



Al Masdar

Issue 65 - December 2017
www.dewa.gov.ae

Our Vision

A sustainable innovative world-class utility.

Our Mission

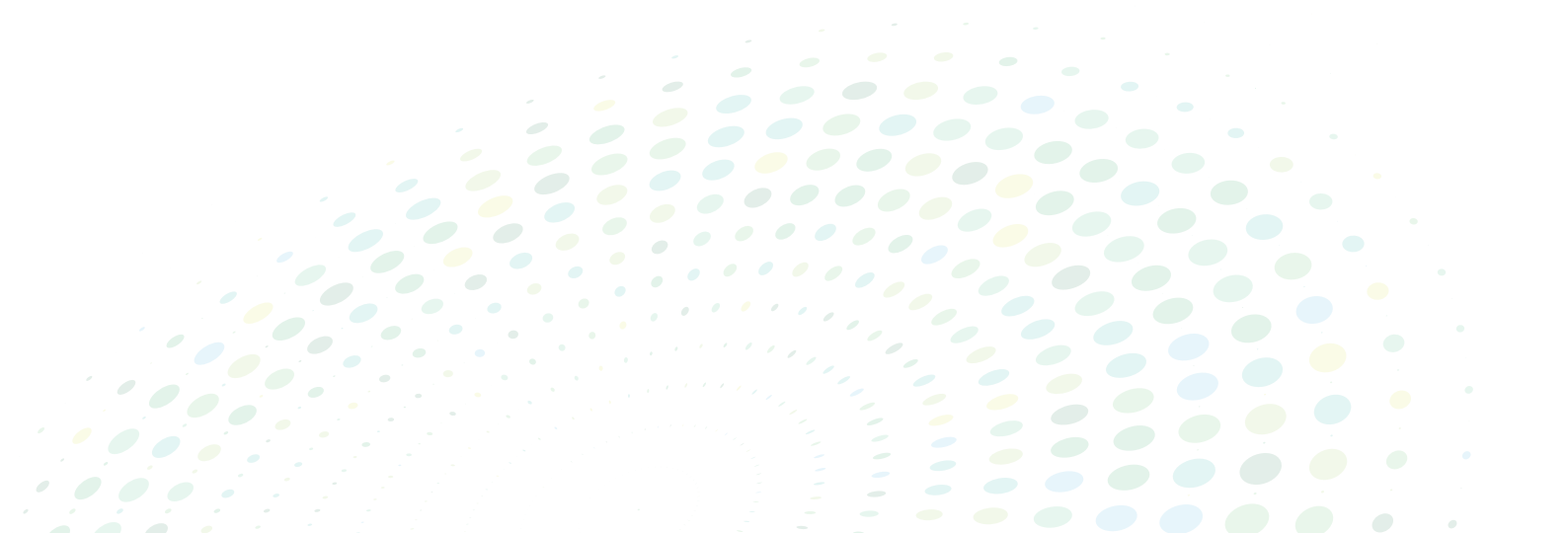
We are committed to the happiness of our stakeholders and promoting Dubai's vision through the delivery of sustainable electricity and water services at a world-class level of reliability, efficiency and safety in an environment that nurtures innovation with a competent workforce and effective partnerships;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

Our Values

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

Our Motto

For generations to come.





“ Our responsibility is to prepare generations for the future and our ambitions are to have scientists who contribute to the progress of mankind. ”

HH Sheikh Mohammed bin Rashid Al Maktoum

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



HE SAEED MOHAMMED AL TAYER

MD & CEO

Dubai Electricity and Water Authority (DEWA)

MD & CEO Message

Achievements inspired by the Spirit of the Union

As we begin the Year of Zayed, we recall the efforts of the late Sheikh Zayed bin Sultan Al Nahyan, the Founding Father, to establish a country that has become a role model for happiness and positivity and a unique example of tolerance, cooperation and acceptance. Our wise leadership, represented by His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, continue the approach of the late Sheikh Zayed, based on a clear vision to make the UAE the best country in the world.

The UAE's excellence journey started on 2 December 1971 when the late Sheikh Zayed bin Sultan Al Nahyan, and the late Sheikh Rashid bin Saeed Al Maktoum, laid down the foundations of the Union, starting the journey of excellence. This journey has continued under our leadership who have skipped time, and achieved in a few years what other nations failed to achieve in centuries.

Our Union reminds us of the need to continue our endeavour, and to double our efforts to protect our nation's achievements and further elevate the UAE's advanced global position. We celebrated the 46th National Day in 2017 at a time when the UAE has made many achievements. At DEWA, we are honoured to contribute to the success of the UAE, having received over 170 local and international awards over the past three years. These include the international excellence award by the European Foundation for Quality Management (EFQM) to become the first non-European organisation to receive this prestigious award and be placed in the platinum category along with other major global companies. The UAE, represented by DEWA, achieved first place globally for getting electricity, according to the World Bank's Doing Business Report 2018. DEWA also achieved the lowest Customer Minutes Lost per year worldwide at 2.68 minutes in 2017.

We promise our wise leadership to continue to work day and night so that the UAE flag remains flying high. In the Year of Zayed, we will strive to give back to our Nation, inspired by the Spirit of the Union as a driving force that motivates us to make every sincere effort and be faithful to the spirits of the Founding Fathers. We will also work to achieve the vision of our wise leadership, who spare no effort in developing the UAE and preserving the achievements of its progress over the years, which has been fuelled by loyalty and generosity, and has created prosperity under the flag of the Union.



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Editor in Chief

HE Saeed Mohammed Al Tayer

Managing Editor

Khawla Al Mehairi

Deputy Managing Editor

**Amal Koshak
Khulood Al Ali**

Arabic Editors

**Ribal Dayekh
Sami Georgy
Ehab Khattab**

English Editors

**Jonathan Howell-Jones
Garth Michael Mitchell**

Media Desk

**Mosaad Abdulrahman
Iman Al Marri**

Dubai Electricity and Water Authority

Main Office - PO Box 564

Tel: +971 4 324 4444

Direct: +971 4 515 1784

Fax: +971 4 324 8111

Website: www.dewa.gov.ae

Email: media@dewa.gov.ae

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Main Story



1 UAE represented by DEWA ranks first in the world for getting electricity

The UAE, represented by DEWA, ranked first in the world in getting electricity, as per the World Bank's Doing Business 2018 report, where it received an exceptional score of 99.92%, while the Middle East and North Africa's average is 67.21%. The extensive report uses multiple criteria to measure the ease of doing business in 190 countries around the world. The UAE ranked 21st overall globally compared to 26th place in the 2017 report, while ranking first in the Arab world for the fifth consecutive year.

The report measures 10 areas that affect the ease of doing business: Starting a Business, Dealing with Construction Permits, Getting Electricity, Registering Property, Getting Credit, Protecting Minority Investors, Paying Taxes, Trading Across Borders, Enforcing Contracts, and Resolving Insolvency.

The UAE ranked 1st worldwide in getting electricity and paying taxes, second in dealing with construction permits, and 10th in protecting minority investors and registering property.

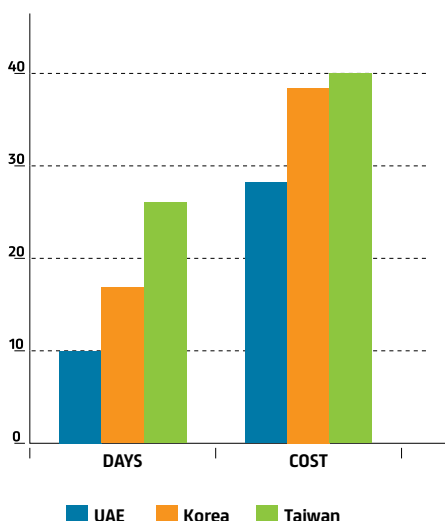
"We work to achieve the vision of our wise leadership, represented by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; and HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to shape the future and adopt innovation to enhance the sustainability of development in all sectors of global competitiveness. This supports the objectives of the UAE Centennial 2071 to secure a happy future and a better life for future generations, and improve the UAE's position to be the best country in the world," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Al Tayer noted that DEWA strives to consolidate the concept of integration, partnerships and cooperation between public and private organisations, in line with the efforts being exerted at all levels to achieve the objectives of the UAE to take the lead in the region and the world. The contractors and consultants who actively participated in DEWA's innovation labs and seminars have played a key role in our

development initiatives and making recommendations for continuous improvements that facilitate and accelerate the mechanism of access to electricity services, in accordance with the highest international standards and practices. All this has contributed to the World Bank's assessment process.

Getting electricity

The getting electricity indicators measure several methodologies including: Procedures to obtain an electricity connection to a new warehouse, time required to complete each procedure, costs of completing each procedure, reliability of supply and transparency of tariffs index, Customer Minutes Lost per year (CML), and connection costs.



This graph shows how long it takes to deliver electricity in days, and the cost of electricity (as a percentage of the average national income per capita) in the top three countries for getting electricity (UAE, Korea and Taiwan).

DEWA has launched the Al Namoos service, which is tailor-made to provide consultants and contractors with electricity connections of up to 150 kilowatts (kW) in just two steps from the earlier three within 10 days.

The first step now only takes 8 days, and includes the application for electricity connections through low-voltage cables, with the first monthly bill postponed until after the electricity is connected. The second step only takes two days, which includes final technical inspections and operation of the service.

In the last few years, DEWA has achieved competitive results in its global benchmarking, surpassing the private sector and major European and US utilities in efficiency and reliability. It surpassed them by reducing losses from electricity transmission and distribution networks to 3.3% compared to 6-7% in the US and Europe. DEWA also achieved 2.68 CML compared to 15 minutes in Europe.

- DEWA achieved 2.68 CML compared to 15 minutes in Europe.
- DEWA has reduced losses from electricity transmission and distribution networks to 3.3% compared to 6-7% in the US and Europe.

Feature Story

DEWA wins highest EFQM Award in the Platinum category



- Al Tayer: We dedicate this global achievement to HH Sheikh Mohammed bin Rashid Al Maktoum
- DEWA is the first organisation outside of Europe to receive this prestigious award, and first worldwide to receive it as a first-time entry
- DEWA was classified in the Platinum category with leading international organisations
- Evaluators spend 500 hours reviewing documents and conducting on-site interviews for each organisation



DEWA has won the highest award in the European Foundation for Quality Management (EFQM) Excellence Model, becoming the first organisation outside Europe to receive this prestigious award, and the first in the Award's history to receive it from first application. DEWA achieved between 750-800 points, leading it to rank in the Platinum category. DEWA is the first organisation in this category in the energy sector.

"We dedicate this global achievement to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. His Highness is the leader of excellence whose vision is the guiding light in our journey

towards making achievements. It motivates us to contribute to making the UAE rank first in all fields, and at all levels. During the launch of the fourth generation of the government excellence system, the first of its kind in the world, His Highness identified the basic features and proactive approach for future governments. This is based on achieving the best accomplishments in various sectors of government, to reflect positively on the level of services provided to citizens and members of society," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

The EFQM, established in 1991, recognises the role of companies and institutions that have achieved

outstanding levels of sustainable excellence in all areas of the EFQM Excellence Model. A team of independent assessors spends about 500 hours reviewing documents and conducting on-site interviews for each organisation. The EFQM Excellence Model Award is awarded annually, according to the evaluation conducted by the EFQM. A team of seven assessors visited DEWA to review its procedures and practices in innovation, excellence, continuous development, and policies to maintain its achievements. The team commended DEWA's efforts which contribute to realising its vision to become a sustainable innovative world-class utility, and applauded its previous achievements as well.

50+ YEARS OF WORLD-CLASS ACHIEVEMENTS

For over five decades, we have been an inspiring success story known for our availability, efficiency and reliability in every facet of management and operations.



11,200+ EMPLOYEES



780,000+ CUSTOMERS

10 GW



470 MIG/DAY



No. 1

The UAE, represented by DEWA, is ranked Number one globally by World Bank's Doing Business 2018 Report within the Getting Electricity Pillar.

SETTING A BENCHMARK FOR EXCELLENCE

8.0%

Unaccounted for Water

2.68 min

Customer Minutes Lost (CML)

3.3%

Electricity Line Losses

95.2%

Customer Happiness Index (DGEP)

DUBAI ELECTRICITY AND WATER AUTHORITY

A continuous success story

Dubai Electricity and Water Authority (DEWA) was formed on 1st January 1992, by a decree issued by the late Sheikh Maktoum bin Rashid Al Maktoum to merge Dubai Electricity Company and Dubai Water Department, which had been operating independently before then. Both organisations were established by the late Sheikh Rashid bin Saeed Al Maktoum in 1959. Dubai Government fully supported the Electricity Company and the Water Department to provide Dubai with a continuous and reliable supply of electricity and water. Since then, DEWA has made considerable achievements, to be ranked as one of the best utilities in the world.

OUR VISION

A sustainable innovative world-class utility.

OUR MISSION

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

POWERED BY A ROBUST AND AGILE STRATEGY FOR A SUSTAINABLE FUTURE

DEWA works in line with the vision 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 hub for innovation. DEWA implemented DEWA 2021 Strategic Plan to include '10X the Future' and 'Agility and Governance' as strategic priorities.



GLOBAL WARMING AND CLIMATE CHANGE
THE SHIFT TO RENEWABLE AND CLEAN ENERGY
SUSTAINABLE DEVELOPMENT GOALS 2030



2021
National Agenda
UAE Vision 2021
NATIONAL STRATEGY FOR INNOVATION
NATIONAL STRATEGY FOR ENERGY
UAE'S CENTENNIAL 2071



دولة دبي
2021
DUBAI PLAN
DUBAI CLEAN ENERGY STRATEGY 2050
DSM STRATEGY 2030
DUBAI CARBON ABATEMENT STRATEGY 2021
SMART DUBAI
DUBAI GOVERNMENT STRATEGY
DUBAI GOVERNMENT STRATEGY FOR INNOVATION
مستقبل دبي
DUBAI 2040
UAE



**DEWA 2021
STRATEGY**

COMMITTED TO GENERATING VALUE AND HAPPINESS

We have implemented programmes and initiatives to provide the seven-star service in our centres, and have classified our branches according to the Emirates Programme for Excellence in Government Services. DEWA has achieved the highest score for its centres, which are rated five stars by TISSE, achieving 98%. Adoption of DEWA's smart services have reached 80%, one year ahead of the deadline set by Dubai Government.

98%

ACCUMULATED ELECTRICITY & WATER SAVINGS (2009-2016)



6,166,288,610
WATER SAVING (IG)



11,211
Number of equivalent of Olympic swimming pools



1,544,413,238
ELECTRICITY SAVING (kWh)



95,334,150
Number of equivalent LED lamps



956,716,921
ELECTRICITY & WATER SAVING (AED)



830,527
Carbon dioxide saving (TON)



943,479
Number of trees offset

AWARDS & ACCOLADES



DUBAI GOVERNMENT EXCELLENCE PROGRAM

- ★ The Pioneering Government Entity 2017
- ★ Best Government Entity in Innovation 2017
- ★ Distinguished Financial Entity (3 years running)

- ★ Dubai Quality Award - Gold Category 2016
- ★ Dubai Human Development Award 2016



Main Events



HH Sheikh Mohammed bin Rashid Al Maktoum visits WETEX 2017

HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; accompanied HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai; HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum; HH Sheikh Mansoor bin Mohammed bin Rashid Al Maktoum, and HH Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy; HE Mohammed Al Gergawi, Minister of Cabinet Affairs and the Future; HE Dr Thani bin Ahmed Al Zeyoudi, Minister of Climate Change and the Environment; HE Reem Al Hashemy, Minister of State for International Cooperation, and a number of senior government officials, visited the 19th Water, Energy, Technology, and Environment Exhibition (WETEX 2017).

DEWA, under the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, and under the patronage of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and President of DEWA, organised the event on 23-25 October 2017. Its theme was 'At the

forefront of sustainability,' and took place at the Dubai International Convention and Exhibition Centre.

During the visit, His Highness reviewed the latest technologies, innovations and products in energy, water desalination, green technologies, clean and renewable energy solutions, environmental sustainability, and oil and gas, among others.

HH Sheikh Hamdan bin Rashid Al Maktoum opened WETEX 2017, accompanied by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA and the Founder and Chairman of WETEX.

This year's event was concluded under the umbrella of the 4th Green Week on an area of 70,000 square metres. More than 2,000 exhibitors from 50 countries participated at WETEX, which was being held in conjunction with the 2nd Dubai Solar Show and the 4th World Green Economy Summit (WGES). The Summit welcomed over 60 specialist speakers from around the world on subjects such as green economy, smart cities, innovation, and sustainable development.

DEWA's Pavilion

DEWA's pavilion included the sustainability, and the innovation and smart applications stands. The sustainability stand showed DEWA's projects to promote sustainability in its environmental, social, and economic aspects, notably the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world based on the Independent Power Producer (IPP) model.

DEWA also presented its smart initiatives that promote sustainable development. These include Shams Dubai, to encourage building-owners to install solar panels on rooftops to produce electricity from solar power; the Smart Applications through Smart Meters and Grids initiative; and the Green Charger initiative to establish the infrastructure for electric vehicle charging stations. It also included a model of its new headquarters, Al-Shera'a, which will be the tallest, largest, and smartest government Zero Energy Building (ZEB) in the world, along with a model of the pumped-storage hydroelectric power station project, which is the first of

its kind in the GCC that will make use of the water stored in the Hatta Dam, with a total capacity of 250MW.

DEWA's sustainability stand at WETEX 2017 reviewed the Solar Decathlon Middle East (SDME), organised by both the Dubai Supreme Council of Energy and DEWA, and the United States Department of Energy.

Dubai will host two rounds of this distinguished competition; first in 2018 and then in 2020 to coincide with

World Expo 2020 in Dubai. The total value of the prizes is AED 20 million.

The innovation and smart applications stand at DEWA's pavilion showed the latest world-class innovations and technologies in smart transformation, electronics, smart services, and continuous operational development.

At the top of the smart services is Rammas, DEWA's virtual employee that uses artificial intelligence.

Also, on display were the DAQRI smart helmet and smart glasses that use virtual reality to help engineers working in power stations, 3D-Printed Lab, Big Data initiative, and the smart monitoring of household energy applications, which allows customers to monitor the consumption rate of electrical appliances in their houses. The stand also showed the Microsoft HoloLens end-to-end solution for DEWA power plants with a 3D representation of real data.

Gala Dinner

DEWA honoured the partners, sponsors, and supporting organisations of WETEX 2017, at a gala dinner held at the Grand Hyatt Hotel in Dubai. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA and the Founder and Chairman of WETEX, senior officials at

DEWA, dignitaries, decision makers, senior public and private officials, media partners, and representatives of the sponsoring and supporting bodies, and exhibitors, attended the event.

In his speech, Al Tayer expressed

his appreciation for the efforts of partners from the public and private sectors, sponsors and supporting organisations from all over the world, and also commended the role of the media in supporting WETEX's vision and mission.



Agreements and Memorandums of Understanding (MoUs)

WETEX 2017 witnessed the signing of agreements and MoUs between DEWA and national and international organisations. These included an MoU with the Ministry of Climate Change and Environment to design

and implement solar carports. DEWA also signed an MoU with Emirates Marine Environmental Group (EMEG) to enhance cooperation between the two parties, especially issues covering climate change and energy, as well

as an MoU with the Dubai Airport Free Zone Authority (DAFZA), which calls for strengthening cooperation and combining efforts to achieve the objectives of the Smart Dubai initiative.



WETEX 2017 – Seminars and panel discussions

During WETEX 2017, DEWA hosted a series of seminars and panel discussions, in cooperation with many experts and specialists from major companies and organisations working in energy, water, technology,

sustainability and the environment.

The three-day event schedule was held from 10 am to 5:30 pm, at Al Multaqa Ballroom, at DICEC. The schedule addressed many vital topics,

such as the future of the energy sector, smart and digital networks, sustainability, and innovation, with the participation of professionals, university and school students from DEWA Academy.

Main Events

DEWA organises 2nd Dubai Solar Show in conjunction with WETEX 2017

DEWA organised the second Dubai Solar Show; the region's largest solar power exhibition, in conjunction with the 19th Water, Energy, Technology, and Environment Exhibition (WETEX 2017), 23-25 October, 2017, at the Dubai International Convention and Exhibition Centre. It covered approximately 14,000 square metres and attracted exhibitors from around the world.

"Organising the second Dubai Solar Show, following the success of the first issue last year, as the largest solar exhibition in the region, highlights the UAE's leadership in this field, as well as its leading position in increasing reliance on solar energy, and the transformation to a green economy, to embrace the concept of sustainability in all aspects: environmental, social and economic. Dubai Solar Show is considered the driving force of global efforts to develop the solar power sector which is regarded as one of the cornerstones of sustainability. Experts expect the solar power market to expand tenfold by 2030 to become the main source of energy in the whole world. It is also expected to generate revenues estimated at USD 5 trillion in 15 years. In addition to the 75% reduction of its cost over the last 10 years, a huge leap is also expected in photovoltaic solar power technologies. These have combined to increase demand for solar power in many places around the globe," said Saeed Mohammed Al Tayer, MD & CEO of DEWA and Founder of WETEX.

"We made sure that this event has been more inclusive and unique by providing thematic platforms such as renewable and climate change; innovation, education, and smart technology; smart communities and lifestyle; national pavilions; green supplier; and customer happiness. The show allowed companies to introduce their organisations, products and brands at a strategic level. It gave them a chance to communicate with international pioneers of solar power, and build relations with decision makers,



entrepreneurs, investors and buyers, and mainly with DEWA. In addition, exhibitors were able to explore current and future solar projects in the region, the latest market trends, and the legislation, laws and regulations set by the competent authorities," added Al Tayer.

Dubai Solar Show offered exclusive benefits to participants, such as free registration for companies and products at DEWA, letters of recommendation for products participating in the show, and exclusive field visits to the Mohammed bin Rashid Al Maktoum Solar Park. The benefits included speaking to the public and reviewing products at conferences and seminars accompanying the show.

Seminars

DEWA hosted a series of seminars and panel discussions, with leading experts and specialists from multinational organisations working in the water, energy, technology,

sustainability, and environment sector as part of the 2nd Dubai Solar Show.

The three-day event schedule was held daily from 10 am to 5.30 pm, at Sheikh Saeed Hall 3 at DICEC. Vital topics such as climate change, energy transformation, the future of the energy sector, energy efficiency, reliance on renewable energy in the region, solar technologies, smart networks, sustainability, and innovation, were also discussed.

"DEWA is committed to organising these important seminars, under the directives and vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, in line with its efforts to make Dubai a global hub for sustainability and green economy, and to promote a culture of sustainability and conservation. The seminars briefed the public and stakeholders on sustainability, the environment, renewable energy and the challenges facing cities in their journey towards sustainability," said Al Tayer.



DEWA launches the 4th Green Week to raise awareness on sustainability and environmental protection

DEWA organised Green Week, from 23-29 October, 2017, for the fourth year running. Green Week began with the opening of the 19th Water, Energy, Technology, and Environment Exhibition (WETEX) 2017, and the second Dubai Solar Show, at the Dubai International Convention and Exhibition Centre.

Green Week's activities at WETEX, included workshops, seminars, and lectures for the visitors, and participating school and university delegations. These were presented by DEWA's Conservation Team, and DEWA Academy's high school team, to raise awareness about sustainability practices, uses of solar power, challenges and opportunities for energy sustainability, and other environmental issues.

The Green Corner also provided an opportunity for innovators

and inventors, from schools and universities, to present their green and sustainable projects.

DEWA's Conservation Team provided an overview of DEWA's awareness campaigns and programmes throughout the year, including the Conservation Award, the Ideal Home initiative, 'Let's Make This Summer Green' campaign, and other campaigns. In addition, several public and educational institutions in the UAE participated by introducing their activities in the rationalisation of consumption, to review their innovative projects and research studies that contribute to the foundation of sustainability and tackle environmental issues.

"Green Week is an important environmental event, where a series of events are organised to raise awareness amongst the public and visitors about

environmental and sustainability issues, enhance their environmental responsibility, and adopt a sustainable lifestyle. It also contributes to educating new generations of school and university students about the importance of preserving our natural resources, motivating them to devise new solutions that serve the transition to a green economy, and involving them in achieving sustainable development, that ensures a balance between economic growth and environmental conservation," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, Founder and Chairman of WETEX.

DEWA called on the public to participate in the Green Ribbon Pledge, which is a personal commitment to protect the environment through the adoption of energy conservation, and reducing water consumption in homes, schools and offices.



Main Events

His Highness Sheikh Mohammed bin Rashid Al Maktoum attends the official inauguration of the fourth World Green Economy Summit 2017

DEWA launches first AED 2.4 billion green finance fund

World Green Economy Organisation (WGEO) launches the Countries Platform and announces membership of the United Arab Emirates, South Korea and Italy



His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, accompanied by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, and HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Mohammed bin Rashid Al Maktoum Foundation, and HH Sheikh Mansoor bin Mohammed bin Rashid Al Maktoum, President of the Dubai International Marine Club, attended the inauguration ceremony of the fourth World Green Economy Summit 2017 in Dubai, organised by DEWA and the World Green Economy Organisation, under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, at Dubai International Convention and Exhibition Centre.

The opening ceremony was attended by HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy; HE Mohammed bin Abdullah Al Gergawi,

Minister of Cabinet Affairs and the Future; HE Dr. Thani bin Ahmed Al Zeyoudi, UAE Minister for Climate Change and Environment; HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy in Dubai, Managing Director and CEO of DEWA, and Chairman of WGES; HE Aziz Rabbah, Minister of Energy, Mines and Sustainability, Kingdom of Morocco; Silvia Velo, Under-Secretary of State for Environment Affairs, Ministry of Environment, Land and Sea of Italy, and Dr. Sei-joong Kwon, Deputy Director-General of the Climate Change and Environmental Affairs Bureau, Korean Ministry of Foreign Affairs.

During the opening ceremony, the World Green Economy Organisation launched the 'Countries Platform,' and announced the membership of the UAE, South Korea and Italy to the organisation. On this occasion, HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, in the presence of HH Sheikh Mohammed bin Rashid Al Maktoum, witnessed the signing of

the first agreement between DEWA, represented by HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, and National Bonds, represented by HE Mohammed Qasim Al Ali, CEO, to launch a green fund aggregating AED 2.4 billion. The fund will also be the first major green fund that will have a dedicated arm for Sharia-compliant investments.

HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy in Dubai, Managing Director and CEO of DEWA, and Chairman of WGES, delivered his keynotes at the summit, welcoming the presence of His Highness Sheikh Mohammed bin Rashid Al Maktoum and his patronage for the fourth edition of the World Green Economy Summit 2017, noting that the summit comes in line with the wise leadership vision of His Highness Sheikh Khalifa bin Zayed Al Nahyan, the President of the UAE which aims to place the UAE among the top countries in the world by 2021, and in implementation of the directives of His Highness Sheikh

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

"The World Green Economy Summit will focus on policies and strategies that enhance investments in green economy and support global cooperation in innovation,

'Driving Innovation, Leading Change' that is inspired by the far-sighted vision of HH Sheikh Mohammed Bin Rashid Al Maktoum.

Public sessions

During the opening ceremony, the UAE's achievements that are part



technology and finance thus contributing in enhancing dialogue, partnerships, and exchange of experiences and best practices between countries, private and public sectors, financial institutions, and civil society organisations. All these entities work together, each on its position, to achieve green economy goals all over the world," he added.

"The 'UAE Centennial 2071', which was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum is a unique turning point adopted by our beloved country to achieve its future visions and plans as it emerges as a global model in sustainability and green economy," Al Tayer said

The World Green Economy Summit 2017 was held under the new theme

of its ongoing efforts to shift into a green economy were highlighted in a video presentation. Also, HE Dr. Thani bin Ahmed Al Zeyoudi, the UAE Minister for Climate Change and Environment, gave a speech followed by a speech from HE Aziz Rabbah, Minister of Energy, Mines and Sustainability, Kingdom of Morocco.

HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy in Dubai and Chairman of WGES, was a key speaker at the first day of the Summit in a session for Youth Dialogue entitled: 'Going Green- Practical or unrealistic for today's youth.' He called upon the youth in the UAE and around the world to become part of global efforts to reach a green economy.

The 3rd Emirates Energy Award 2017

The WGES's official inauguration was preceded by the awarding ceremony of 33 winners of the 3rd Emirates Energy Award (EEA), which was held under the patronage of HH Sheikh Mohammed bin Rashid Al Maktoum, under the new theme 'Innovative Solutions for Clean Energy.' HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of Dubai Supreme Council of Energy, honoured the winners, in the presence of HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy in Dubai and President of the EEA; and HE Ahmed Buti Al Muhairbi, Secretary General of the Supreme Council of Energy, and a number of experts, decision makers and main players in clean and renewable energy.

This year's session has attracted wide participation from countries across the Middle East and North Africa, including the European, American and Scandinavian countries, which exceeded expectations after doubling the number of entries, which stood at 210 compared to 112 in the previous one.

Emirates Energy Award recognises brilliant ideas, innovative minds and creative projects which support sustainable development efforts and renewable energy technologies that preserve environment and natural resources for generations to come.



Main Events

Dubai Declaration 2017



HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy, MD & CEO of Dubai Electricity and Water Authority (DEWA), and Chairman of WGES, announced the Dubai Declaration 2017 at the conclusion of WGES 2017. HE expressed his gratitude and appreciation to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, for his presence and his patronage of the Summit. The summit was held under the theme 'Driving Innovation, Leading Change'.

Al Tayer said that the Dubai Declaration reflects the relentless endeavours and efforts to make Dubai a global hub of green economy. He then summarised the achievements of the past years and commitments for the next year. Al Tayer emphasised that Dubai has always delivered on its promises as it continues its endeavours to become the global capital of green economy, reinforcing its global position as a role model in partnerships and green finance.

"The major strategies - starting

from the UAE Centennial 2071, UAE Vision 2021, Dubai Plan 2021, UAE Green Agenda 2030 and Dubai Clean Energy Strategy 2050 to the Paris Agreement- have set the course for a continuous economic growth and sustainable development. In the spirit of the Summit's outcomes, he reaffirmed Dubai's engagement in global efforts to promote sustainability, energy security and protection of environment for future generations," Al Tayer added.

"As we work to further enhance Dubai's position as a global role model for sustainability, we will be relentless in our efforts to deliver innovative solutions that contribute to the transformation towards a green economy. Also our wise leadership has recently announced its support for the UAE National Climate Change Plan 2050," Al Tayer said.

Future Plans and Aspirations

Talking about Dubai's future plans and aspirations, Al Tayer said that Dubai continues its journey of excellence by launching mega green projects, particularly the Mohammed bin

Rashid Al Maktoum Solar Park, which is the largest single-site solar park in the world based on the IPP model with a capacity of 5000 MW by 2030.

"His Highness Sheikh Mohammed bin Rashid Al Maktoum launched the world's largest single-site Concentrated Solar Power (CSP) project based on the IPP model with a total capacity of 700-megawatt as part of the Solar Park. Additionally, an Innovation Centre and R&D Centre, equipped with the latest renewable and clean energy technologies are being developed. The country is also striving to achieve the Green Mobility Initiative in Dubai to promote the use of electric vehicles," Al Tayer pointed out.

DEWA shows latest innovative technologies at GITEX



DEWA participated in GITEX Technology Week 2017 with its state-of-the-art stand, which is part of Dubai Smart Government pavilion, to support the Smart Dubai initiative to make Dubai the smartest and happiest city in the world. During GITEX, DEWA displayed its latest technical achievements and services, as well as its innovative initiatives to improve the experience of stakeholders, and achieve their happiness.

HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, inaugurated DEWA's Blockchain initiative for Green Charger, which is one of its initiatives to support Dubai's digital strategy. The Blockchain strategy is the first of its kind in the world, and aims to achieve a major leap in supporting the technological and digital transformation of Dubai.

HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai; HH Sheikh Mansoor bin Mohammed bin Rashid Al Maktoum,

President of the Dubai International Marine Club; HE Suhail Mohamed Faraj Al Mazrouei, Minister of Energy; HE Dr. Thani bin Ahmed Al Zeyoudi, Minister of Climate Change and Environment; HE Lt Gen Dhahi Khalfan Tamim, Deputy Chairman of Police and Public Security in Dubai; HE Mohammed Mohammed Saleh, Director General of Federal Electricity & Water Authority (FEWA); HE Dr. Abdulla Al Karam, Director General and Chairman of the Board of Directors of Knowledge and Human Development Authority (KHDA); HE Jamal bin Huwareb, MD of the Mohammed Bin Rashid Al Maktoum Foundation, and other senior officials from the public and private sectors, visited DEWA's stand.

At GITEX, DEWA reviewed the latest experiences and best practices in smart transformation, as well as the opportunity to build new and effective partnerships with regional and global technology companies. DEWA also reviewed its Future Centre for Customer Happiness, which uses Artificial Intelligence (AI), robots,

and smart payment platforms, DEWA's website and DEWA's updated smart applications, the virtual employee service, Rammas, the smart helmet and smart glasses (DAQRI), which uses virtual reality to help engineers work in power stations, as well as 3D-printing to make spare parts, and improve maintenance and operations, the Big Data initiative, the smart monitoring of electrical appliances and energy consumption at home, Unmanned Aerial Vehicles (UAVs), and DEWA's new headquarters, Al-Shera'a, which will be the tallest, largest, and smartest government Zero Energy Building (ZEB) in the world. In addition, DEWA signed a Memorandum of Understanding (MoU) with Emirates NBD, and another with Dubai Civil Aviation Authority to exchange expertise and knowledge, and support and develop joint relations.

DEWA offered its daily valuable prizes as part of the campaign that was launched by DEWA to encourage customers to use its smart and innovative services.



NEWS

DEWA's smart & innovative initiatives and technologies

DEWA announces employment of 5 robots

DEWA announced the recruitment of five robots as staff, as part of its continuous quest to envision and make the future through the development of mechanisms that enrich the experience of customers and contribute to the provision of seven-star quality services at its Customer Happiness Centres. This is a pioneering government initiative

for the UAE and comes after HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, inaugurated DEWA's Future Centre for Customer Happiness. This is the first integrated smart customer happiness centre in Dubai, which relies on Artificial Intelligence (AI)

and Robotics, and provides smart and innovative services to all customers. The robots all have employee numbers, with the first robot's employee number being 99000099. DEWA will take all necessary measures to enhance operational efficiency, according to the highest global standards.



Microsoft's HoloLens Technology

DEWA has adopted Microsoft HoloLens to enhance its operations. The technology provides real interaction with high definition holographics, and creates a unique end-to-end solution for DEWA energy plants with 3D representation of real data. HoloLens technology can also be used in confined spaces such as the combustion chambers, with continuous direct communication with the entire team. The HoloLens will enable DEWA to obtain virtual estimations, relating to the remote maintenance of the smart power plants. This ensures faster technical decision making, and helps DEWA manage future demand, while improving energy efficiency and reducing power consumption.



Smart Helmet & Smart Glasses (DAQRI)

DEWA adopts advanced technologies in its operations. These include the DAQRI smart helmet and smart glasses that use virtual reality to help engineers working in power stations, Big Data initiative, and the smart monitoring of household energy applications, which allows customers to monitor the consumption rate of electrical appliances in their houses.



Blockchain Technology

DEWA launched the Blockchain for Green Charger Initiative which provides customers and service providers with many services, such as facilitating the registration of electric vehicles, providing more secure transactions, and accurately locating electric vehicle charging stations. This initiative supports the Dubai Blockchain Strategy, which is the first of its kind in the world, and aims to achieve a great milestone in the smart transformation of Dubai.

3D Printing

DEWA adopted 3D printing technology as an innovation solution in its internal operations to print defective or broken non-metallic parts of electrical equipment. This eliminates the lead time for procurement, reduces costs, and extends the lifetime of the equipment. DEWA builds capacity

for 3D printing by collaborating with leading organisations such as General Electric, and Research and Development in the use of 3D printing in utilities. It currently focuses on making use of this technology for different purposes including printing spare parts for 11KV switchgear, and designing and printing spare parts for drones and solar equipment.

DEWA appoints Honeywell to deliver smart energy project in the Middle East

DEWA has appointed Honeywell to help deliver a first-of-its-kind smart energy project in the Middle East, which will see Honeywell provide a further 150,000 smart meters in addition to the 250,000 it has already deployed across Dubai.

The multi-million-dollar initiative will enable Dubai to manage electricity use more effectively within the residential sector across the city.

DEWA plans to install 1 million smart meters by 2020, covering the whole Emirate, replacing all mechanical and electromechanical meters.

As part of the project, the Honeywell smart meters will deliver easy updates and enhancements, creating a smarter power network and electricity grid.

They will deliver complete smart grid and energy management

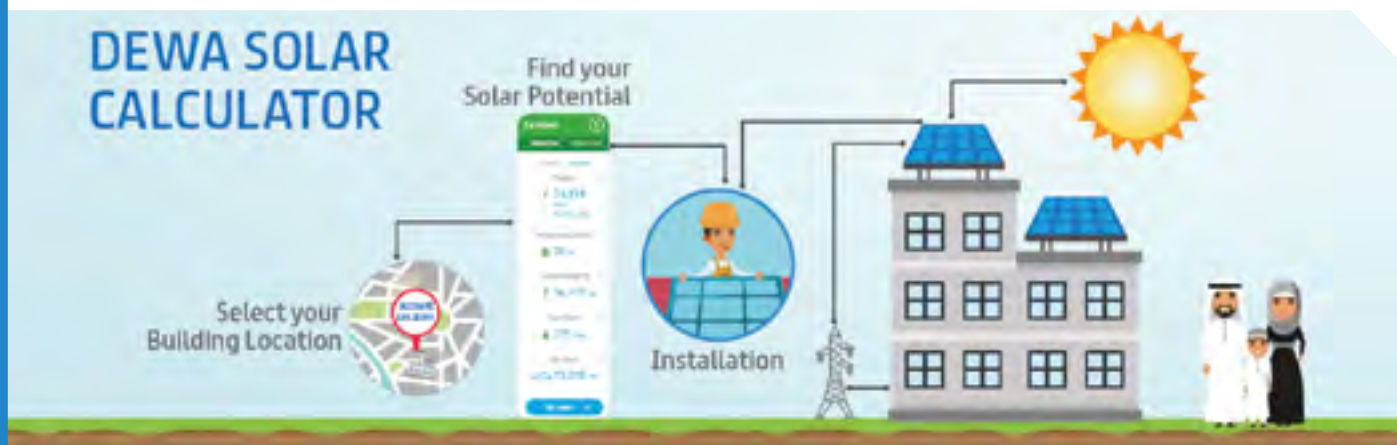
solutions that drive energy efficiency, operational improvements, as well as cost savings for utilities. A critical aspect of Honeywell's smart meters is their flexibility and adaptability to different telecommunications technologies, both wired and wireless, such as GPRS, RF and G3 PLC, and LPWAN. This is the first project in the Middle East that uses Honeywell smart electricity meters using RF communications modules.



NEWS

Shams Dubai Calculator

DEWA has launched the Shams Dubai Calculator web application, to help customers easily decide on the installation of photovoltaic panels on their rooftops. By entering the registered DEWA account number, the app can locate the building and identify its rooftop on an interactive map, it also estimates the usable area for photovoltaic panel installation and the number of panels the roof can accommodate as well as the monthly or yearly power production capacity.



DEWA's smart application provides 29 GeSS services

DEWA's smart application gives customers a seamless experience, as it combines ease and efficiency, and shows how it simplifies many prerequisites into one simple step, making life easier for customers.

The smart app introduces a new and innovative concept in the way it delivers services seamlessly on the home page. The application provides 29 smart services, including 8 information services, 7 interactive services, and 14 procedural services.

This is according to the Government eServices Statistical System (GeSS), provided by the Smart Government.



Smart Payments

DEWA offers a variety of smart ways in which customers can pay their bills. This is part of its ongoing efforts to facilitate customer experience, and make them happy. The services include payment service through Dubai Government smart channels including the mobile phone (mPay) and DubaiNow application, Etisalat Public Payment machines, and Tayseer smart platform using Emirates NBD cheque deposit machines throughout the UAE, in addition to smart and electronic banking in cooperation with 18 banks.

DEWA's staff celebrate 46th UAE National Day in patriotic atmosphere

DEWA's Staff celebrated the 46th UAE National Day, with several traditional activities in a distinguished and patriotic atmosphere. The celebrations were attended by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, DEWA's Executive Vice Presidents, Vice Presidents, senior managers, and staff. The employees emphasised their support to the wise leadership under the flag of the Union, and praying to Allah to keep the UAE prosperous and safe. Over two weeks, DEWA organised a number of traditional activities in its offices in Jebel Ali, Al Hudaiba, Warsan, Hatta, and



the Sustainable Building in Al Quoz. National Day celebrations concluded in DEWA's head office. Activities included poetry sessions by Musabah Ali Al Kaabi, Saif Salem Al Mansouri, and Ahmed Al Ghafli, a traditional show presented by Abdullah Ismail, and a National show presented by boys and girls from Al Huda Kindergarten. A large number of customers also took part in the celebrations.

The celebrations included DEWA staff forming the number 46, to express their joy of the 46th anniversary of the Union. Traditional activities included a falconry corner, a traditional foods corner, a traditional Dukkan grocery, Al-Harbiya Band show, and other traditional and National activities. DEWA Women's Committee organised various National and traditional activities for female staff.

DEWA's staff and customers celebrate Flag Day

DEWA celebrated Flag Day at all its buildings and offices amid a festive atmosphere that emphasised belonging and loyalty to the UAE and its leadership, and the unity of Emiratits behind the UAE flag. DEWA joined with all government organisations in the UAE by raising the flag. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, raised the flag at DEWA's Head Office, accompanied by DEWA's Executive Vice Presidents, Vice Presidents, staff, and a large number of customers who were keen to take part in the National event. A number of heritage activities were organised during November to promote National identity as well.



267 volunteers from DEWA distributed the UAE flag to citizens' homes. The staff distributed 5,000 flags in various residential areas in Dubai. 50 employees participated in the Flag Day initiative, organised by Watani Al Emarat Foundation, at the Union Museum in Dubai. The initiative aims to involve volunteers in making society aware of the flag protocol, its symbolism of unity and cohesion, and how to deal with it and respect it. This was part of DEWA's participation as the main sponsor for the Flag Day initiative, organised by Watani Al Emarat.

NEWS

DEWA honours Conservation Award winners 2016-2017

DEWA has honoured winners of the 11th Conservation Award, which it organises in partnership with the Ministry of Education, and the Knowledge and Human Development Authority (KHDA) in Dubai. The ceremony was attended by HE Dr Thani bin Ahmed Al-Zeyoudi, Minister of Climate Change and Environment; HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, HE Marwan Al Sawaleh, the Undersecretary of the Ministry of Education for Academic Affairs, and HE Dr Abdullah Al Karam, Director General and Chairman of the Board of Directors of KHDA, officials from the Government of Dubai, Ministry of Education, and KHDA, as well as faculty members, administrators, and students.

The Conservation Award recognises the efforts of educational institutions in Dubai to reduce electricity and water consumption, and honours individual achievements including students, teachers and staff. The award reflects DEWA's strategy to promote environmental awareness and encourage institutions and individuals to adopt best practices in energy conservation and energy efficiency.

"Last year, the Conservation Award contributed to significant savings. These include saving 23 gigawatt hours of electricity (GW/h), over 288 million gallons of water, and over 17,000 tonnes of carbon dioxide emissions. Over the last 11 years, DEWA gave 1,421 lectures to 334,000 students in 443 educational institutions in Dubai. This led to financial savings of AED 25 million. The total savings achieved by the educational institutions, from 2007 until last year, is 157GW/h and



1,400,000,000 gallons in water consumption. This contributed to cutting nearly 90,000 tonnes of carbon dioxide emissions. These cumulative savings in electricity and water are worth approximately AED 122 million.

In the Distinguished Educational Institution in Conservation category from the public and private sectors, the winners for Nurseries and Kindergarten were Al Hikma Kindergarten and Jumeirah International Nursery. For Primary schools, the winners were Ghernata Girls School and National Charity School. For Secondary schools, the winners were Al Mohallab School and Raffles World Academy. In the High Schools category, the winners were Al Salam School and The Millennium School. Lastly, in the Adult Learning category, the Dubai Women's Association at Al Hamriya, was the winner.

In the Distinguished Conservation Leader category, the winners were Noora Saif Al Muhairi, from Umm Suqeim School from the public sector, and Rashmi Nandkeolyar from Delhi Private School from the private sector.

In the Distinguished Conservation Team category, the winner for the People of Determination category was Al Noor Training Centre for Persons with Disabilities. For Primary schools, the winner was Khulafa Al Rashideen School and, for secondary schools, Our Own High School at Al-Warqa. For the Distinguished Conservation Project category, the winners were Asma bint Alnuman school from the public sector, and Jumeirah College from the private sector.

DEWA also honoured the educational institutions with the highest energy efficiency. These included Hamdan Bin Mohammed Smart University, Heriot-Watt University, Ahmed Bin Sulayem School for Basic Education, Umm Suqeim Model School, and Maria al-Qibtiyya School for Secondary Education.

DEWA also honoured the most active individuals in the Conservation Award. These included Hanan Ismail Al Doks, from Amna Bint Wahab School, Abdul Hameed Hejazi, from Dubai High School, Muna Murad, from Al Awir School, Ahmed Tayara, from Al Shaarawi School, Fatma Bilal, from Al Shaab School, Zubaida Abdul Hameed, from Al Bara'a Kindergarten, Geoffrey Blaquiere, from Kindergarten Starters, and Laly Mathay, from Dubai University.

At the end of the ceremony, Al Tayer thanked the Ministry of Climate Change and Environment, the Ministry of Education, KHDA, the participating educational institutions, and all who contributed to the success of the Award.





CONSERVE NOW, FOR A SUSTAINABLE FUTURE

DEWA proudly announces opening its doors to register in the Conservation Award 2017/2018. The Conservation Award is targeting all educational institutions who keenly adopt best practices in reducing electricity and water consumption, in addition to honouring the educational institutions for their efforts to reduce wastage levels.

Award Categories

Distinguished Educational Institution in Conservation

This category aims to motivate and honour institutions that have efficient strategies and realistic targets in place, have executed innovative initiatives, and achieved significant results in electricity and water savings.

Distinguished Conservation Leader

This category aims to motivate and honour principals, who have shown exceptional interest in adopting the best practices to achieve innovative initiatives and raise the level of the respective educational institution, to achieve significant results in electricity and water savings.

For additional details / related information:

Please Contact: 04 515 1762 | 04 515 1766

Or email: conservationaward@dewa.gov.ae

Distinguished Conservation Team

This category aims to motivate and honour the conservation team, in both public and private educational institutions, who adopt best practices in electricity and water conservation.

Distinguished Conservation Project

This category aims to motivate and honour students of high school, universities and colleges to develop practical and innovative projects in the form of applied model designed to increase the efficiency of electricity or water consumption, or both, within the educational institution in compliance with the award framework and serving its primary purpose.

Register on: www.dewa.gov.ae

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NEWS

DEWA participates in Dubai Fitness Challenge



DEWA participated in the 30-day Dubai Fitness Challenge, launched by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, to make Dubai one of the most active cities in the world. DEWA achieved a huge success during the Challenge, being its main sponsor. DEWA organised many events and sports competitions for all ages and fitness levels. It attracted over 20,000 participants from the public, and more than 7,000 from DEWA's staff.

HH Sheikh Mansour bin Mohammed bin Rashid Al Maktoum visited DEWA's area during its participation in the events at Kite Beach, in Dubai. His Highness participated in several sports activities with DEWA staff.

"I thank His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, for his continuous support to

sports in Dubai, and for launching this innovative challenge that motivates positive competition and encourages all members of society to adopt a healthy lifestyle in an atmosphere full of fun and various interesting activities," said HE Saeed Mohammed Al Tayer.

Al Tayer commended the participation of DEWA employees and their families in this pioneering initiative, which aims to change the lifestyle of community members and make it healthier. It encourages them to follow a healthy lifestyle and take part in physical activity daily.

Dr Yousef Al Akraf, Executive Vice President of Business Support and Human Resources and Chairman of the Sports Committee at DEWA, praised the unlimited support provided by DEWA's top management to the employees, and the encouragement to participate in various sports

tournaments and physical activities. He noted that DEWA organises awareness and health-related programmes and activities that contribute to improving the physical fitness of its staff. It also organises events that raise awareness about best practices to maintain a healthy lifestyle.

DEWA employees also participated in the Dubai Fitness Challenge Carnival, at Skydive Dubai, in Dubai Marina. Many employees and their families took part in the Superheroes Walkathon, at Dubai Marina promenade.

During the 30-day challenge period, DEWA Women's Committee organised sports activities for its female employees.

The Committee allocated the outdoor tent, at DEWA's head office, for them to participate in sports activities after working hours, until 4 pm, under the supervision of a specialised trainer.

DEWA also allocated a portable gym in support of the initiative, as well as a kid's play area. DEWA also dedicated five main electrical transformers to provide electricity for the five fitness festivals held in various locations, throughout the city, during the consecutive one-month weekends. There were also additional power adapters to keep pace with the large number of participants in the events. Moreover, DEWA distributed over 250,000 bottles of Mai Dubai to participants during these events.



DEWA employees participate in XDubai Spartan Race, the biggest obstacle race in the Middle East



50 employees from DEWA participated in the XDubai Spartan Race 2017, which was organised in Hatta, Dubai. The Spartan Race is one of the most popular obstacle races in the world. XDubai Spartan included the 5km Spartan Sprint with 20-23 obstacles, the 20km Spartan Beast with 30-35 obstacles, and a Kids' race. DEWA's participation in XDubai Spartan

is part of its commitment to supporting sporting events, and encouraging its staff to engage in physical activities.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, commended the organisation of XDubai Spartan Race 2017 in Hatta, noting that it supports the Comprehensive Development Plan for Hatta,

which was launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The Plan boosts the area's social and economic capabilities and enhances its attractiveness as a world-class tourist destination. The race highlights the unique natural and terrain of Dubai, as well as the development of Hatta.



NEWS

DEWA organises 3rd ERM conference in cooperation with UK's IRM

Under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, and in partnership with the Institute of Risk Management (IRM) in the UK, DEWA organised the 3rd Enterprise Risk Management (ERM) conference. The conference, which was held at Atlantis, The Palm hotel in Dubai, was attended by HE Saeed Mohammed al Tayer, MD & CEO of

DEWA, HE Yousuf Hamad Al Shaibani, CEO of Dubai Electronic Security Centre; HE Ahmad Bin Shafar, CEO of Emirates Central Cooling Systems Corporation (Empower), and over 500 experts and specialists in cyber security and risk management from the public and private sectors.

Speakers at the conference included Jamie Woodruff, one of the world's leading authorities on cyber security and a prominent 'ethical' hacker in

Europe; Christopher Gardner, one of the world's leading speakers of leadership and motivation in risk management; and Dr Tommy Weir, a bestselling author and inspiring speaker about strategic leadership for the future. The conference discussed mechanisms and ways to achieve organisational strategic objectives by adopting an effective proactive approach to identify, assess, and prioritise risks and define priorities.



DEWA launches SAP GRC Mobility and the Smart Risk Dashboard

DEWA has launched two new platforms, SAP GRC Mobility, and the Smart Risk Dashboard. These platforms are available on DEWA's Smart Office application, to support and streamline DEWA's Enterprise Risk Management procedures. This is part of DEWA's efforts to achieve its strategy to adopt the latest technologies in risk management.

DEWA developed the Smart Risk Dashboard to the ISO31000 standard, and DEWA's Corporate Risk Management Framework, to accelerate and facilitate the decision-making process, while providing a multi-dimensional overview of risk, assessment, and response. DEWA has also developed the SAP GRC Mobility platform, in cooperation with SAP and Ernst & Young, making it one of the first institutions worldwide to use this smart platform, and the first in the Middle East and North Africa.

DEWA's efforts in risk management are internationally recognised. DEWA has successfully assessed compliance with risk management policies in accordance with the requirements of ISO31000, as well as the Global Risk Award for Building Risk Management

Capability from the Institute of Risk Management (IRM) in 2013 and 2015, and the ISO22301 Business Continuity Management for 2016, becoming the first service institution to receive this accreditation in the Middle East and North Africa.



Etihad ESCO to provide Dubai International Airport with efficient and sustainable energy solutions

Etihad Energy Services Company (Etihad ESCO), a company owned by DEWA, signed an agreement with Dubai Airports for the retrofitting of Terminals 1, 2 and 3 of Dubai International Airport (DXB) and the Dubai International Airport Hotel at Concourse B.

The agreement was signed by HE Saeed Mohammed Al Tayer, Vice Chairman of Dubai Supreme Council of Energy and MD & CEO of DEWA, and HE Jamal Al-Hai, Deputy CEO of Dubai Airports. According to the agreement, Etihad ESCO will offer smart solutions to save electricity and water, as well as provide photovoltaic solutions.

The contract is expected to help Dubai Airports save up to 20% in energy consumption annually.



DEWA participates in 'A Day Without Service Centres'



DEWA participated in the 'Day without Service Centres' initiative, which was approved by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to encourage customers to use smart channels for government services and transactions. All traditional services at DEWA's Customer Happiness Centres, were suspended on Thursday, 26 October 2017, and customers were directed and assisted to complete their transactions using smart and electronic channels.



NEWS

Al Tayer reviews strategic plans of UAE and Dubai to enhance sustainability at UAE-France Business Forum

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, participated in a panel discussion entitled 'Sustainability – UAE and France Common Ambitions on Future Energies' at the UAE-France Business Forum, organised by Dubai Chamber at Zayed University, Dubai Academic City. HE Mohamed Jameel Al Ramahi, CEO of Masdar; Jean-Bernard Levy, Chairman and CEO of EDF Group; and Isabelle Kocher, CEO of Engie, also took part in the session, which was moderated by Francisco Silverio Marques, Director of SIRAM (Enova Branch). The session included discussions, and questions focused on sustainability initiatives and projects, in the UAE and Dubai.



DEWA honours winners of Shams Dubai Solar Rollers competition



DEWA honoured the winners of the Shams Dubai Solar Rollers competition, which was organised by DEWA, in cooperation with Solar Rollers, for the first time outside the United States. This is part of DEWA's

efforts to encourage creativity and innovation among students, especially in clean and renewable energy. A total of 82 students from 17 schools in Dubai participated in the competition.

DEWA presented valuable prizes to the participating students from the three winning schools: Cambridge International School, DEWA Academy, and Al Ittihad Private School.



MD & CEO reviews excellence at DEWA during 10th Dubai Forum for Government Best Practices 2017

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, gave a session on 'The Leading Government Entity' for the 10th Dubai Forum for Government Best Practices 2017, which reviewed DEWA's progress with excellence and its global achievements. The Forum 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.

DGEP organised the Dubai Forum for Government Best Practices 2017 at the Dubai International Convention and Exhibition Centre, under the theme 'An inspirational government shapes the future and achieves happiness.' DEWA participated in the event as the main sponsor.

The session was attended by HE Ohood bint Khalfan Al Roumi, Minister of State for Happiness in the UAE; HE Abdulla Mohammed Al Basti, Secretary General of the Executive Council of Dubai; HE Ahmed Buti Al Muhairbi, Secretary General of the Supreme Council of Energy; Dr Ahmed Al Nuseirat, Coordinator General of the DGEP, and several senior government officials in Dubai.

Al Tayer began by congratulating HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and HH Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces. He also congratulated their Highnesses the Rulers of the Emirates, the Crown Princes, and the citizens and residents of the UAE, on the UAE's achievement. The UAE, represented by DEWA, ranked first globally for getting electricity, according to the World Bank's Doing Business Report 2018. The UAE achieved an exceptional mark of 99.92%, which contributed to improving the UAE's ranking in the Global Competitiveness Report, from 26th place to 21st.

"DEWA has received over 170 prestigious local and international awards in the last three years. These help us in our gap analysis and locating



opportunities for improvement, as well as other development programmes and projects. One of DEWA's most prominent awards was Leading Government Entity, at the 20th Dubai Government Excellence Program (DGEP) Awards, according to the fourth-generation government excellence system. Since the launch of the DGEP Awards, DEWA has received over a third of the Distinguished Government Entity Awards. We continued our achievements when DEWA won the highest award in the European Foundation for Quality Management (EFQM) Excellence Model, this year, becoming the first institution in the Middle East to receive the EFQM Award, with an excellent score of 750-800. This proves the correct assessment of the DGEP and it confirms the sustainable excellence of DEWA. DEWA is the first institution outside of Europe to receive this international award as a first applicant, and now ranks in the Platinum category. This is the highest category of excellence, and DEWA is the first and only institution in this category in the energy sector," added Al Tayer.

"In terms of performance indicators, we have achieved various global achievements. For customer minutes lost per year. DEWA's figures reached 2.68 minutes, compared to 15 minutes recorded by leading utilities in the European Union. DEWA has reduced losses in power transmission and distribution networks to 3.3%, compared to 6-7% in Europe and the USA. Water network losses decreased to 8%, compared to 15% in North America," continued Al Tayer.

"DEWA adopts a resilient strategy that is quick and efficient in responding to strategic government changes and trends. DEWA's adoption rate of its

smart services reached 80%, ahead of the deadline set by His Highness Sheikh Mohammed bin Rashid Al Maktoum, for 2018, and DEWA is aiming for 90% by the end of this year. DEWA achieved 5-star ratings for all its centres from the British Standards Institute (BSI), achieving 98%, the highest rate achieved in the history of the BSI certification, and also scored 98% from The International Standard for Service (TISSE). DEWA also scored 95.2% for customer happiness, which is the highest score by Dubai Government organisation," said Al Tayer.

"DEWA has pioneered in its business by diversifying its portfolio and sources of income to ensure financial sustainability. DEWA has contributed to establishing, and has shares in, institutions and companies that relate to its core business and will help achieve its strategic goals. DEWA works tirelessly to enhance infrastructure and its total production capacity, to reach 10,200 MW of electricity and 470 million imperial gallons (MIGD) of desalinated water per day. A further 4,000MW of power generation are being built as well. DEWA has allocated AED 4.26 billion to support the infrastructure for electricity and water at Expo 2020, and is the official Sustainable Energy Partner," added Al Tayer.

"DEWA adopted innovation within its vision, and added the Future and 10X in its strategy, to support innovation and business development, to suit the requirements of the next phase. We have introduced the latest innovative technologies that accompany the Fourth Industrial Revolution and rely on Artificial Intelligence (AI), robots, disruptive technologies, Internet of Things (IoT), and 3D-Printing." concluded Al Tayer.

NEWS

HH Sheikh Ahmed bin Saeed al Maktoum visits DEWA stand at AccessAbilities Expo 2017

HH Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority and Chairman of Dubai Airports, visited DEWA's stand AccessAbilities Expo 2017, accompanied by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

DEWA took part in the event as a strategic partner as part of its efforts to empower people of determination,

and get them involved in the UAE's and Dubai's efforts to enhance sustainable development.

DEWA's stand highlighted its most prominent services designed to empower people of determination. DEWA displayed at its stand its guidelines to rationalise water and electricity consumption and its customer guide in Braille. DEWA also showed its Rammas service, which

acts as a virtual employee, making use of artificial intelligence technology.

DEWA's stand displayed the Ash'ir initiative, which allows people with disabilities to use sign language to communicate with DEWA call centre staff. DEWA is the first government organisation in the UAE to launch this service. DEWA also made changes to its website and smart application, to suit the needs of people of determination.



DEWA launches 4th Excellence Days

DEWA organised its Excellence Days initiative, for the 4th year in a row. This is part of its commitment to establish the foundations of excellence, and its strategy to promote a culture of

sustainable excellence among its staff. Excellence Days featured a programme full of activities, lectures, and workshops run by experts and specialists in excellence. The activities highlight

best practices and foundations of excellence, and spread a culture of sustainable excellence. Distinguished staff members also shared their success stories in excellence.



DEWA signs MoU with Masdar and EDF

DEWA signed a Memoranda of Understanding (MoU) with both Abu Dhabi Future Energy Company (Masdar) and Électricité de France (EDF) to promote cooperation in developing, financing, constructing and commissioning of the 800MW 3rd phase of the Mohammed bin Rashid Al Maktoum Solar Park, as per the Independent Power Producer (IPP) model. DEWA signed another MoU with EDF for a consultancy contract for the pumped-storage hydroelectric power station at Hatta Dam.

The signing ceremony was attended by Benjamin Grivaux, the French Secretary of State to the Minister of Economy and Finance and HE Mohammed Ahmed Bin Abdul Aziz Al Shehhi, Undersecretary for Economic Affairs in the Ministry of Economy of the UAE. The first MoU was signed



by HE Saeed Mohammed Al Tayar, MD & CEO of DEWA; Jean-Bernard Levy, Chairman and CEO of EDF Group; and HE Mohamed Jameel Al

Ramahi, CEO of Masdar. Al Tayar and Levy signed the second MoU during the UAE-France Business Forum at Zayed University in Dubai.

DEWA Youth Council & Suqia launch project to provide clean water to Egyptian villages



Dubai Electricity and Water Authority's Youth Council, in cooperation with the UAE Water Aid Foundation (Suqia), and under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives (MBRGI), contributed to providing clean water supply and installation of water meters to underprivileged homes in Upper Egypt. The project targets approximately 500

homes, and is expected to benefit around 5,000 people.

"We are pleased that the Youth Council has taken this initiative, and are proud of its contribution to the implementation of this important sustainable project in our second country, Egypt. This highlights the level of awareness reached by DEWA's

youth. Many underprivileged families had to travel long distances daily to get clean water. With the completion of the water supply project, we have provided a sustainable solution to this problem, and put an end to the daily suffering of our people in the villages of Upper Egypt," said HE Saeed Mohammed Al Tayar, MD & CEO of DEWA.

Al Tayer reviews Dubai's energy security, energy efficiency, sustainability and its rational use at 8th Desert Energy Leadership Summit



HE Saeed Mohammed Al Tayer, Vice Chairman of Dubai Supreme Council of Energy and MD & CEO of DEWA, delivered the opening speech at the Eighth Desert Energy Leadership Summit, which is organised by Dii, with support from Global Energy Interconnection Development and Cooperation Organization, the Arab League, and EU-GCC Clean Energy Technology Network, in November 2017, at the Grosvenor House hotel in Dubai.

The 8th Summit brought together global experts from the public and private sectors, and regional and international leaders working in the renewable energy market in North Africa, Middle East, and Turkey.

During his speech, Al Tayer noted that DEWA has won many national and international awards and accolades. Recently, DEWA won the Global Excellence Award from the European Foundation for Quality Management (EFQM), as the first organisation outside Europe and the first to win as a first time applicant of this prestigious award. Through this pioneering achievement, DEWA is now in the platinum category, which is the highest international

rank in the Global Excellence Index. The UAE, represented by DEWA, took first place globally for getting electricity, as per the World Bank's Doing Business 2018 report. This extensive report uses multiple criteria to measure the ease of doing business in 190 countries around the world.



18 projects win DEWA Robotics Championship 2017



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA honoured winners of the DEWA Robotics Championship 2017.

The awards ceremony was attended by HE Abdulla Mohammed Al Basti, Secretary General of the Executive Council of Dubai; HE Marwan Ahmad Al Sawaleh, Under-Secretary of the Ministry of Education for Academic Affairs, and HE Dr Amna Al Dahak Al Shamsi, Assistant Undersecretary for Care and Activities at the Ministry of Education. There was also an exhibition of the winning projects.

A total of 900 students from 42 schools across the UAE took part in the competition. 18 elementary, secondary, high school, and university teams as well as students of determination, were honoured at the ceremony held at the Grand Hyatt hotel in Dubai. They were honoured in the five categories of the competition: Sustainability, Technology & Artificial Intelligence, Smart Services, Power & Water Saving, and Stakeholder Happiness. The winning teams received a total of AED 135,000.

In the Primary School category, the Cooler Bot project from GEMS Our Own Indian School, won first place, while Ayoon Smart Jacket project from Falaj Al Mualla School came second, and Recycled Dust Carrier project from Hessa Bint Al-Mor School, came third. For Secondary Schools, the Smart House System project from GEMS World Academy Dubai came first, the Revoluta project from GEMS Millennium School came second, and the Smoke Extinguisher Robot project from Al-khansaa school came third.



In the High School category, the Robotic Hand project from Al Khaleej National School came first, the Smart City project from Dibba Al Fujairah Secondary School came second, and the Medical Dispenser Robot project from Ras Al-Khaimah secondary school came third.

Winning projects by Students of Determination from Al Noor Training Centre included the Floor Cleaning Robot, Super Drawing Robot, Egg Holder Robot Car, Auto Tray, Hi Happiness Robot, and Car Robot. In the Universities category, the Talking Cap project from Manipal University Dubai came first, the Smart House project from University of Sharjah came second, and the Charity Robot project from Al Ghurair University came third.

NEWS

DEWA reviews future of digital technologies, AI and robotics in water and energy



DEWA organised a DEWA Digital Day workshop for its staff. Experts from international organisations including Microsoft, SAP, Ernest & Young, and Navigant took part in the workshop, to discuss digital transformation in DEWA and its initiatives to use Artificial Intelligence (AI) and robotics, and develop disruptive technologies.

This is with a view to DEWA becoming one of the most prominent digital utilities in the world, in line with the Fourth Industrial Revolution that the world is experiencing.

DEWA sponsors 'Clean-Up the World' Campaign to clean up the beaches of Jebel Ali Marine Sanctuary

DEWA sponsored 'Clean-Up the World' campaign, organised by the Emirates Marine Environment Group (EMEG), to clean up the coastal beaches of Jebel Ali Marine Sanctuary, plant mangroves trees, and release the finned black seabream fish into the sea. HE Saeed Mohammed AL Tayer, MD & CEO of DEWA, took part in the activities in the presence of Barbara Leaf, the US Ambassador to the United Arab Emirates, and Paul Malik, the US Consul General in Dubai. Also, a number of DEWA senior officials, employees, and stakeholders, along with scout groups from USA and UK, attended the event.

"We are pleased to cooperate with the EMEG as a sponsor of this exceptional campaign to clean up the coastal beaches of Jebel Ali Marine Sanctuary, one of the most important sanctuaries in Dubai, in light of the recently signed MoU between DEWA and EMEG during the 19th Water, Energy, Technology

and Environment Exhibition (WETEX 2017). This MoU enhances mutual cooperation between the two parties, including organising events and programmes related to biodiversity, and launching voluntary initiatives to support DEWA's vision and objectives. It is also includes

supporting the environmental and heritage programmes, and developing projects of common interest, especially those relate to sustainability and environmental footprint, among other topics," said HE Saeed Mohammed AL Tayer, MD & CEO of DEWA.



MD & CEO highlights Dubai's sustainability and green economy strategies



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, has participated in a discussion panel at the Asian Business Leadership Forum (ABLF), which is organised under the patronage of HE Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Tolerance, at Armani hotel Burj Khalifa. Other participants in the discussion panel included HE Dr Thani bin Ahmed Al

Zeyoudi, Minister of Climate Change and Environment, Tsuyoshi Nakai, CEO of Japan Cooperation Centre Petroleum (JCCP), and Dr Chun-Yuan Gu, President, AMEA Region, ABB, China. The session was moderated by Kim Kelaita.

The Forum, which was held under the theme 'The Evolving Face of Asia: The

Rise of Future-Focused Leadership,' brought together a number of world leaders who discussed different topics related to leadership. These include climate change, humanitarian work, education and healthcare, responsibilities of new media, the disruption of a new financial ecosystem, and entrepreneurship.

Delegation from DEWA visits Solar Decathlon in USA

A delegation from DEWA visited the site of the Solar Decathlon, which is currently being held at Denver, Colorado, USA, to review the best practices to organise this event. This is part of DEWA's on-going efforts to prepare it for hosting the Solar Decathlon Middle East (SDME) for the first time in the Middle East and Africa (MENA), in 2018 and 2020.

The delegation included experts and specialists from different fields. The delegation was briefed on the details of the competition, which is organised by Dubai Supreme Council of Energy and DEWA, and will happen in Dubai in 2018 and 2020, in conjunction with Expo 2020 Dubai, which has the theme 'Connecting Minds, Creating the Future.'

The first SDME will take place in 2018 at the Mohammed bin Rashid Al Maktoum Solar Park. An area of approximately 60,000 square metres



has been allocated to the Solar Decathlon at the solar park. A total of 22 university teams will compete in the Solar Decathlon 2018. Qualified teams will design, build, and operate

sustainable, cost-and-energy efficient models of solar-powered homes, taking into consideration the climatic conditions of the region. The awards are cash prizes worth AED 10 million.

NEWS

Al Tayer emphasises DEWA's commitment to sustainable development in all its projects



During his participation in a discussion panel entitled 'Managing Development Projects' as part of the 4th Dubai International Project Management Forum, organised by the Dubai Roads and Transportation Authority (RTA), HE Saeed Mohammed Al Tayer, MD & CEO of DEWA has emphasised DEWA's quest to achieve the vision of the wise leadership to

promote sustainable development in the UAE. This is done by applying the three aspects of sustainable development: society, environment and economy in all its development projects, and adopting best global practices and the latest methods of project management, to ensure global level of reliability, efficiency, and safety.

The discussion panel was held in Madinat Jumeirah in Dubai. Other participants included HE Khalaf Al Habtoor, Chairman of Al Habtoor Group, and HE Frode Mauring, Resident Coordinator of the United Nations Development Program (UNDP) in UAE. The session was moderated by Dr Khaled Hamdy, Project Advisor to the Director General of RTA.



HE Saeed Mohammed Al Tayer, MD&CEO of DEWA and Chairman of innogy IME, and Peter Terium, CEO of innogy SE have endorsed the new strategy for their Joint Venture company innogy International Middle East (innogy IME) during this year's 8th Dii Desert Energy Leadership Summit in Dubai. The strategy focuses on smart cities, smart energy and smart businesses.

innogy International Middle East pushes the Smart Living transformation



DEWA organises 10th Health and Safety Week



DEWA organised the 10th Health and Safety Week at Dubai Festival City Mall, from 4-7 December 2017. Throughout the week, DEWA reviewed best practices in health and safety, as well as its initiatives and innovative services in this area, through innovative and interactive activities designed for all ages. The week also includes lectures and workshops on the importance of following a healthy lifestyle, and how to deal with emergency situations such as fire, and water or gas leakage. It also included general guidelines on traffic safety and first aid. The event included sports and cultural competitions and prizes, in addition to free medical check-ups.

Suqia sponsors Designathon 2017 in Dubai

The UAE Water Aid Foundation (Suqia) sponsored Designathon 2017, held at Dubai, to involve children in designing and developing innovative solutions and concepts that contribute to a better future for all. Under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives (MBRGI), Suqia aims to raise awareness about water

issues and conservation of natural resources, among children and youth. The competition, which was held in Dubai for the first time, brought together approximately 500 students from 18 cities worldwide, aged 7-12, the competition was held under the slogan 'Water,' where students worked simultaneously, through an online live stream. The live stream

showed students designing and developing sustainable solutions to water issues, building prototypes of these solutions, and discussing their dimensions. At the end of the competition, the participating students presented their work for final evaluation by a panel of experts, including a representative to select four winning projects.



NEWS

Dubai certified by C40 Cities Climate Leadership Group in reducing climate change



Dubai has achieved a new milestone in its efforts to reduce carbon emissions, by getting certified by the C40 Cities Climate Leadership Group. C40 is a leading global network of cities committed to tackling climate change and protecting the planet. The network was established in 2005, and includes

75 major cities that have worked to reduce Greenhouse Gas (GHG) emissions by sharing knowledge and best practices amongst themselves.

Dubai joined the world's C40 Cities Climate Leadership Group in 2015, becoming part of an elite group

of the world's cities committed to fighting climate change. This is in recognition of the city's advanced role in environmental protection, and an acknowledgement of its plans and programmes to reduce GHG emissions that pose a threat to the climate worldwide.

DEWA receives international patent for One-Way Data System

DEWA has received an international patent for its One-Way Data System, which was designed and implemented internally to ensure the security of data transmission from power and desalination stations to a shared platform. This builds a knowledge base for decision-makers, enabling them to access data through smart devices. Receiving the patent adds a new achievement to DEWA's roster of

global achievements in creativity and innovation. Developing and producing the system internally saved a lot of money for DEWA, compared to similar systems in the market. It has also enhanced the capacity and efficiency of DEWA's staff to innovate and develop modern systems that address work requirements, and enhance the infrastructure for cyber security and network reliability and safety.



MD&CEO inaugurates 1MW solar panel plant at Emirates Modern Poultry



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, inaugurated a 1MW photovoltaic solar plant at the food processing unit of Emirates Modern Poultry Co. (Al Rawdah) at Al Marmum in Dubai. Abdalla Sultan Alowais, Chairman of Al Rawdah, Abdulla Al Qubaisi, Vice Chairman of Al Rawdah;

Dr Rashid Dafalla, CEO of Al Rawdah, Waleed Salman, Executive Vice President of Business Development & Excellence at DEWA, Dr Yousef Al Akraf, Executive Vice President of Business Support & Human Resources at DEWA, and staff from DEWA and Al Rawdah were present at the inauguration.

The electricity from this plant will power the food processing unit at Emirates Modern Poultry. This is part of the Shams Dubai initiative to encourage building owners to install photovoltaic panels to generate electricity from solar power and connect the systems to DEWA's grid.

Nestlé factories to take part in Shams Dubai

Solar Power coming to Nestlé factories in Dubai, in partnership with Yellow Door Energy and ALEC Energy

Nestlé has signed agreements, witnessed by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, with Yellow Door Energy, Dubai's leading provider of lease-to-own solar power solutions, and ALEC Energy, a DEWA-approved solar contractor, to install solar photovoltaic panels that will

provide renewable energy to three manufacturing sites in Dubai, and contribute to the reduction of 6,000 tonnes of CO2 emissions annually.

The lease-to-own model enables Nestlé to benefit from solar power with no upfront capital investment,

protect the environment, reduce the carbon footprint, as well as reduce costs. The contracts are to install, operate and maintain a total of over 7MW of solar power at Nestlé Middle East Manufacturing in Dubai South, Nestlé Dubai Manufacturing, and the Nestlé Waters factory at National Industries Park.



Once fully-operational, the solar power plants are expected to produce 30,000 kilowatt hours of electricity daily, which would contribute to the reduction of 6,000 tonnes of CO2 emissions annually. That's the equivalent of eliminating the carbon emissions of over 1,500 passenger cars for a year, or the energy consumption of 800 homes annually.

The project was awarded based on market reputation, quality, health and safety, environmental sustainability, supplier network, and corporate business principles.

NEWS

DEWA organises Gathering for Happiness and Integration of People of Determination on Arab Day for People with Disability

DEWA organised the Gathering for Happiness and Integration of People of Determination at its headquarters. This is part of DEWA's Corporate Social Responsibility (CSR), and coincides with the Arab Day for People with Disability. A number of federal and local government organisations, as well as centres for People of Determination from across the UAE, took part in the event. People of Determination shared their skills in a number of national and traditional activities, as well as exhibiting and selling their handicrafts, paintings, and other handmade products.

At the Gathering, DEWA showed its key initiatives and programmes to support People of Determination who are employed by DEWA, customers and society as a whole. DEWA's employees of determination also showed their hand-made products. Organisations that took part in DEWA's Gathering for Happiness and Integration of People of Determination included the Ministry of Community Development, Dubai Police, the Roads and Transport Authority in Dubai (RTA); Dubai Municipality; the General Directorate



for Residency and Foreigners' Affairs; Dubai Courts; the Community Development Authority; Dubai Autism Centre; Al Noor Centre for People of Determination; Rashid Centre for People of Determination; Dubai Centre for People of

Determination, Senses Dubai; Ras Al Khaimah Centre for People of Determination; Fujairah Centre for People of Determination; Ajman Centre for People of Determination, and Dibba Al Fujairah Centre for People of Determination.

DEWA receives gold medal for social responsibility

DEWA received the Gold Medal of Excellence in the field of Social Responsibility in the Arab World. The Award was presented by the Arab Organisation for Social Responsibility, at its 12th session, during the 'Regional Forum of individuals and institutions that adopt social responsibility in its corporate activities,' at the Savoy Hotel, Sharm el-Sheikh, Egypt. The award was presented in recognition of DEWA's role in establishing a culture of corporate social responsibility regionally and globally, and supporting the concept of environmental, social and economic sustainability in the Emirate of Dubai and the United Arab Emirates.

The gold medal was received by Taha Al Hamri, Specialist in Corporate Social Responsibility (CSR) at DEWA, who presented DEWA's pioneering experience in



the field of social responsibility, its initiatives in support of community and volunteer work, and its role

in promoting environmental and social sustainability.

Dubai to host largest International Congress on Water Desalination

DEWA has announced that Dubai will host the International Desalination Association's 2019 World Congress on water desalination. Previously, the congress was held in Dubai in 2009. This global event is the world's largest and the most prominent conference on water desalination.

It will be attended by leaders, senior officials, experts, and academics, as well as 2,000 participants from 60 countries around the world. The conference will coincide with the 21st Water, Energy, Technology and Environment Exhibition (WETEX), which DEWA organises under the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and under the patronage of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and President of DEWA.



The event was announced at a press conference at the Burj Al Arab hotel in Dubai, with HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, HE Helal Saeed Al Marri, Director General of the Dubai Department of Tourism and Commerce Marketing, and Patricia Burke, Secretary General of

the International Desalination Association (IDA) present. During his speech at the conference, Al Tayer expressed his pride in the UAE's success in hosting the World Congress on Water Desalination 2019, which was the culmination of a series of major international events successfully hosted by the UAE.

DEWA installs solar carports at its headquarters and Ministry of Climate Change and Environment

DEWA launched a new project, as part of the Shams Dubai initiative, to install solar carports, at DEWA's headquarters, and at the Ministry of Climate Change and Environment building.

DEWA is currently working on this project, which aims to generate electricity, using photovoltaic panels,

connected to DEWA's network, in the parking lots at the two sites, with a total of 902 parking spaces. The DEWA parking lot will have a capacity of 1,780 kilowatts (kW), and 220kW in the Ministry building, with a total of approximately 2,000kW in both locations, generating a total of 2,750 megawatt hours a year, equivalent to

reducing about 1,500 tonnes of carbon emissions annually.

"The Solar Carports project is part of our efforts to encourage the public to benefit from Shams Dubai. This supports 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, to make Dubai the smartest and happiest city in the world, and achieve the objectives of the Dubai Clean Energy Strategy 2050 to make Dubai a global hub for clean energy and green economy," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Al Tayer stressed that DEWA has completed linking its network with 529 residential and commercial buildings, with a total capacity of about 19.6 MW, through Shams Dubai. DEWA is also working to increase this number to reach all buildings in the Emirate, by 2030.



Women's Committee

Emirati Women empowered in sports



Khawla Al Mehairi,
EVP of Strategy and Government Communications
Chairperson of DEWA Women's Committee

Emirati women are ambitious, passionate about challenges and excellence, and have achieved success in various fields. The establishment of the United Arab Emirates promoted the status of Emirati women who have become role models for success and achievements in all areas. Thanks to the vision of our wise leadership, the UAE provides a supportive environment for women; empowering and enabling them to develop their capabilities and effectively contribute to sustainable development.

Emirati women have proven their excellence in all areas, including sports. This is due to the vision of a leadership that believed in them, and worked to enhance their creative skills. The wise leadership constantly encourages women to participate in various local, regional, and international sports activities.

Sports is becoming increasingly popular among Emirati women, who actively take part in many previously male-dominated sports. Emirati women first took part in the Olympics at Beijing in 2008, represented by HH Sheikha Maitha bint Mohammed bin Rashid Al Maktoum in Taekwondo, and HH Sheikha Latifa bint Ahmed bin Maktoum bin Juma Al Maktoum in equestrian competitions. In the last Olympics in Rio de Janeiro, Brazil, four Emirati women participated in the UAE delegation, which included 13 players. Emirati swimmer Nada Al Badwawi carried the UAE flag in the opening ceremony. In addition to swimming, Emirati female athletes competed in weightlifting and athletics.

DEWA is one of the leading government organisations to empower women professionally and socially in sports. DEWA Women's Committee supports and encourages female employees to actively participate. The Committee formed female sports teams, in line with DEWA's strategy to provide a positive and motivating environment for women in the workplace that balances their professional and social lives, and improves their health and fitness. DEWA's female sports teams have achieved excellent results in many sporting events in the group and individual competitions that they took part in, thanks to the determination and strong will of the players and their commitment to continuous practice outside office hours.

DEWA's female employees have made these achievements thanks to the support of senior management who believe in the role of women, and their ability to take on a challenge. Our management has encouraged women to participate in various sports activities. This support has motivated our ladies to success and excellence by making more sporting achievements.

Women's Committee organises health, social initiatives and programmes for female staff

DEWA Women's Committee organised several health, social, cultural, and sports programmes for female staff. These programmes aim to raise awareness about the importance of exercising and making sports part of their daily lifestyle. It also aims to raise their awareness on various social issues that concern them through workshops, and create an environment for them to meet and exchange professional and social experiences.

46th National Day celebrations



The Women's Committee organised several events for female employees as part of DEWA's 46th National Day celebrations. These included a workshop on Decorating the Dallah (Coffee Pot), a traditional breakfast, and other national and traditional activities.



Dubai Fitness Challenge

The Women's Committee organised the Dubai Fitness Challenge Competition for female employees, to support the initiative launched by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai. The initiative aimed to increase physical activity and commit to a minimum of 30 minutes of daily physical activities for 30 days. During the Dubai Fitness Challenge, the committee organised free fitness classes for female staff, three times a week after office hours.



Women's Committee

First female-only Spartan Race

World Diabetes Day 2017

DEWA's female employees participated in the first female-only Spartan Race in the Middle East and North Africa, organised by Spartan Arabia in collaboration with the Dubai Sports Council. The 5km race, Sprint category race took place in the Jebel Ali race track, and included over 20 obstacles. Before the race, the Women's Committee organised an orientation and pre-race training day in partnership with Spartan Arabia.



For a Healthier and Happier Lifestyle

The Committee organised a lecture titled 'For a Healthier and Happier Lifestyle.' Dietitian Dr Dana Hamwe, discussed the importance of following a healthy and balanced diet at home and at work, unlike the usual boring diets.



On 14 November, World Diabetes Day, the Women's Committee organised a campaign to raise awareness of female staff about the importance of check-ups, especially during pregnancy as one in seven pregnancies are affected by gestational diabetes.

Pink Wellness Day



During the Breast Cancer awareness month, the Women's Committee organised Pink Wellness Day for female staff. The day included lectures on the importance of early screening for breast cancer, ways to avoid gestational diabetes, as well as the importance of a healthy and balanced diet. The day also included consultations on skincare, and tips on making sports an essential part of their daily lifestyle.

Dealing with Oneself and Colleagues

The Women's Committee attaches great importance to the psychological health of female staff, just like physical health. DEWA organised a workshop entitled 'Art of Dealing with Oneself and Colleagues.' The workshop was led by Mohammed Al Marzouki, an etiquette and protocol expert.



المركز الثاني - بطولة كرة السلة
Basketball - 2nd Place

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority



DEWA ladies lead in 5th Sheikh Hind Women's Sports Tournament

Many of DEWA's female staff took part in the 5th Sheikh Hind Women's Sports Tournament, with 101 competing in 10 individual and group games in this year's tournament: the largest so far.

The Women's Sports Committee at the Dubai Sports Council organised the tournament, under the patronage of HH Sheikh 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.

It was held under the directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince

of Dubai and Chairman of the Dubai Sports Council.

In the individual games, Suad Abdulla won the gold medal in the 3,000 metre Road Race for Emirati contestants.

In cycling for Emirati contestants, Suhaila Al Muhairi came first. Aisha Eisa Al Zarooni came second in chess for Emirati contestants.

Amina Aslam came third in the expatriate category.

In table tennis, Rawdha Al Mansouri came second while Michel Villar came in second place in the expatriate category for badminton.

In the group games, DEWA's team came second in basketball, and third in both volleyball and handball.

Inas Abdul Hamid received the Best Player award in the basketball tournament. In addition, DEWA ranked second in the Best Corporation award.

Khawla Al Mehairi, Executive Vice President of Strategy & Government Communications at DEWA and Chairperson of the DEWA Women's Committee, thanked DEWA's management, headed by Al Tayer, for supporting the Women's Committee and providing an environment that contribute to the empowerment of women in the workplace.

Al Mehairi also commended the efforts of the Women's Sports Committee at the Dubai Sports Council, and the organisers of the Tournament.

She expressed her delight with the results achieved by DEWA's female employees, and the team spirit that the players had.

Khuloud Al Ali, Deputy Senior Manager, Public Relations and Media and Head of the Female Sports teams at DEWA, commended the efforts made by DEWA's female staff, and their keenness to regularly train outside their work hours and participate in other sports competitions organised locally.



Interview

HE Major Ali Saqr Al Suweidi

President of Emirates Marine Environment Group (EMEG)

Oil spills are the biggest polluters of the marine environment in the region



Since its inception, the Emirates Marine Environment Group (EMEG) has been committed to adopting marine environment issues, and reducing the carbon footprint of marine pollution caused by oil contaminants and human intervention. It also ensures the sustainability of the country's fisheries. EMEG has adopted many innovative projects and programmes to support and promote the biological growth of the sea.

Al Masdar met with HE Major Ali Saqr Al Suweidi, President of EMEG, who spoke about the Group's efforts to combat pollution, and highlight the

pollutants and challenges facing the marine environment.

• What is EMEG doing to reduce the carbon footprint and ensure sustainability of natural resources?

I founded the Group in 1995, due to the high rate of pollution in the Arabian Gulf water, after the Gulf War. Back then, I was in the armed forces, working in the field of marine mines. We decided to combat the pollution of the marine environment and maintain its safety and sustainability. We began cleaning ports, and organised a programme with school students to continue these works, as well as

the cultivation of mangroves that absorb five times more carbon dioxide than other trees. Over 45 families planted their trees for 15 years, so we managed to connect the families with the mangroves and preserve the environment. Throughout the year, we organise 5 events in several areas, where we focus on reducing carbon emissions. We have an educational programme for students to preserve the environment and spread environmental culture. EMEG's activities are spread all over the UAE. We have activities in Sir Bani Yas island in Abu Dhabi, Sir Bu Nuair island and Kalba in Sharjah, and Ras Al Khor in Dubai.



- **What are the most challenging pollutants and obstacles to the marine environment in the UAE?**

Oil spills are one of the main causes of pollution in the marine environment in the region, with crude oil causing 5 to 6%, while diesel and refined oil account for 45%. When oil leaks into the sea, it destroys the upper layer, which is the most important layer. There are several contaminants in the Arabian Gulf, including petroleum contaminants and petroleum residues, in addition to man-made pollution, which has a significant impact on marine life.

- **What about endangered marine species in the UAE?**

The UAE has a rich collection of species of fish, and the Ministry of Climate Change and Environment is concerned about the marine environment and fish, and works to protect it. Catching Sheri and Safi fish is prohibited during the breeding season. The ministry also works to protect sharks, free the fish into the sea, and farm different types of Hammour fish, which is in danger of extinction. We also have a farm for Hammour fish at EMEG.

- **What about cooperation with DEWA on environmental issues?**

DEWA is one of the best governmental organisations in protecting the environment. It has an advanced vision, supervises the environmental business with innovative and modern ideas, and has a strategic vision towards sustainability. DEWA supports EMEG to contribute to raising environmental awareness in Dubai and the UAE.

- **Tell us about 'Clean the World' campaign, organised by EMEG?**

We annually organise this campaign, in partnership with DEWA and Dubai Municipality. DEWA is the strategic partner of the campaign. This year's

campaign was remarkable. We were honoured by the participation of HE Saeed Mohamed Al Tayer, MD & CEO of DEWA, Barbara Leaf, US Ambassador to the UAE, and Paul Malik, US Consul General in Dubai. The visit left a significant impact on the campaign, and encouraged the public to participate.

- **What results did the campaign achieve on-ground? And to what extent did the public interact?**

The campaign achieved significant results, with 10,000 participants from schools and employees, from the public and private sectors.

- **What about your efforts to spread environmental awareness?**

Every year, we work to raise awareness about specific environmental issues, as well as promote scientific research. We are currently working on coral farming. As temperatures rise, the seabed reaches 37 °C, many coral reefs died. We began to cultivate the corals in Sir Bu Nair island, and we achieved important results, especially after cooperating with the Environment and Protected Areas Authority in Sharjah. We began to take DNA samples from coral reefs, and conserve them in Britain, to ensure their sustainability.



Interview

Emirati athlete Suad Abdullah Sultan

Sports is my life and I dream of representing the UAE internationally



Suad Abdullah Sultan is an athlete with a passion for running, basketball, and horse-riding. She has succeeded in making her hobby, an essential part of her daily lifestyle. She launched 'She Runs Dubai' initiative and has participated in several tournaments and marathons, and hopes to represent the UAE in international tournaments. This year, she ranked first in the Road Race at the Sheikhha Hind Women's Sports Tournament 2017. The Emirati runner joined DEWA's Public Relations & Media department in 2013.

"I started playing sports, especially running, when I was 13, and I practised daily until it became part of my life. After graduating from university, I took part in several tournaments and marathons in Dubai, and won third place at the Dubai Marathon. This encouraged me to continue to practice this sport. After joining DEWA, I became more passionate about it, especially because DEWA encourages women to play sports, through the female sports teams, which aim to make sports part of their daily lifestyle," said Sultan.



Achievements and motivation

"I extend my sincere thanks and gratitude to HH Sheikhha 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; as well as the organisers of the Sheikhha Hind Women's Sports Tournament for its effective role in empowering Emirati women in sports. I also thank DEWA's senior management and the Women's Committee for their efforts, encouragement, and constant support for women, and for providing a positive and motivational work environment that balances their professional and social lives, and promotes a healthy lifestyle," added Sultan.

Positive energy

Sultan starts her day early in the morning. She makes sure to park her car far away from her office or any place she goes to, so that she can take the opportunity to walk, which gives her positive energy. In 2014, Sultan launched 'She Runs Dubai' on social media, to encourage women to exercise. The initiative attracted 50 female athletes from different nationalities, of whom 80% are Emiratis. The initiative is aimed at

breaking the normal routine, and encouraging women to exercise, by inviting them to participate in jogging initiatives and races twice a month in different places in Dubai, Sharjah, and Abu Dhabi. Sultan has also been horse-riding since she was 15.

Sultan joined DEWA's female sports team, and has participated in several sports events, including the Dubai Fitness Challenge, which was launched by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Dubai Sports Council, to make Dubai one of the most active cities in the world. Sultan is keen on encouraging her colleagues to exercise, and make sports an essential part of their lifestyle. She also encourages them to participate in local tournaments and sports competitions.

Challenges and passion

Sultan hopes to represent the UAE in international championships. She explained that customs and traditions still hinder women's participation in sports, and that some still view women's sport negatively. Yet, she believes that Emirati women are capable of competing and achieving in all sports.



Waleed Al Beloushi

Power of Determination



DEWA takes an active role in supporting people of determination, by launching initiatives, programmes, and services that guarantee their professional, psychological, and social empowerment and rehabilitation. This meets their needs and makes it easier for them to perform their duties.

"DEWA supports the vision 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 role model for the inclusion of people of determination as active members in society. Our initiatives and programmes also support the 'My Community, a City for Everyone' initiative launched by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Dubai Executive Council of Dubai, to turn

Dubai into a friendly city for people of determination by 2020. DEWA has launched several programmes to enhance the role of people of determination as productive, creative and innovative individuals and active partners in the overall sustainable development of Dubai," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Waleed Al Beloushi, 31, is a role model of strong will and determination to succeed. Although he is deprived of sight, he is blessed with a strong will and determination to face challenges and adapt to his disability, and become an active and productive individual in society.

Al Beloushi went to DEWA in 2010 looking for a job. There, he did not face rejection due to his lack of qualifications and experience required to join the organisation,

which he long dreamed of working for. Instead, DEWA suggested he enrol at the National Institute for Vocational Education at DEWA's expense. For two years, Al Beloushi studied computers, specialising in screen readers, a programme developed for the blind.

In 2012, he joined DEWA as a call centre agent, after obtaining all the necessary skills to perform his job. At first, he was afraid of not being able to adapt, but found cooperative colleagues and an enabling and supportive work environment. "I thank DEWA for what they have done, and what they continue to do to enable me become successful, both professionally and personally. I also commend DEWA's Absher programme, which provided me with the necessary training and enabled me to be part of the work environment, psychologically, socially, and professionally," said Al Beloushi.

Despite his visual impairment, Al Beloushi is a brilliant professional athlete. He plays for various national sports clubs. He won several medals, including the silver medal in the Gulf Olympics. "DEWA does not only support me professionally, but its support exceeded all my expectations. It offered me enough time to exercise and participate in local and global championships, and accomplish sports achievements that promote my beloved country the UAE," added Al Beloushi.



Other News

UAE wins bid to host 33rd World LPG Forum 2020 in Dubai

The UAE has won a global bid to host the World LPG Forum, organised by the World LPG Association, WLPGA, the authoritative voice of the global liquefied petroleum gas (LPG) industry. The 33rd Forum will be hosted in Dubai, in 2020, and will bring together over 250 private and public companies involved in the industry from more than 125 countries.

ENOC Group will host the event, after working with 14 other government departments on the winning bid that enhances the UAE's global position in the energy sector. The bid was supported by Dubai's Department of Tourism and Commerce Marketing, Ministry of Energy, Dubai Civil Defence, Dubai Electricity and Water Authority (DEWA), Roads and Transport Authority (RTA), Dubai Police and Dubai Airports, and local and regional oil and gas majors.



Emiratis create solar panels to generate electricity without storage limit

Mechanical Engineering students at the Higher Colleges of Technology (HCT) have created solar panels to generate electricity without a maximum storage limit, to provide clean energy and to increase consumer awareness of how this energy is used. Mohammed Al-Saadi, one of the project's participants, said that the college administration had asked him and his colleagues for a renewable energy project. Al-Saadi added that the project, which was fully completed by Emirati students, helps towards the transition to clean energy, stressing that the project has been tested and showed impressive results.

Abu Dhabi to set up first 3D printed police station in the world by 2022

During its Centennial Year 2057 ceremony, Abu Dhabi Police presented several 3D buildings, including the construction of the first 3D printed police station in the world, which is expected to be built in 2022.

It is characterised by low cost, rapid completion to achieve the government's direction of sustainable economic development, and its exterior design reflects the future outlook of the printed buildings. It also has an innovative insulation system that helps reduce energy consumption, gives windows a beautiful design, and provides protection against direct exposure. The building also provides state-of-the-art technology for information systems management, and provides integrated wireless Internet solutions, as well as 3D printed interior furniture.



Transparent Solar Cells - A new innovation

US researchers have been able to develop transparent solar cells, which can be used as energy-generating windows, while allowing sunlight into the rooms. This is an achievement that will cause a major shift in the energy sector.

This technology was first introduced in its early stages in 2015, but is now well-developed for wider use involving energy projects. This technique works through the use of organic particles within the transparent board that absorbs ultraviolet and infrared light waves, and turns it into electricity, by directing it to the side cells, while allowing light to pass through.



More powerful and more energy-efficient smart phones created

To make touch screens for mobile phones cheaper, stronger and less harmful to the environment, a team of researchers at the University of Sussex have developed a new technology that uses less power, is quick to respond, and does not smudge when in contact with the air.

The issue is with indium tin oxide, currently used to manufacture smart phone screens, which is extremely brittle and highly expensive. Indium, the primary constituent, is also an atypical metal, which is environmentally destructive to extract. The best substitute to indium tin oxide is silver, which is also very costly.

The breakthrough from scientists at the University of Sussex has been to unite graphene, a 2D carbon material and silver nanowires. This novel hybrid material complements the performance of the current technologies at a fraction of the original price.

Story of a Sustainable City



Melbourne, world's best city to live in

Melbourne, the coastal capital of the south-eastern Australian state of Victoria, was recently named world's best liveable city by The Economist for the 7th consecutive year. What characterises the city is its investment

in infrastructure and deploying both human and artificial intelligence to serve the people, in addition to the enabling factors for sustainability, preserving natural resources, and combating environment pollution. The

ranking was among 140 cities from the world, and was based on factors such as stability, infrastructure, health, culture, and other vital sectors. Melbourne scored 97.5 points out of 100, with full marks in health and infrastructure.



Green Spaces

Melbourne is bestowed with vast spaces of greeneries and forests, which make up for a beautiful nature. One of its most famous places is the Royal Botanic Gardens, which spreads across 38 hectares and comprise 10,000 kinds of plants including cactus, liquorice, fern, a grass garden, an oak garden, and 1,000 kinds of flowers, with many fountains and ponds.

Public Transport

Melbourne is well known for its diverse public transportation network that serves visitors and residents with a cost effective state-of-the-art system. It manages the biggest tram network in the world. People using Metcards can commute freely in the city using buses, trains, and the tram. The city is also famous for cycling thanks to its well paved roads.