated 781,574 times in

2015, and 335,934 times in 2016. The app was installed and updated 2,300,228 times since its launch.

There were 2,896,997 transactions on DEWA's website in 2013, and 3,837,645 in 2015. There were 2,060,347 transactions made in Q2 of 2016. The adoption rate of available services via DEWA's website stood at 52.9% in 2013, and 57.31% in 2014. It then grew to 59.17% in 2015, and reached 60.67% in Q2 of 2016. There were 16,554 transactions made via DEWA's smart app in 2013, and 114,600 in 2014, with 323,739 in 2015. There were 323,739 transactions made during Q2 of 2016.

DEWA participates in 7th Arabia CSR Forum

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, reiterated DEWA's commitment to implementing the directives of Dubai Government to achieve social development. DEWA will continue supporting the sustainable, social, economic, and environmental growth of Dubai through various social activities and initiatives to improve the quality of life, and achieve the happiness of citizens and residents.

Al Tayer made the statement in his speech at the 7th Arabia CSR Forum organised by Arabia CSR Network on 19-20 October 2016 in Dubai. The forum was attended by Habiba Al Marashi, President and Founder of the Arabia CSR Network, HE Dr Mohammed Al-Tuwaijri, Assistant Secretary-General for Economic Affairs at the League of Arab States, and Dr Abdullah Al Dardari, Deputy Executive Secretary of the United Nations Economic and Social Commission for Western Asia (ESCWA)..

DEWA starts installing LED light bulbs in 500 villas as part of MoU with Mohammed Bin Rashid Housing Establishment



DEWA has started implementing the first phase of its joint project with the Mohammed Bin Rashid Housing Establishment. The project will replace conventional light bulbs with LED light bulbs in some of the Establishment's housing projects. DEWA will replace the light bulbs in 500 villas in Al Barsha, Al Warqa, and Oud Metha, in cooperation with Etihad Energy Service Company. The move aims to reduce demand for energy, and raise awareness in society on the importance of using

energy-saving light bulbs. DEWA has allocated 6 teams to replace the bulbs, based on the highest standards of accountability, reliability, and safety. The cooperation between DEWA and the Mohammed Bin Rashid Housing Establishment, implements a Memorandum of Understanding (MoU) between the two sides, where DEWA will supply 2,000 homes with LED light bulbs. DEWA will also install photovoltaic panels in the Foundation's existing and new housing projects.

DEWA highlights its efforts to increase clean energy use at MEED Leaders in Energy Reform Summit

DEWA participated in the MEED Leaders in Energy Reform Summit, which attracted a number of prominent decision makers in the region. It discussed the best solutions to meet the region's growing energy demand, by making major reforms in this sector, diversifying the energy mix, increasing energy efficiency, and enhancing support and funding by the private sector.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, delivered a keynote speech at the summit. HE Dr Abdullah Al Shehri, Governor of the Electricity & Co-Generation Regulatory Authority from the Kingdom of Saudi Arabia, HE Dr. Ibrahim Saif, the Minister of Energy & Mineral Resources of Jordan, and a large number of energy experts and specialists present at the summit.



DEWA announces selected teams to participate in Solar Decathlon Middle East 2018

DEWA has announced the names of the teams selected to participate in the Solar Decathlon Middle East (SDME) 2018. SDME was created through an agreement between the Dubai Supreme Council of Energy, DEWA, and the United States Department of Energy. The decathlon challenges teams to design and build smart houses that operate solely on solar power. Dubai will host the Solar Decathlon in 2018, and once again in 2020.

The announcement of the selected teams was made during the World Green Economy Summit 2016.

The selected teams come from Ajman University of Science & Technology,

UAE, American University in Dubai, UAE, American University of Ras Al Khaimah from the UAE, Dhofar University from Oman, Eindhoven University of Technology from The Netherlands, Gabriele D'Annunzio University of Chieti-Pescara from Italy, Heriot-Watt University Dubai from the UAE, Ion Mincu University of Architecture and Urbanism from Romania, the Islamic Science University of Malaysia (Universiti Sains Islam Malaysia), King Saud University from Saudi Arabia, National Chiao Tung University from Taiwan, National University of Sciences and Technology from Pakistan, New York University Abu Dhabi, UAE, Qatar University, Sapienza

University of Rome, Italy, The Petroleum Institute from the UAE, The University of Jordan, the University of Belgrade, Serbia, the University of Bordeaux in France, University of Sharjah, UAE, the University of Wollongong in Australia, and Virginia Tech from the USA.

After announcing the names, team leaders visited the SDME stand at the Dubai Solar Show. They were also accompanied in a cultural tour about the UAE. Team leaders attended a dinner where they were joined by the competition management, faculty, and other students. A discussion was also held to highlight green energy efficiency in the future.

Minister of State for International Cooperation commends DEWA's world-class services



HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, received HE Reem Al Hashimy, Minister of State for International Cooperation and Director General for the Dubai Expo 2020 Bureau, at DEWA's Head Office. The visit built closer ties between the two sides, and looked at how DEWA can help Expo with its expertise and world-class services. It also included a comprehensive review of Dubai's preparations to host the Dubai Expo 2020.

Al Tayar confirmed to Al Hashimy that DEWA is prepared to provide full support to Dubai's hosting the best

WorldExpo that the world has ever seen. This supports the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

"I would like to express my gratitude to DEWA for their support of Expo 2020 Dubai as we seek to deliver a truly exceptional mega-event. Their ongoing commitment to providing the people of the UAE with world-class services and meeting the highest international standards is aligned with the UAE's continuing drive towards the adoption of clean energy sources, and our own

ambitions for Expo 2020 Dubai, where 50% of the energy used on site over the 6 months of the event will be generated from renewable sources," said Al Hashimy.

At the beginning of the meeting, Al Tayar briefed the Minister on DEWA's new head office, the Al Sheraa Building (Arabic for 'Sail'), which will be completed in 2019. It will be the largest and tallest net Zero-Energy Building in the world. The parties also discussed the progress of infrastructure and construction, in preparation for Dubai Expo 2020.

MD & CEO of DEWA inaugurates 2nd Global Solar Leaders Summit

HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, inaugurated the second Global Solar Leaders Summit, which took place at Dubai World Trade Centre from 19-21 September 2016. The Summit discussed the latest technologies in solar energy and was attended by HE Dr Matar Al Neyadi, Undersecretary of the UAE Ministry of Energy, Waleed Salman, EVP of Strategy & Business Development at DEWA, Marwan Bin Haider, EVP of Innovation and the Future at DEWA, and Khawla Al



Mehairi, VP of Marketing and Corporate Communications at DEWA. Over 300 global decision makers in renewable energy took part in the summit.

Al Tayar highlighted DEWA's efforts to diversify energy resources, and its efforts to transform Dubai into an international hub for clean energy.

Dubai Supreme Council of Energy reviews savings and results of Demand Side Management Strategy for 2015 and previous five years



HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, chaired the 42nd meeting at its headquarters in Dubai. HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy, HE Ahmed Buti Al Muhairbi, Secretary General of the Supreme Council of Energy, Saif Humaid Al Falasi, CEO of Emirates National Oil Company Ltd (ENOC), Abdullah Abdul Kareem, Director General of the Department of Oil Affairs, Khalid Mohammed Sharif, Director of Food Safety at Dubai Municipality, Waleed Salman, Vice Chairman of the Dubai Nuclear Energy Committee, Nasser Abu Shehab, CEO of the Strategy & Corporate Governance Sector at the Roads and

Transport Authority, and Frederick Chemin, General Manager of Dubai Petroleum, attended the meeting. Council members also reviewed and discussed the 'Al Safat' green-building rating system, which is being implemented by Dubai Municipality in cooperation with the Supreme Council and its members. The system implements new efficiency standards for green buildings to save energy, reduce carbon dioxide emission and increase the number of green buildings. The programme also create a market of green services and products that proved its efficiency in reducing the carbon footprint, becoming an essential tool for benchmarking.

DEWA organises first Excellence Camp



DEWA organised its first Excellence Camp 2016 at the Raffles hotel in Dubai, in its efforts to enhance excellence and the competitiveness of Dubai and the UAE. The camp aimed to increase awareness about standards of excellence based on the objectives set by the fourth-generation government excellence system. This will improve

government work based on innovative standards, while enhancing excellence and encouraging innovative thinking. Dr Ahmed Al Nuseirat, Coordinator General of the Dubai Government Excellence Program, and Osama Youssef Hammad, Senior Consultant at the Dubai Government Excellence Program, were among the speakers.

DEWA is handed Marriage Endowment Sign to support marriage of Emirati youth

Dr Hamad Al Hammadi, Secretary General of the Mohammed bin Rashid Global Centre for Endowment Consultancy, has presented HE Saeed Mohammed Al Tayer, MD and CEO of DEWA with the Marriage Endowment Sign. This supports the largest international endowment initiative launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of UAE and Ruler of Dubai, through the Mohammed bin Rashid Global Centre for Endowment Consultancy and Dubai's global vision for Awqaf and Endowments. DEWA has a strategy that supports the vision to transform Dubai into a global centre for promoting and enabling endowment for the service of humanity.

DEWA organises Excellence Conference to promote sustainable excellence among staff and partners



DEWA organised its Excellence Conference with the theme 'Sustainability of Excellence and Leadership.' HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, Dr Ahmed Al Nuseirat, Coordinator General of the Dubai Government Excellence Program, and a large number of DEWA staff and partners attended the conference. International experts in excellence shared their experiences at the conference. A number of distinguished young people took part in a panel discussion at the conference.

DEWA wins two CFI.co awards from Capital Finance International



DEWA has won two CFI.co 2016 awards with HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, winning the Outstanding Contribution to Local Employment, and DEWA winning Best in-house Corporate Finance Team - GCC 2016.

Al Tayar won the award as a result of his role in achieving the objectives set by the UAE National Agenda to develop UAE national capabilities. This achieved the UAE Vision 2021 to make the UAE one of the best countries in the world by 2021,

and the Dubai Plan 2021 to transform Dubai into a city of happy, creative and empowered people.

DEWA won the Best in-house Corporate Finance Team GCC 2016 award for its efforts to develop robust financial governance and achieve financial stability. To successfully manage financial resources, DEWA works to enhance the efficiency and effectiveness of all production, transmission, and distribution operations.

DEWA wins 9 awards at Ideas.America



DEWA has won 9 awards at the Ideas.America competition, which reflects DEWA's excellence. DEWA won two gold awards in the Best Communications Excellence category and Best Evaluator of the Year category. It won three silver awards in the Idea of the Year, the Best Programme Administrator, and Best Executive Leadership. DEWA also received two bronze awards in the

Team Idea of the Year category, and the Advocate of the Year. DEWA also won the Kudos Award, and the Safety Idea of the Year- Honourable Mention Award.

HE Saeed Mohammed Al Tayar, MD & CEO of DEWA said the awards demonstrate DEWA's pioneering position and the creative and innovative capabilities of its employees who make the UAE proud on many international occasions.

DEWA renews Project Management Institute (PMI) Certification



DEWA has received its 5th Project Management Professional (PMP) certification. This became possible after a team of DEWA professionals successfully passed the Project Management Institute (PMI) standards. The renewed certification reflects DEWA's ability to provide its employees, with world-class training and educational programmes that will enhance the efficiency of development projects, by adopting advanced principles of project management. As a result of PMI, DEWA will improve, and achieve its goals and projects locally and internationally. DEWA will also achieve savings on training budgets by providing world-class training internally. DEWA will customise project management trainings as per PMI Standards and DEWA requirements and with less dependency on external training providers. DEWA will also receive publications released by PMI. PMI's credentials will aid DEWA's Project Management team, allowing them to become certified in Project Management Professional (PMP), Programme Management Professional (PgMP), Portfolio Management Professional (PfMP), Certified Associate in Project Management (CAPM), PMI Professional in Business Analysis, PMI's Risk Management Professional (PMI-RMP), and Projects Planning and Scheduling Standards (PSP).

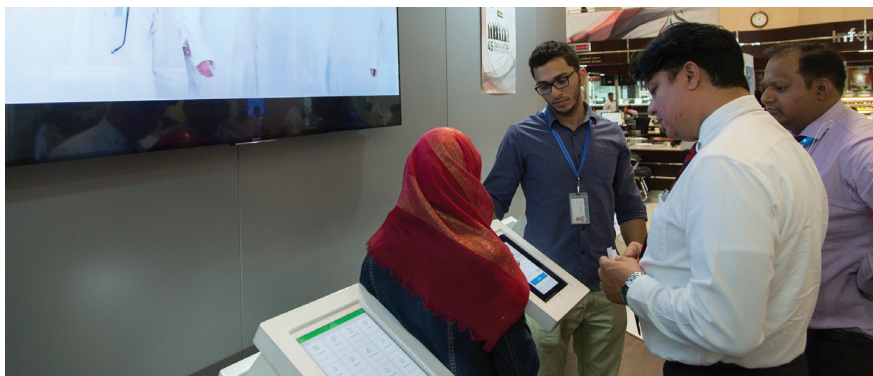
DEWA provides Smart Centre at its Head Office Customer Happiness Centre

DEWA has launched the Smart Centre as part of its Customer Happiness Centre at its head office. The Smart Centre provides several smart services for customers, that streamline the transactions process with minimal or no support from Customer Happiness Centre staff. The Smart Centre provides iPads that have DEWA's smart app, which provides all its services. The Smart Centre also features a Future Services Department, so that customers can contribute to designing and developing DEWA's services, according

to international best practices and standards.

The Centre also includes the Tayseer smart service, to facilitate bill payments by depositing cheques using Emirates NBD's cheque deposit machines.

The Smart Centre also provides the Dubai Smart Government's MyID service for customers to login to multiple smart services through a single account. It is also equipped with Etisalat's public-payment machines, for easy payment of electricity and water bills.



DEWA wins 8 awards at International Business Stevie® Awards 2016

DEWA has won three gold and five silver awards in the 13th annual International Business Awards. The winning organisations were honoured at a special ceremony in Rome, Italy, on 21 October 2016.

DEWA's Customer Happiness division won three gold awards in the Best Customer Service category. Abdullah Al Hajri, Executive Vice President of Customer Happiness at DEWA, won the gold award for Best Customer Service Executive. DEWA's innovation team in the Customer Happiness division won the gold award in the Best Customer Service Team category. DEWA's Innovation and the Future Division won three silver awards in the Best Information Technology Management, Smart Applications, and Websites categories. DEWA's Marketing and Corporate Communications Division won two silver awards in the Best Communication Management category, and the Best Campaign category for DEWA's Conservation Award.

DEWA signs MoU with Philips Lighting for cooperation on innovation and smart lighting solutions

DEWA signed an MoU with Philips Lighting, during 1st day of WETEX 2016. This is part of DEWA's efforts to enhance innovation and support green development in Dubai. The MoU provides a framework to enhance cooperation, and exchange skills and knowledge about the latest connected lighting systems and services for buildings, in addition to reducing energy consumption.

The MoU was signed by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and Paolo Cervini, President of Philips Lighting, Middle East and Turkey.

DEWA presents its pillars of excellence at 9th Government Best Practices Forum



DEWA participated in the 9th Government Best Practices Forum, which was held under the patronage of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. It was organised by the Dubai Government Excellence Program.

In his keynote speech, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, talked about DEWA's excellence journey and how it contributes to the competitiveness of the UAE and Dubai. This is achieved by providing world-class government services and adopting international best practices to achieve people's happiness. DEWA adopts excellence and creativity in its day-to-day operations to improve performance, efficiency, and services to the best international standards. This year's forum included panel discussions and awareness lectures by experts in government excellence.

DEWA launches Strategy Week 2016



DEWA organised its Strategy Week 2016 from 23-27 October 2016 under the theme 'Shaping the Future.' This is part of DEWA's efforts to raise awareness of its employees on the DEWA 2021 strategy, which is aligned to the UAE Vision 2021, the Dubai Plan 2021, and the Smart Dubai initiative. DEWA's activities in Al Quoz Sustainable Building, Warsan, and Jebel Ali to spread awareness on its strategy for the future, and build a strategy-focused culture among

employees. Activities included videos about DEWA's journey towards success and excellence, the DEWA Strategy 2021, and other events consolidating DEWA's strategic values, principles and concepts. There were also sessions on DEWA's expedition to the Amazon, which focused on 3 areas in Peru: the desert coast, the cloud forests of the Andes, and the lowland rainforest. The expedition has highlighted the effects of global warming.

DEWA organises 8th Annual Best Practices Conference on Quality, Health, Safety and Environment



DEWA organised the 8th Annual Best Practices Conference on Quality, Health, Safety, and Environment on 25 September 2016. The conference underlines DEWA's realisation of the importance of knowledge sharing, exchanging experiences, and keeping up to date with the latest developments in this important areas.

The conference was opened by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA. It was attended by HE

Ahmed Buti Al Muhairbi, Secretary General of the Dubai Supreme Council of Energy, Waleed Salman, Executive Vice President for Strategy and Business Development, Rashid Bin Humaidan, Executive Vice President of Distribution Power, and Dr Yousef Al Akraf, Executive Vice President of Business Support and Human Resources at DEWA.

The event brought together leaders and experts on safety and occupational health.

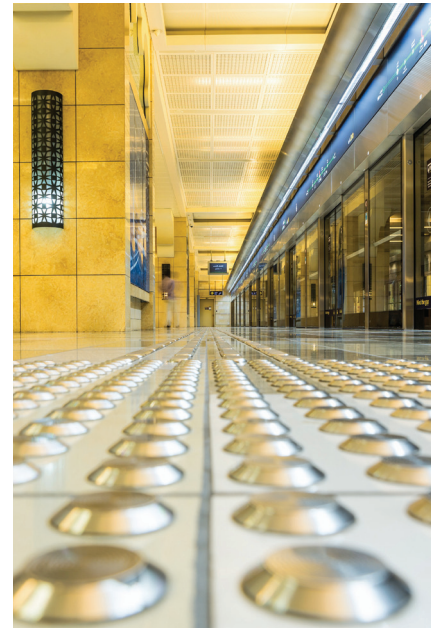
DEWA expands Tayseer service in cooperation with Emirates NBD



DEWA now provides the Tayseer service to facilitate bill payments by cheques using Emirates NBD's cheque deposit machines, for all DEWA customers who have one or more accounts. This supports DEWA's efforts to expand its services to all people in society to achieve their happiness.

DEWA launched the Tayseer service to provide another convenient channel for customers to pay their bills. Customers can use the reference number from DEWA's website to complete their payments. The service is available at all Emirates NBD's cheque deposit machines in the UAE.

DEWA is first government organisation to connect to Atmatah federal energy database



DEWA has connected its database to the Atmatah automation system launched by the Ministry of Energy. The system is the first federal database in the UAE's energy sector. This provides government organisations with direct access to the Ministry of Energy, to collect information and data related to energy from energy producers and users. This facilitates making studies, and developing well thought-out strategies for the UAE energy sector. Connecting to Atmatah supports DEWA's efforts in enhancing the transformation into future smart cities in the UAE, to achieve people's happiness while encouraging the sustainability of resources and the seamlessness and integration of services.

All DEWA's operations are fully automated using the latest systems and international best practices.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA noted that establishing national plans, policies, and programmes, depends largely on availability, accuracy, and quality of statistics related to energy generation and use.



MD & CEO of DEWA participates in panel discussion on Sustainability and Green Project Management

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, participated in a panel discussion on Sustainability and Green Project Management, at the 3rd Dubai International Project Management Forum. Other panellists were HE Suhail Mohamed Faraj Al Mazrouei, Minister of Energy, HE Dr. Thani Bin Ahmed Al Zeyoudi, Minister of Climate Change and the Environment, and HE Sheikh Abdul Aziz Al Nuaimi, Environmental Advisor to the Ajman Government. The forum was held under the patronage of HH Sheikh Hamdan bin Mohammed

bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council. DEWA co-organised the forum from 22-25 October 2016, in cooperation with the Roads and Transport Authority (RTA), and in collaboration with Emaar Properties, at Madinat Jumeirah. A large number of international experts and specialists in project management participated in the Forum. At the discussion panel, Al Tayer highlighted DEWA's efforts in managing green projects.

Dr. Ahmed Al Nuseirat

Coordinator General of the Dubai Government Excellence Program



“ The main objective of the Government Excellence System, is to empower government organisations to achieve the welfare and happiness of citizens, and meet the expectations of society to get seven-star government services. ”

How do you see DEWA's performance with regards to fourth-generation government excellence system?

Evaluating the performance of DEWA, and other government organisations, in the fourth-generation government excellence system, will be done by experts specialised in the work domain of each government organisation. Experts will identify each organisation's position in implementing the pillars and standards of the system, compared

to best international practices. DEWA was one of the first organisations to respond to the immediate executive mechanisms of the fourth-generation government excellence system, which is managed by the Dubai Government Excellence Program (DGEP), as per the orders of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. DEWA received DGEP team to explain the implementation steps,

and attend the training workshops. Last October, we were honoured to receive HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and DEWA officials who attended the training workshop dedicated for Director Generals and Vice Presidents, to explain the mechanism of the immediate implementation of the system. DEWA staff actively participated in workshops organised by DGEP.

What are the goals and mechanisms

of the immediate implementation of the fourth-generation government excellence system?

The main objective of the government excellence system, is to empower government organisations to achieve the welfare and happiness of citizens, and meet society's expectations to get seven-star services. This enhances innovation and the competitiveness and leading position of Dubai and the UAE. The System is a roadmap for governments to reach new horizons that exceed excellence to achieve leadership in performance. It also helps governments to become proactive, innovative and role models for best practices. This is achieved through principles that include effectiveness, efficiency, learning, and development. It uses modern principles including innovation, shaping the future, and the integration on. The system is a world-class leading administrative way of thinking, based on Emirati content. The fourth-generation government excellence system was developed according to the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, to support the UAE's vision to become one of the best countries in the world by 2021. This supports the leading programmes and initiatives implemented by the UAE government to develop government work and services. It keeps pace with the latest trends in government work to achieve leadership in all areas.

With regards to the immediate implementation, DGEP has cascaded the fourth generation of the government excellence system from the federal level to achieve the goals and requirements of Dubai Government. We identified participating organisations, initiatives, and government planning and development programmes, and their common work mechanism. DGEP also visited all government organisations, to explain steps for immediate implementation. This was to ensure that government organisations fully understand the system.

The criteria and categories of the excellence system was then cascaded to the work of each government organisation and their nature and

maturity levels. The evaluation mechanism used at the federal level was fully adopted.

The cascading process was done while maintaining the structure and work mechanism of the excellence system to ensure it achieves its objectives in enhancing the excellence of Dubai government organisations to broader horizons to achieve global leadership. After developing the criteria, DGEP organised workshops to explain them to staff in all management levels. We visited all government organisations to decide the weightage of the criteria to achieve the vision in accordance with the work nature of each government organisation.

DEWA won 6 awards in the Dubai Government Excellence Program 2016, and scored the highest grade ever. What steps DEWA should follow to maintain excellence?

Once again, I congratulate DEWA on the excellent performance in the 19th DGEP. The most important point is sustainability and commitment to excellence in all areas of corporate performance. The first step of ensuring sustainability lies in the continuous care of DEWA's leadership team and their involvement in development and improvement. It also includes implementing excellence and leadership standards on all aspects of corporate and job performance. The second step is to connect excellence and leadership standards with DEWA's main and strategic tasks, to ensure instilling a culture of excellence among staff. The third step is to make use of the evaluation reports provided by DGEP, which provide a roadmap for development and achieving higher levels of excellence by working on the opportunities for improvement that the reports highlight.

What key procedures government organisations should do to reach the Government of the Future?

According to the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, the Government of the Future is:

- committed to people's happiness by providing services that exceeds their expectations and meet all their needs

- a smart government that adopts the latest technologies

- a government that foresees the future. This includes building future patterns for the health, education, social, developmental, and environmental sectors, cascading current government policies, building National capacities in foreseeing the future, building international partnerships, developing specialised laboratories, and research on the future of all government sectors.

- a government that adopts and invests in long-term innovation, supports and enables Emirati innovators.

What is DGEP's role in enhancing excellence and performance?

The role of DGEP is to develop and consolidate government excellence and performance through:

- identifying goals and preparing standards, categories, and initiatives
- awareness, training and support
- measurement and evaluation
- appreciation and honouring
- education and knowledge exchange

What are the latest updates on implementing the fourth generation of the government excellence system?

DGEP currently works on the following steps simultaneously:

- Develop a new electronic system to manage the evaluation process.
- Develop participation mechanism and criteria and inform all government organisations
- Develop the evaluation plan for the 30 government organisations included in the evaluation process
- Bring experts in the areas of work of the government organisations, and in innovation, smart government, and human resource management
- Select and train Emirati evaluators to take part in the evaluation process, to empower them and enhance their capabilities in excellence and government leadership. They support the international experts and learn from them
- Receive applications by 15 January 2017
- Train the evaluation teams on the standards and evaluation mechanism, and manage the evaluation process in February and March 2017

Government and private organisations unite to encourage youth participation in achieving sustainable development

National capabilities have proved that the UAE's youth are creative and innovative and can use the latest technologies to serve their country and build their nation. Their achievements have attracted world attention and consolidated the UAE's global position in innovation, science, technology, and economy, supported by government and private organisations. They provide them with tools and training programmes to develop their creative and knowledge capabilities.

One of the most remarkable programmes that has united the efforts of several government and private organisations, is the Carbon Ambassadors Programme. This is an initiative launched by DEWA in collaboration with the Dubai Carbon Centre of Excellence (Dubai Carbon), as per UNDP criteria, and with the support

of the UAE Ministry of Foreign Affairs. The Programme supports DEWA's efforts to achieve the Green Economy for Sustainable Development initiative, launched by HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to build a green economy and drive sustainable development.

DEWA provides everything needed for the success of the programme to engage students in activities, training courses, and workshops on sustainability, climate change, and the environment, in adherence with the Dubai Plan 2021, to make Dubai sustainable with its resources and make its environmental elements clean, healthy, and sustainable.

DEWA recently announced the Ministry of Climate Change and Environment's sponsorship of the Sustainable

Agriculture Container, a project developed by the second batch of the Carbon Ambassadors Programme. The project converts out-of-service containers into sustainable agricultural containers, to spread environmental awareness, and encourage people to adopt an eco-friendly lifestyle.

The Carbon Ambassadors programme has theory and practical sessions with 3 learning modules that vary between e-learning courses and in-class lectures. These modules include Prince2 (Project Management), Green House Gas (GHG) Accounting Training, and Energy Saving Company (ESCO) Training.

DEWA also provides a range of opportunities to delegates of the program, enabling them to participate in global conferences and workshops.



Appreciation and Praise

DEWA commended the Ministry of Climate Change and Environment, for their efforts towards supporting green initiatives and development projects. These include the projects that focus on predicting the future, and contribute towards providing a more sustainable environment for generations to come. The Carbon Ambassadors are the next generation of leaders and experts who will implement ambitious National strategies and plans.

HE Dr Thani Al Zeyoudi, Minister of Climate Change and Environment, praised DEWA's efforts towards training the youth and developing their capabilities enabling them to be effective in achieving sustainable development. DEWA was pleased to be cooperating with the Ministry of Climate Change and Environment to support the programme.

DP World Carbon Ambassadors convert out-of-service containers into sustainable classrooms for refugees



DEWA and DP World have transformed out-of-service shipping containers into sustainable classrooms that will be used in refugee camps. This is another successful initiative of the Carbon Ambassador Programme.

DP World has sponsored the Carbon Ambassadors programme for the second consecutive year to promote a culture of sustainable development among fresh graduates and young employees. This is achieved by engaging them in green activities planned by different public and private sector organisations. This year, a team from DP World staff designed and implemented a project to convert containers into

environmentally-friendly classroom, using sustainable materials. The project uses renewable energy sources such as solar energy to power air-conditioning and electronic equipment.

DEWA signed an MoU with DP World to sponsor the programme. Eight young Emirati women from DP World worked on the project. They are Alia Janahi, Maryam Al Zaabi, Saeeda Khamis, Sana Al Awadi, Thureya Al Ali, Shatha Al Falasi, Khaloud Al Jasmi and Nora Al Ali. They designed and implemented a sustainable environmental project that competed with other projects sponsored by different companies. All the projects were displayed at

WETEX 2016. DP World provided all participating groups with six containers to convert them as part of their projects. DP World Carbon Ambassadors designed and created a model classroom inspired by their enthusiasm to serve an important humanitarian issue, which is to provide sustainable and safe classroom to refugee children.

The unique space will give refugee children access to real-life, working sustainable technologies, while developing their thinking toward building a sustainable future for their communities.

International environmental occasions raise awareness on importance of conservation

DEWA organised a number of activities at Dubai Festival City Mall from 21-23 October to mark World Energy Day, which is observed on 22 October each year. This was part of DEWA's initiatives to raise environmental awareness among people and urge them to adopt a sustainable lifestyle in their use of electricity and water. Activities

featured several interactive workshops that attracted large numbers of families and children. These includes building solar houses, designing clothes for DEWA's conservation characters Noor and Hayat, a corner to build electric circuits, and a 'Sustainability Challenge' corner. Visitors of DEWA's stand also participated in the Green Ribbon Pledge

to increase environmental awareness and introduce the best environmental practices. Over the past two years, 27,000 people took part in the Green Ribbon Pledge, where they pledged eco-friendliness and to adopt practices that help conserve energy and water.



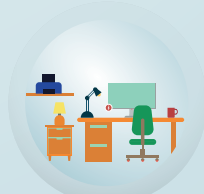
Replace regular light bulbs to LED bulbs



Install water saving aerators



Check the energy label to make sure you're buying an energy efficient product



Switch off or unplug unused appliances



Use solar energy to make Dubai more sustainable

Green Funding motivates market to accelerate green economy transformation

The UAE's wise leadership, represented by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, and HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, have a vision to predict the future, and to make the UAE one of the best countries in the world. Dubai has launched several strategies to create an attractive environment for investment, including the Dubai Plan 2021 for the Emirate to be the most business friendly city and a preferred investment destination; the Future Accelerators initiative to create an international platform to shape the future of strategic sectors, and create economic value by hosting and streamlining business, and future technology solutions, and

attracting the best brains in the world, to implement their innovations in Dubai; and the Dubai Clean Energy Strategy 2050 to generate 7% of Dubai's total power output by 2020, 25% by 2030 and 75% by 2050. The infrastructure pillar of the strategy includes the establishment of a new free zone under the name Dubai Green Zone dedicated to attracting research and development centres and emerging companies in energy. The third pillar relates to financing solutions for investment in research and development on clean energy and its application. This pillar includes the establishment of the Dubai Green Fund worth AED 100 billion. It is a prominent investment opportunity to support the green economy objectives of Dubai and the UAE. Seed capital will

be provided by Dubai Government and DEWA. USD 30 billion of green investment is anticipated in Dubai by 2030.

The Dubai Green Fund will act as a market catalyst alongside existing financiers to help build and accelerate the green sector. The fund is led by a team from DEWA and the Dubai Supreme Council of Energy, and is supported by an international consortium of fund strategy, finance and legal advisors.

The Dubai Green Fund supports the UAE Vision 2021, Dubai Clean Energy Strategy 2050, the Demand Side Management Strategy, the National Green Growth Strategy, and the Climate Goals as per the Dubai Carbon Abatement Strategy (CAS) and UAE National Determined Contributions (NDCs).



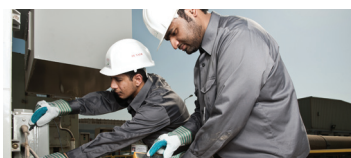
What is green growth?

Green growth is defined as achieving economic growth while reducing pollution and greenhouse gas emissions, minimising waste and improving efficiency in the use of natural resources. A green economy is a low-carbon, climate-resilient and resource-efficient economy. Commitment to green growth requires long-term investment from both the public and private sectors. Devising the right policies, regulatory frameworks, creating the right environment to scale up financing and investments in future technologies, and enhancing the infrastructure are key factors in the transition to a green economy. However, none of this can be achieved without innovation to sustain this green growth.



Role of governments in enhancing green funding

Governments play a key role in strengthening national policies and regulatory frameworks, providing incentives to attract private funds and investments to support a sustainable green growth, changing the mind-set of the people, and driving innovation and preparing the right capabilities for capacity-building to meet future green-economy demands. The transformation model is coupled with a shift in the government's role from being a consumption driven economy to a sustainability focused one that is low-carbon, climate-resilient and resource-efficient. Dubai's commitment is seen through the launch of the Smart Dubai initiative, which was announced by HH Sheikh Mohammed bin Rashid Al Maktoum to make Dubai the happiest and smartest city in the world. Smart cities are integrated and connected, sustainable with their resources, and have clean, healthy and environmentally-friendly elements.



What are green projects?

The concept of Green Projects under the Dubai Green Fund, includes the following projects: energy efficiency and demand side management, solar and other renewable energy, sustainable water management, sustainable waste management and reduction, and innovative decarbonising, pollution or resource-intensity-reducing initiatives.

The citizens and residents of the UAE have a responsibility towards the country's sustainable future. For instance, all members of society can use efficient products such as energy-efficient lighting and appliances; smart services, installing solar panels and shifting to using electric vehicles. These practices can be part of our lifestyle. By encouraging such individual practices and positive behaviour among all of us, we will create demand for green solutions which will in turn, attract private investments.

Morocco to give 600 mosques a green makeover



Mosques across Morocco will be fitted with energy efficient lighting and solar energy systems as part of a four-year project by the government. The move will enhance energy efficiency and

encourage using renewable energy sources. The Moroccan government, in collaboration with the German government, will implement the Green

Mosques project in 600 out of 15,000 mosques in Morocco. The project aims to reduce energy use in mosques by 40%, and create many new job opportunities.

Solar cells as light as a soap bubble



Imagine solar cells so thin, flexible, and lightweight that they could be placed on almost any material or surface, including your hat, shirt, or smartphone, or even on a sheet of paper or a helium balloon.

A flexible parylene film, similar to kitchen cling-wrap but only one-tenth as thick, converts sunlight into electricity just as efficiently as their glass-based counterparts.

China embarks on wind power frenzy



China has been building two wind turbines every hour, according to the International Energy Agency (IEA). This is the world's biggest programme of turbine installation, double that of its nearest rival, the US. The nation's entire annual increase in energy demand has been fulfilled from the wind. China now has a clear over-supply. In the province of Gansu, 39% of wind energy had to be turned off because there is not enough capacity on the grid.

UAE completes work on 8 solar power plants in Mauritania



Eight new rural solar energy projects have been completed, and are now operational, across the Islamic Republic of Mauritania, doubling the UAE's total contribution to the country's clean energy capacity to 31.6 megawatts (MW). Delivered by Masdar, the Abu Dhabi Future Energy Company, in collaboration with Mauritania's national electricity provider, the 16.6MW of additional solar power will save 10,391,000 litres of diesel annually, and avoid 27,850 tonnes of carbon dioxide emission annually.

Tesla and SolarCity power entire island with solar energy



Tesla and SolarCity announced a massive solar energy project that powers an entire island with the sun. The microgrid has a 1.4MW solar generation capacity. It consists of 5,328 solar panels and 60 Tesla Power-packs. The energy packs can keep the microgrid running for 3 days to meet energy demand of the Ta'u Island in American Samoa around the clock.

UN Secretary General commends Mohammed bin Rashid's insightful vision for sustainable development

Ban Ki-Moon, Secretary General of the United Nations, has commended the insightful vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, for supporting sustainability and green economy, and for launching the World Green Economy Organisation (WGEO) with its permanent

headquarters in Dubai. Ban Ki-Moon also commended the UAE for joining WGEO as its first member.

Ban Ki-Moon made these remarks in a meeting with HE Saeed Mohammed Al Tayer, Chairman of WGEO. He was briefed on the key achievements and cooperation between the UN and WGEO.



Environmentally-friendly mobile charger on beach umbrellas



CGN energy, a Greek firm providing environmentally-friendly energy solutions, is introducing an invention that turns umbrellas at hotel and resort beaches, into mobile phone chargers, to be used around the clock. The F25 has the ability of a compact battery saving

energy from the sun throughout the daylight hours, allowing users to benefit from it at night as efficiently and reliably as they do under the sun. The charger can also be used in other places including bus stations, benches in parks, and open areas.

Women's Committee



Khawla Al Mehairi

Chairperson of DEWA's Women's Committee

On the second of December, the UAE celebrated its 45th National Day to commemorate its blessed union. Since the country's establishment in 1971, Emirati women have participated alongside Emirati men in the development of the UAE, supported by the wise leadership who have depended on both men and women in the development of the nation. Our leaders have believed in the capabilities of women and the importance of their role as partners in building the nation, providing them every opportunity to take part in the overall development. As a result, Emirati women have made remarkable successes in different sectors and have occupied top positions in all industries. The UAE has topped global competitiveness reports in gender equality, especially in the education, which is one of the key factors of the progress of any country. This year, the UAE was ranked first worldwide in female literacy and enrolment in secondary and tertiary education rankings, according to the Global Gender Gap Report issued by the World Economic Forum. The UAE moved up 23 ranks in the Women in Parliament Index.

As we celebrate the National Day, we are proud to belong to the Mother of the Nation, HH Sheikha Fatima bint Mubarak, Chairwoman of the General Women's Union, Supreme Chairwoman of the Family Development Foundation, and President of the Supreme Council for Motherhood and Childhood. For over four decades, she has played a major role in the development of Emirati women. We also appreciate the efforts of HH Sheikha Hind bint Maktoum bin Juma Al Maktoum, wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. She has supported women, various social work, and all activities and initiatives that positively impact the family and society as a whole. The efforts of HH Sheikha Manal bint Mohammed bin Rashid Al Maktoum, President of the UAE Gender Balance Council, President of Dubai Women's Establishment, wife of HH Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Presidential Affairs, have supported and continue to empower Emirati women.

DEWA makes considerable effort to empower all women staff to enhance their capabilities and effective participation in the development process of DEWA and society as a whole. DEWA's top management believe in the important role women play in the economic, social, and cultural development. We have a clear strategy and we take an active role in empowering Emirati women and enhancing their contribution, providing them a motivating work environment that contribute to the empowerment of women and help them achieve a balance between their professional and family lives. DEWA works to enhance the skills and capabilities of its female staff and encourages them to be creative and innovative to enable the economic and social empowerment of women. DEWA also promotes women's active participation in all the development areas, especially in energy. This supports the vision and directives of the wise leadership to further enhance women's role and participation in all walks of life.

DEWA's female sports team achieves new success at 4th Sheikha Hind Women's Sports Tournament



DEWA's female sports team achieved considerable success in the 4th Sheikha Hind Women Sports Tournament, which was organised by the Dubai Sports Council, under the patronage of HH Sheikha Hind bint Maktoum bin Juma Al Maktoum, wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and under the directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Dubai Sports Council. The tournament was held from 19-31 October, 2016. Forty six players took part in the individual and group games, including basketball, bowling, volleyball, swimming, badminton, chess, cycling, hand-ball, and road races. DEWA supports and empowers its female staff, improves their capabilities, and encourages them to actively participate in various local and international sporting activities and events.

DEWA's strategy supports women in all they do, while developing their abilities, their careers in DEWA and in society as a whole. DEWA Women's Committee adopts a comprehensive approach that explores the different aspects that matter to women and translates these into plans and programmes to develop women's skills, while providing a positive and motivating work environment, enabling them to balance their professional and family lives. The Committee encourages female employees to exercise to improve their physical, psychological, and social health, improve skills and abilities, and achieve happiness. The committee collaborates with women's associations

and committees of other government organisations to achieve mutual strategic objectives and national strategies, and the vision and goals of the committee.

Considerable Achievements

DEWA women's team won several medals at the 4th Sheikha Hind Women's Sports Tournament. DEWA women's team won gold in the 3,000m team road race. The team won 47 points, keeping first place for the second consecutive year. DEWA won the gold medal in the team road race category. The winning team comprised Suad Abdulla, Iman Al Marri, Rawdha Al Mansouri, Aysha Al Falasi, Nada Khalid, Puja Talukder, and Asma Banu Hanslod. 80 runners of different ages and nationalities take part, including 53 Emiratis, with teams from 17 government and semi government organisations.

Suhailah Saeed bin Belaila won the first place in cycling. In chess, Faiqa Saleh Abdullah won the first place, while Haifaa Sultan Al Ali ranked second, and Iman Abdul Aziz Al Aft came fifth.

On behalf of the DEWA Women's Committee, Khawla Al Mehairi, Vice President of Marketing and Corporate Communications at DEWA, and Chairperson of DEWA Women's Committee, thanked DEWA's top management, represented by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA. She also thanked the women's sports teams led by Khuloud Al Ali, Dubai Sports Council Women's Sports Committee, and all responsible for the tournament which instils a sporting spirit among contestants and enhances relationships among Dubai Government's women employees.

DEWA's team wins 1st place in Pink Breakfast Cooking competition



DEWA's team won first place in the Pink Breakfast Cooking competition, which was organised by Dubai Health Authority (DHA), to support breast cancer patients and raise awareness on this disease. It was attended by HE Humaid Al Qatami, Chairman of the Board and Director General of DHA. DEWA's winning team included Noora Al Harmoodi and Iman Al Qaseer from the Power and Water Planning division.

Women's Committee organises awareness day on breast cancer



DEWA Women's Committee, in collaboration with Pink Caravan organised an open day for its female staff as part of its activities to support the Breast Cancer Awareness Month. The event encouraged women to conduct screening for early detection of breast cancer. Over 90 employees were screened during the full-day event, which included a lecture by the Pink Caravan team.

DEWA Sponsors Beach Days

DEWA's Women's Committee participated in 'Beach Days,' an event organised by Dubai Ladies Club. DEWA was the Platinum Sponsor of the event, which featured many interesting activities. These included beach barbecues, food trucks, games for kids, and fitness challenges. The event took place on every weekend in October 2016.

Muna Al Mazroue: “Be Positive” an initiative to promote positivity, productivity, and job loyalty in the work environment

“Positive energy offers you a beautiful perspective on life and arms you with the ambition, drive and motivation you need to succeed.”

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



Muna Al Mazroue has been working for DEWA since 2003. She is currently enrolled in Hamdan bin Mohammed Smart University, studying Business and Quality Management. Her latest milestone was winning first place in the category of ‘Three-Dimensional Employee,’ in 2016.

Al Mazroue is Assistant Manager of Service Desk and Training at DEWA. She is responsible for the day-to-day delivery of IT Support Services to users. This involves monitoring and reporting, meeting requirements, managing the overall desk activities, keeping track of logged calls, and maintaining an understanding of trends in training, developments, and best practices.

DEWA works to implement the directives of HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, to support UAE citizens and provide a suitable work environment for them. DEWA is also committed to achieving the Happiness Indicator initiative, launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to measure the happiness of citizens, residents and visitors, and their satisfactions about the services provided to them.

DEWA takes priority in involving its staff in all its initiatives and projects. It listens to their ideas and suggestions, studies them, and implements the innovative and constructive ideas that contribute to developing the services it provide to its customers, partners, and staff. DEWA launched the Afkari (Arabic for My Ideas) portal to encourage creativity and innovation, and enhance communications among staff, while providing a platform that facilitates studying and discussing their suggestions and ideas. The portal allows staff to collaborate and vote on the best ideas submitted, similar to social media sites. The portal has provided a central repository to manage innovation and ensure continuous improvement and development, while creating a platform by which we can achieve its developmental objectives.

One of the ideas that DEWA implemented lately was the ‘Be Positive’ initiative, which was presented by Muna Al Mazroue who has been working in DEWA for the past 13 years. Her latest milestone was winning first place in the category of ‘Three-Dimensional Employee,’ in 2016. Al Mazroue is currently continuing her studies at Hamdan bin Mohammed Smart University.

Be Positive initiative

DEWA launched Be Positive initiative, which reflects the importance of positive energy in building successful teams, and providing the best services to customers. This is part of DEWA's efforts to support the transformation of the UAE into a pioneer in achieving the happiness and satisfaction of customers, in adherence with the vision of the wise leadership, and corporate practices in the UAE.

As part of the initiative, Emirati life coach and consultant Kholoud Al Tunaiji, will provide a training programme to department heads and employees. The programme highlights the importance of positive energy applications and its positive impact on employee performance to provide the best customer services.

Objectives of the programme

The programme aims to improve participants' skills and knowledge, while raising their awareness about the importance of creating a positive work environment. The programme improves their abilities to achieving excellence, self-confidence, and personal goals, to facilitate their progress and excellence. The programme also aims to help employees harness positivity, and introduce them to the tools required to have a positive effect on customers, and fellow colleagues. The programme helps trainees make use of their full potentials by conducting comprehensive evaluations, while training them to develop smart working plans to achieve their goals, and to be responsible about making positive change on their professional and personal lives.

Pillars of the programme

The programme focuses on personal positivity and its effect on the work environment since the satisfaction of external customers is achieved through the satisfaction of internal customers who are the employees. The programme highlights the effects of positive and negative energy on health, social life, and focus. The programme encourages employees to better understand themselves and others, and effectively interact with them, in addition to providing positive planning tools among teams. It highlights the most important daily practices that affect employees positively.

Benefits of the programme

Participants in the programme are expected to learn a number of skills including creating a positive work environment and implementing the most important daily positive practices adopted by the most successful international organisations that increase loyalty and develop their sense of belonging to the organisation they work in. The programme will develop the skills and performance of employees, while allowing to discover their potentials to achieve success for the organisation.

Positive response

Staff positive reaction to the Afkari portal underlines their understanding of their responsibilities as well as their commitment to enhancing government services and their work environment. It also reflects their willingness to share their ideas and suggestions to achieve more successes and accomplishments, and develop the services provided to customers, partners, and employees. This contributes towards achieving DEWA's vision to become a sustainable innovative world-class utility.

A Tale of a sustainable City

DEWA honours its partners for producing clean energy to support the sustainable development of Dubai



DEWA recognises its customers as partners in achieving the sustainable development of Dubai. DEWA honoured project owners in the Shams Dubai initiative for their role in producing clean energy. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, honoured the project owners in a ceremony at the Dubai Solar Show, which was held in conjunction with WETEX 2016.

Al Tayer emphasised that customers are partners of DEWA in achieving the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to transform the Emirate into a global hub for green economy and clean energy, and ensure that the city has the lowest carbon footprint in the world by 2050.

Al Tayer noted that customers are partners in achieving the Dubai Clean Energy Strategy 2050, which consists of five main pillars: Infrastructure, Legislation, Funding, Building capacities

and skills, and an Environmentally-friendly energy mix. The second pillar focuses on the establishment of a legislative structure that supports clean energy policies in two phases. The first phase will be implemented through the Shams Dubai initiative. The second phase includes issuing a set of resolutions on the integration of consumption rationalisation technology and energy production and the requirement to install solar panels on the roofs of all buildings in Dubai by 2030.

Al Tayer congratulated customers, and DEWA employees on the achievements made by the Shams Dubai initiative. This would not have been possible if not for the efforts made the customers, and their understanding of the importance of solar energy, which is something the UAE is blessed with all year round. Al Tayer encouraged customers to become ambassadors of the initiative, and contribute towards achieving the vision

of the wise leadership, to transform Dubai into a sustainable city, as well as the smartest, and happiest city in the world, to ensure a brighter future for generations to come.

Shams Dubai encourages customers to install photovoltaic panels to generate electricity from solar power. The electricity is used on-site and the surplus is exported to DEWA's grid. An offset between exported and imported electricity is conducted and the account is settled based on this offset. The Executive Council of Dubai issued resolution number 46 of 2014, to regulate electricity produced from photovoltaic panels to the power distribution system in Dubai.

The list of organisations honoured at the ceremony included Dubai World Central-Al Maktoum International Airport, for the installation of a 30 kilowatt (kW) project at the employees' building gate and connecting it to DEWA's grid, the Emirates Engine Maintenance



Centre at Warsan for a 1 megawatt (MW) project, the World Trade Centre for connecting a PV system to the rooftop of the Jumeirah World Trade Centre Residence with a capacity of 31.1 kW that produces 46 MW annually using 102 solar panels over 247 square metres, Premier Composit Technologies in Dubai Investment Park for their 200kW project to produce over 320MW annually, Dubai Municipality for its 12kW project in Al Kifaf to produce 17MW annually using 48 solar panels over 127 square metres, and additional projects at Margham (10kW), Al Quoz (15kW), Al Warqa 3 (99.2kW), and Garhoud (29.76kW). DEWA honoured Majid Al Futtaim for its Me'aisem City Centre with a capacity of 474kW, Red Tag Group for its projects in JAFZA (572.7kW), Amana Steel (12.96kW), DEWA's Generation division for its solar car park in Jebel Ali (81.12kW) and the project to install 5,240 solar panels covering 23,000 square metres to generate 1.5MW

on the rooftop of the water reservoir at M-Station, which reduces 1,600 tonnes of carbon dioxide every year.

DEWA also honoured Dubai Police for its Al Barsha project (10.4kW), the Ministry of Education and the Knowledge Fund for their projects in Jumeirah (10.4kW), Awir (10.4kW), Rashidiya (10.4kW), and Nad Al Hamar (10.4kW). The Ministry of Education and Dubai Real Estate Corporation were honoured for their project in Satwa (10.4kW). The Land Department was honoured for its project in Riggat Al Buteen (6kW), and AMAF was honoured for its green mosque project (5.2 kW).

The launch of the largest distributed solar rooftop project in the Middle East

In the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, HE Saeed Mohammed Al Tayer, MD & CEO of

DEWA, and HE Sultan Ahmed Bin Sulayem, Chairman and Chief Executive Officer of DP World, announced the launch of the largest projects of the Shams Dubai initiative launched by DEWA. Construction of the largest distributed solar rooftop project in the Middle East is underway after DP World commissioned the installation of 88,000 rooftop solar panels on its Dubai facilities in Jebel Ali Free Zone and Mina Rashid.

The step will enhance DEWA's efforts towards achieving the Smart Dubai initiative, launched by HH Sheikh Mohammed bin Rashid Al Maktoum, to transform Dubai into the happiest and smartest city in the world.

In the first phase of the project, photovoltaic panels will be installed on the roofs of 22 buildings in JAFZA and Rashid Port, including offices, warehouses, and car parks. It is planned to produce a total of 22MW at peak. Upon the completion of phase one in 2017, the project will provide enough clean power for 3,000 homes a year. It will reduce 22,000 tonnes of carbon emission annually, equivalent to taking 4,500 cars off the road. The solar panels will provide 40% of the total energy consumption of JAFZA.

Phases two and three will follow phase one, with further solar installations due in JAFZA and Mina Rashid. With 77 marine and inland terminals in over 40 countries, there is significant scope for DP World to implement the learnings from this project across its operations.

These projects and initiatives reflect the role played by stakeholders and customers, to transform Dubai into a pioneer in the development of renewable energy and is at the forefront of alternative energy, exploring and seeking new methods of enhancing efficiency, rationalising the consumption of natural resources, finding alternative solutions for conventional energy, and engaging society in achieving sustainable development in the Emirate.