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# MASDAR

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**TOWARDS  
THE NEXT 50**







“ The Spirit of the Union that runs through us, has rendered the word 'impossible' void in our dictionary, and with that, we have turned making achievements to a way of life, and made progress a part of our plans and actions.” ”

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## **HH Sheikh Mohammed bin Rashid Al Maktoum**

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

## **Our Vision**

A globally leading sustainable innovative corporation.

## **Our Mission**

We are committed and aligned to Dubai's 8 Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy solutions enriching lives and ensuring the happiness of our stakeholders in a sustainable manner.

## **Our Values**

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

## **Our Motto**

For generations to come.



## MD & CEO MESSAGE

**HE SAEED MOHAMMED AL TAYER**  
MD & CEO OF DEWA

### We not only anticipate the future, we shape it

As we embark on 2020, seven long-awaited years after announcing the UAE as the host country of Expo 2020, we are proud of the achievements made by our dedicated Emirati men and women. These achievements were made possible thanks to concerted efforts, harnessing capabilities, and unifying the vision and goals among all national organisations. This is to achieve the vision of the wise leadership of 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 Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces. We have worked with a steady and unified approach, with our ideas, strategies, and goals inspired by the UAE Centennial 2071, which is a long-term roadmap for government work to make the UAE the world's leading nation.

We bid farewell to 2019, which ended with a world-class achievement. The UAE, represented by DEWA, has maintained its first global ranking in all Getting Electricity indicators of the World Bank's Doing Business report 2020, with scores of 100% for the third consecutive year. The report measures the ease of doing businesses in 190 economies around the world.

2019 also witnessed several excellence and leadership milestones which have become emblematic of DEWA's work. This is the result of strategic planning, which is a main pillar of the integrated system of organisational work that highly prioritises innovation, excellence, and good governance to ensure the integration and sustainability of all our projects and services, and enhance our global competitiveness. We do this according to a vision that is based on creativity and innovation as a well-established approach to achieve common goals and improve overall work system. The regular revision of DEWA's strategy ensures that we keep pace with the rapid

developments in all areas and develop long-term proactive plans to keep pace with the Fourth Industrial Revolution and make use of disruptive technologies to achieve the vision of the wise leadership to become the government of the future.

In the UAE, we not only anticipate the future, but we contribute to shaping it, in accordance with the vision of the wise leadership. Our country is getting ready to host Expo 2020 Dubai, which will bring the whole world together to build the future. We are proud that DEWA is the official Sustainable Energy Partner of the world's greatest show. This is part of DEWA's efforts to ensure the success of the global event and support the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum to host the best expo the world has ever seen in Dubai.

DEWA has allocated AED 4.26 billion to support the infrastructure for electricity and water at Expo 2020 Dubai, according to the highest standards of availability, efficiency, and reliability, using the latest smart systems. DEWA has completed the infrastructure of the generation, transmission and distribution of electricity and water networks as per the highest international standards, one year before the official inauguration of the exhibition. The Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world, will provide Expo 2020 Dubai with clean energy. This is part of our partnership with Expo 2020 Dubai. DEWA has built three substations named Sustainability, Mobility and Opportunity after the three sub-themes of Expo 2020 Dubai. We pledge our commitment to the wise leadership to continue developing an advanced energy and water infrastructure to meet the sustainable development needs in the Emirate.



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صاحب السمو الشيخ خليفة بن زايد آل نهيان  
رئيس الدولة - حفظه الله

Highness Sheikh Khalifa bin Zayed  
President of the UAE



صاحب السمو الشيخ محمد بن راشد آل مكتوم  
نائب رئيس الدولة ورئيس مجلس الوزراء حاكم دبي - رعاه الله

His Highness Sheikh Mohammed bin Rashid Al Maktoum  
Vice President and Prime Minister of the UAE  
and Ruler of Dubai



# DEWA hosts prominent global excellence experts at first World Excellence Summit to shape future of excellence and sustainability

## DEWA is 1<sup>st</sup> organisation in the world to receive Arabic version of EFQM's Model 2020

### Al Tayer: Excellence is a continuous and developing journey that requires effective partnerships

DEWA recently organised the 1st World Excellence Summit, to promote a culture of excellence and innovation among its staff as well as other employees from federal and local government bodies. Prominent international experts and specialists in excellence and officials from local and international excellence programmes took part in the summit.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, inaugurated the summit which convened at the Dubai International Convention and Exhibition Centre. Dr Harland James Harrington, CEO of Harrington Institute, California, USA; HE Dr Shaikha Salem Al Dhaheri, Secretary General of Environment Agency - Abu Dhabi; HE Dr. Hazza Al Nuaimi, Coordinator General of the Dubai Government Excellence Programme; HE Saif Al Falasi, CEO of Emirates National Oil Company (ENOC); HE Abdulla bin Kalban, Managing Director & CEO of Emirates Global Aluminium (EGA); HE Ahmad Shafar, CEO of Emirates Central Cooling Systems Corporation (Empower); HE Marwan Al Zaabi - Director of Sheikh Khalifa Government Excellence Programme; Russell Longmuir, CEO of the European Foundation for Quality Management (EFQM); and HE Dr Ahmed Al Nusairat, Senior Advisor of Government Performance in the General Secretariat of the Executive Council; attended the opening. Brigadier Dr Khalfan Sultan Al Kindi, Deputy Director of Human Resources Sector at Abu Dhabi Police; Brigadier Mohammed Ali Almehairi, Director of Security Media Department;

and Col. Khalfan Abdullah Al Mansouri, Deputy Director of the Centre for Strategy and Institutional Development at Abu Dhabi Police were also present.

The two-day summit included panel discussions and presentations on different aspects of excellence. The speakers were world-renowned global experts in excellence including Suresh Lulla, Founder of Qimpro Consultants and a veteran quality professional for over 50 years; Dr Stefan Hagmann, Professor of Corporate Governance and Business Development and a full-range EFQM-accredited Assessor Trainer; Dr Brett Trusko, Assistant Professor of Biomedical Informatics at Texas A&M University; and Dr Vittorio Cesarotti, Professor at University of Rome, Italy; among other specialists.

The first day of the summit witnessed the launch of the New EFQM Module 2020 in the Middle East. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA was handed the first Arabic version of the Module by the CEO of the European Foundation for Quality Management.

In his keynote speech, Al Tayer said that DEWA was organising the first World Excellence Summit as a platform for experts and specialists in different areas of excellence. This includes organisational excellence, innovation, project management, governance, and modern technologies; to anticipate and shape future trends for excellence and sustainability.

"In the UAE, and in line with the vision of our wise leadership, we aim to shape the future, and not just anticipate it. His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, during the opening of innovation labs that will focus on predicting the future of energy, aviation, blockchain,

# COVER STORY

and entrepreneurship in AREA 2071 in Dubai, said that the UAE has set a pioneering role model in designing the future thanks to its proactive strategies and ability to plan for and forecast changes and developments in major economic and technological sectors. This makes the UAE one of the countries that is prepared for the future and a leader in employing technology to innovate new opportunities. Thanks to this clear vision, the UAE has become a role model for excellence and leads global competitiveness indices in different areas. Government excellence in the UAE is based on an integrated system to achieve people's happiness by providing seven-star government services, as well as achieving the best financial and operational results. I would like to commend the government excellence programmes in the UAE. Participating in local and international excellence programmes has helped us implement the best excellence standards and concepts. This has resulted in enhancing the efficiency, reliability and availability of our services and achieving customer happiness, which was 95% last year," said Al Tayer.

"DEWA's efforts in excellence have resulted in recognition from many specialised local and international organisations. DEWA received the Distinguished Government Entity award by the Dubai Government Excellence Programme (DGEP) in 2016. In 2017, DEWA was the first organisation to win the Leading Government Entity, according to the fourth generation excellence system. DEWA also won six awards in DGEP 2018. This month, DGEP announced that DEWA will be assessed in the 'Elite' category. Three new



standards have been added: Organisational Agility, Artificial Intelligence and Data Sciences, and Public-Private Partnerships. In 2017, DEWA won the highest award in the EFQM Excellence Model, becoming the first organisation outside Europe to receive this prestigious award, and the first organisation to get it from the first application. DEWA achieved between 750-800 points, leading it to rank in the Platinum category, which includes leading companies and institutions that promote sustainable excellence. At DEWA, we contribute to promoting sustainability and building a green economy. This will ensure a balance between our social, economic, and environmental needs, in line with the United Nations Sustainable Development Goals 2030. We work to

provide safe, sustainable, and reliable energy and water supplies by increasing the share of renewable energy, managing energy demand, and reducing carbon emissions," said Al Tayer.

"Excellence is a continuous and developing journey that requires effective partnerships based on flexible mechanisms that ensure organisational agility and keeping pace with the changes the world sees every day. I extend my thanks and appreciation to the Dubai Government Excellence Programme for launching the new important updates on the Government Excellence System – the Fourth Generation. We will follow these directives to promote the leading role of Dubai Government and continue the excellence journey that started over 20 years ago. I thank all the guests and speakers and hope that this summit contributes to shaping the future of excellence and sustainability. I would like to conclude with the words of HH Sheikh Mohammed bin Rashid Al Maktoum in his book 'My Vision: Challenges in the Race for Excellence' where he said "the race for excellence has no finish line," concluded Al Tayer.

Waleed Salman, Executive Vice President of Business Development & Excellence at DEWA, said that many key excellence programmes participated in the first World Excellence Summit. EFQM presented its new excellence model 2020. DEWA is one of the selected organisations that tested the EFQM Model 2020 in light of DEWA's international standing in various areas of excellence. Last year, DEWA hosted EFQM's Annual Good Practice Visit to review the standards and practices of excellence adopted by DEWA's divisions in all its activities and operations, and introduce them to the business community.



# MOST LOVED PHOTO





## ‘Dubai: A Land of Talent’

### MD & CEO of DEWA emphasises Dubai’s ability to enhance national talent and attract innovators from around the world

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, said that Dubai enhances national capabilities and attracts creative minds from around the world, noting that DEWA works on anticipating and shaping the future of energy and water by innovating a futuristic sustainable model for utilities in the production, transmission, and distribution of electricity and water. This is done within an integrated system that is run by talented Emiratis in addition to attracting the best regional and international professionals.

Al Tayer made these statements in a keynote speech titled ‘Dubai: A Land for Talent’ at the 6th Dubai International Project Management Forum (DIPMF), which is held 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, under the theme ‘Cultural Diversity.’

Al Tayer said that the DIPMF supports the vision of the wise leadership who accept only the top position in all areas and to make the UAE the world’s leading nation when it celebrates its Centennial in 2071.

“At the beginning of this year, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, announced the Eight Principles of Dubai, calling on all those in a position of responsibility in the Emirate of Dubai to abide by them. In the 7th Principle, His Highness stated, “We

have to continually review and renew our policies and procedures to ensure our appeal to talented individuals. We must build the best environment in Dubai for the world’s leading minds,” said HE Saeed Al Tayer.

“Dubai is ‘A Land For Talent.’ And as His Highness Sheikh Mohammed bin Rashid Al Maktoum said, ‘The Emirate’s prominence, sustainability and competitiveness depend on its capacity to continue attracting skilled and talented people, and nurturing the brightest minds to generate innovative ideas.’ Within this vision, we work according to an integrated strategy to explore and develop creative and sustainable solutions for different challenges, and establish Dubai’s position in anticipating and shaping the

future of different sectors. Dubai has an integrated infrastructure in energy, transportation, airports, ports, railways, roads, bridges, and tunnels among other key projects that support the sustainable development of the UAE and enhance its global competitiveness,” added Al Tayer.

Al Tayer highlighted Dubai’s experience in anticipating and shaping the future of energy and water by innovating a futuristic sustainable model for utilities in the production, transmission, and distribution of electricity and water.

“His Highness Sheikh Mohammed bin Rashid Al Maktoum launched the solar park in December 2012. Since then, we have attracted talents in clean energy whether Emirati engineers or international specialists in solar energy to transfer their knowledge locally. We have signed agreements with prominent local and global companies and universities to train engineers on the latest renewable energy technologies and to offer scholarships for Emirati students. DEWA has around 1,700 Emirati engineers and technicians, including the largest number of female Emirati engineers across the UAE who work in solar energy and research and development, among other sectors,” said Al Tayer.

“In parallel, DEWA has attracted investments around AED 40 billion from the IPP model, which strengthens public-private partnerships. Through this model, we received the lowest global solar energy prices for five consecutive times, making Dubai a global benchmark for solar energy prices. This year, DEWA won the ‘Innovation in New Collaboration Challenge’ award from the European Foundation for Quality Management (EFQM) as the first organisation to win the award globally. EFQM decided to publish our submission document as a case study to highlight the benefits of our innovative scientific and operational methodology and the results we achieved compared to the conventional model for project implementation. To engage the youth in sustainable development, DEWA organises the Solar Decathlon Middle East, as part of a partnership with the US Department of Energy. The first competition was held in November 2018 and the second will coincide with Expo 2020 Dubai. Qualified teams will design, build, and operate sustainable, cost-and-energy efficient models of solar-powered homes,” added Al Tayer.



“His Highness Sheikh Mohammed bin Rashid Al Maktoum once said ‘Dubai has always relied on talented tradesmen, administrators, engineers, creatives, and dreamers for its success.’ An advanced and innovative infrastructure contributes to achieving this vision. DEWA’s excellence has established its leadership as one of the world’s best utilities, with results surpassing the best international companies. DEWA recorded 3.3% losses in its electricity transmission and distribution networks; Customer Minutes Lost (CML) is 2.39 minutes annually, and water network losses

decreased to 6.5%. These figures are among the best in the world. The UAE, represented by DEWA, has maintained its first global ranking, for the third consecutive year, with scores of 100% in all Getting Electricity indicators in the World Bank’s Doing Business 2020 report,” noted Al Tayer.

“Dubai is ‘A Land For Talent.’ It supports national capacities and attracts innovators from around the world. And we will continue to enhance Dubai’s position as a future city and an incubator for creativity and innovators from all over the world,’ concluded Al Tayer.



## Ideal Home winners get AED 100,000 and PV systems for their homes

**Al Tayer: Through this initiative, we strive to raise awareness on best practices and measures to provide a happy and sustainable home environment**

**Winners: The initiative reduced our water and electricity consumption and increased our children's awareness of safety and protecting the environment"**

DEWA has awarded prizes to the winners of the 3rd Ideal Home initiative, which it launched in partnership with 9 Dubai Government organisations to encourage customers to follow the best sustainability practices at their homes. This is part of DEWA's efforts to promote sustainable living within society.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, presented the prizes to the eight winners who implemented the initiative's highest standards in their homes. The first winner, Amal Eissa Al Mehairi, received AED50,000; the 2nd winner, Ali Bilal Mubarak Al Jessmi, received AED30,000, and the 3rd winner, Afraa Saeed Al Mehairi, received

AED20,000. Winners in 4<sup>th</sup> to 8<sup>th</sup> place will have solar panels installed at their homes. Al Tayer also honoured the initiative's partners.

"The Ideal Home initiative has achieved its objectives in promoting the importance of adopting sustainable practices for society. It has seen a strong turnout from customers since its launch. This year, 1,830 customers participated in the online training that DEWA organised. This shows that our customers are keen to adopt a sustainable lifestyle. The initiative contributed to total savings of 1.32 GWh of electricity, around 12 million gallons of water, and around 675 tonnes of

carbon emissions, with financial savings that exceed one million dirhams," said Al Tayer in his welcome speech.

"DEWA launched the Ideal Home Initiative in partnership with nine government organisations. This is part of our joint efforts to achieve the vision of the wise leadership to consolidate Dubai's position as a global hub for sustainable practices by individuals and organisations alike, as well as make sustainability a way of life. The initiative aims to raise awareness about the best practices and measures to provide a happy and sustainable home environment. This is achieved by reducing the use of electricity and water, enhancing



internal air quality, undertaking health, security, and safety precautions, taking part in volunteering and community activities, adhering to residency laws and regulations, registering in smart services, and preparation for emergencies, and other sustainable living practices that contribute to building an ideal society,” added Al Tayer.

“His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, said, “We see the government as an active part of society, never as something that is separate or isolated.” In line with this vision, the efforts of government organisations in Dubai complement each other for the happiness of individuals and society as a whole based on an integrated strategy and solid foundations that contribute to achieving comprehensive sustainable development. I would like to commend the efforts of our partners in this initiative: Dubai Police; Dubai Municipality; Dubai Health Authority; the Dubai Roads & Transport Authority; the General Directorate of Residency and Foreigners’ Affairs; Dubai Civil Defence; Dubai Corporation for Ambulance Services; Community Development Authority; and Smart Dubai. We work closely together to achieve a common goal, which is the happiness of people and make Dubai the smartest and happiest city in the world,” said Al Tayer.

Al Tayer encouraged the winners to

continue their efforts to make their homes role models that encourage others to implement the highest standards and best sustainability practices that raise the quality of life and make all homes in Dubai Ideal Homes. This will achieve the vision of the wise leadership to make Dubai a model for the city of the future that achieves happiness and prosperity to its citizens and ensures a brighter and more sustainable future, for generations to come.

“I am pleased that the Ideal Home service has been added to the shared government services that will be

enhanced by the City Makers for more development. This supports our joint efforts to achieve the happiness of individuals and society through an integrated system and solid foundations for comprehensive and sustainable development,” said Al Tayer.

The winners commended DEWA for promoting the best sustainable practices in their homes, and for providing free online training on its website. The course includes short awareness videos about the criteria for the initiative’s partners to enable customers to turn their homes into ideal homes. An energy and water





audit for the residential sector was created for 70 short-listed candidates. This covered all aspects of energy and water use in homes and provided tips to reduce energy and water use.

**Amal Al Mehairi:**

**The lower bill amount is an indicator of reducing energy and water waste**

"I would like to thank DEWA for this recognition which affirms the Emirate's determination, represented by its government organisations, to make Dubai a happy and sustainable city. We are proud to be an effective part of achieving sustainability in the Emirate. I would like to call on everyone to participate in these useful initiatives by DEWA," said Amal Al Mehairi, the first-place winner.

"When I heard about the initiative, I had already started maintenance for my house, and some of the initiative conditions aligned with the maintenance I was doing. This encouraged me to take part in the initiative and I worked hard to achieve them. I did maintenance for the electricity and water at home, and due to leakage from the main water pipes, they were replaced. The water tanks were also replaced and the electric devices were replaced with environmentally friendly ones. I registered the data of my helpers, which helped me know the expiry dates of their residencies and labour contracts. I also stopped using washing machines

and ironing during peak-load hours from 12-6pm. I irrigate the garden and plants in the early morning or in the evening. I replaced the lighting with LED and limited its use. Regarding the AC, I adjusted the temperature to 24 degree Celsius, and turned off the water heaters after use. Moreover, I installed an air purifier, prepared a first-aid box, and followed DEWA's tips in conservation and sustainability on the website," she said.

**RESULTS**

"I noticed a gradual decrease in the consumption of electricity and water, which resulted in the reduction of my bill amount, as there was reduced use of energy and water. I also received notifications on my helpers for their visa renewal time. My children also understood the importance of protecting the environment. I have a motivational plan to follow and develop the practices I have initiated and will use the prize amount to install solar PV panels. Building a secure society that is aware of the importance of energy and protecting it, starts from home," Al Mehairi added.

**Ali Al Jassmi:**

**I used to consume a lot before joining the competition**

Ali Bilal Al Jassmi, the second-place winner, called on those who meet the initiative's conditions to become part of the Emirate's sustainability. "I knew about

the 'Ideal Home' initiative through DEWA's website. Reading the terms and conditions encouraged me to join, for a more sustainable living and secure household. Before joining, I used to consume a lot of energy. I started reducing this through simple steps such as adjusting the AC to 24 degree Celsius while avoiding the use of high energy consuming devices during peak hours. I also adhered to all other cooling and lighting conditions and followed DEWA's website for tips on using home appliances, water, and irrigation. Furthermore, I performed water leakage tests twice a year, and installed an air purifier. Regarding the security, I installed CCTV as per the Dubai Police guidelines. I also followed the tips of Civil Defence on the fire notifications at home and the first aid box. There were concrete results in terms of higher security, lower bill, and contributing to the total savings of water and electricity. This ensures a secure future for our children and making home appliances use less energy, according to the sustainability measures and strategies," he added.

**CONTINUITY**

"I am looking forward to resuming my conservation measures and exert more efforts, such as installing PV panels at home to save more energy and make it more sustainable. We have to imagine the amount of electricity and water savings this year and every drop we saved by now and the potential result of everyone doing the same," he said.

## PARTNERS' QUOTES

### Dubai Health Authority



HE Humaid Al Qutami, Director-General of the Dubai Health Authority (DHA), said that the Ideal Home initiative

inspires a sustainable competition to raise the quality of life; starting from people's homes and their immediate surroundings. This is in accordance with Dubai's direction to achieve integration and harmony of lifestyles and welfare.

Al Qutami commended the key role of DEWA to raise environmental awareness in the society, improving the climate, conserve energy and undertake all procedures that ensure people's safety. DHA supports serving people and making them happy. The Ideal Home aligns with several DHA initiatives for a better healthy future. He congratulated the winners and said they created a role model of contemporary life in Dubai. He also thanked the DHA team, which spared no efforts in collaborating with officials and specialists from different government organisations. This serves the community and achieves Dubai's targets.

### Dubai Police



HE Major-General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police, commended D E W A ' s collaborative

initiative with 9 government organisations. He confirmed that the initiative is unique and follows the Smart Dubai initiative, launched by HH Sheikh Mohammed bin Rashid Al Maktoum, to make Dubai the smartest and happiest city in the world by establishing environmental sustainability in the Emirate.

Al Marri commended the initiative that instils an ideal culture, for a happy

environment, among families in Dubai. He stressed the importance of honouring homeowners with the highest standards of environmental protection, sustainability, health, security, public safety, community responsibility and smart transformation. Al Marri highlighted that the initiative contributes to preserving natural resources, reducing energy demand, and reducing consumption. He stressed that Dubai Police is keen on participating and implementing the initiative to support environmental initiatives and sustainable development to achieve security, health, and public safety in the community.

### Dubai Municipality



"The Ideal Home initiative is an important community initiative, which has proven a distinct success, measured for all participants

by many government agencies, especially as it reflects the aspects and content of a luxurious life in Dubai, and consolidates an advanced model of quality and modernity that DM works to reinforce with a set of qualitative and distinctive initiatives, for healthy lifestyles that are based on innovative ideas and smart means," said HE Dawoud Al Hajri, Director General of Dubai Municipality (DM).

"DM participates actively in all influential community initiatives in Dubai, which aim to renew and improve the quality of current and future life, and to enhance the principles of environmental protection and preservation, and to improve public health and establish safety and security frameworks at all times, noting that DM endeavours to ensure fruitful and constructive cooperation with all government departments and institutions in Dubai to achieve these noble goals, which in turn aims to promote the ideal lifestyle to achieve happiness and sustainable resources for future generations," added Al Hajri.

### General Directorate of Residency and Foreigners Affairs - Dubai



HE Major General Mohamed Ahmed Al Marri, Director General of GDRFA Dubai said that the GDRFA Dubai operates within its

strategy to work effectively to make the UAE one of the best countries in the world in achieving safety and security. He added that the Department was keen to be part of the 'Ideal Home' initiative launched by DEWA as a community initiative that aimed to spread the culture of an ideal home and educate the community about the measures to be taken to provide an ideal and sustainable home environment.

"Our participation in the Ideal Home initiative for the third year in a row continues our efforts to implement the Dubai Plan 2021 to achieve sustainable environment and infrastructure in terms of improving the quality of air, preserving water resources, increasing the contribution of clean energy and implementing green growth plans, through initiatives of a societal and innovative nature. We take into consideration the importance of collaborating with other government entities in activating social responsibility and spreading the culture of sustainability to build an ideal and happy society," Al Marri said.

### Dubai Civil Defence



"Households that are aware of the highest standards of safety, community responsibility,

# FEATURE STORY

and apply best practices and behaviours that ensure lives and protection of property, conserve energy and natural resources, and sustain the environment are the ones that can make their homes 'ideal'. Therefore, we considered the 'Ideal Home' initiative launched by DEWA, in cooperation with other government agencies in Dubai, including Dubai Civil Defense, an important step to enhance community environment safety," said HE Major General Rashid Thani Al Matrooshi, Commander in Chief of Dubai Civil Defence.

"The Ideal Home initiative provides a good opportunity to express the joint and sustainable goals shared by DCD and DEWA with other partners, since it integrates with Dubai Civil Defense current applications and its futuristic vision: Smart Civil Defense for a smart city, which enables people to live happily in a risk-free and sustainable environment, based on the principle of all being involved in achieving safety. The misuse of energy and negligence in fire safety measures are the main causes of risks, hence we are dedicated as one government team to work with the community to spread a culture of safety that makes the home an ideal safe place to maintain life, wealth and environment, and protect these from damage caused due to malpractices," added Almatrooshi.

## Dubai Corporation for Ambulance Services



HE Khalifa Al Darai, CEO of D u b a i Corporation for A m b u l a n c e Services (DCAS) commended the g r e a t

achievements of the 'Ideal Home' initiative launched by DEWA. The initiative highlights the importance of protecting the environment and focuses on the safety and security procedures of households in Dubai. It also promotes protecting natural resources, which has enhanced the commitment of most Dubai residents to those great principles that support the comprehensive development of Dubai and the UAE in general. He said that the initiative

created a sense of competition towards perfection. The initiative also provided an ideal environment for creativity in saving energy and protecting resources for generations to come. Al Darai wished that the Ideal Home initiative will be the beginning of an ideal and smart Dubai, that makes it the happiest and best country in the world. This is in accordance with the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and the keenness of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council to encourage and unify efforts and initiatives that promote the culture of responsible consumption of resources; following the security, health, and safety procedures; adhering to the laws that facilitate the quality of life and seamless integrated services. This achieves the Dubai Plan and the UAE Vision 2021; in this regard.

## Smart Dubai



"As Smart Dubai is the government entity tasked with spearheading D u b a i ' s transformation into a world-class smart city, our ultimate objective is to make sure the emirate's citizens, residents, and visitors lead happy lives. With that goal in mind, we regard technology not as an end in itself, but as a means to make people's lives easier, tailoring the most advanced technologies into

easy-to-use services at their disposal," said HE Dr Aisha Bint Butti Bin Bishr, Director General of Smart Dubai.

"Following our wise leadership's directives to work together with government and private-sector partners, we are delighted to be joining hands with DEWA on this project to promote sustainable practices among the community. Sustainable development is the cornerstone of smart-city transformation; and Smart Dubai gives unlimited support to all efforts that ensure people's happiness and wellbeing," added Bin Bishr.

## Community Development Authority



HE Ahmed Julfar, Director General of CDA said encouraging and empowering individuals and families in Dubai to adopt ideal

and sustainable lifestyles is a joint effort that requires cooperation between the authorities to expand awareness about the health and environmental standards in enhancing the cohesion of families in Dubai, making it a role model in the world. "CDA through the initiative, is responsible for increasing community participation in creating awareness and voluntary work, and activities that support the rights of people of determination in sustainable home environments. One of the most important factors of sustainability in ideal homes is their adaptation to the needs of people of determination and senior citizens in terms of health and safety.



Under the Patronage of His Highness Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance of the UAE and President of DEWA

Part of Dubai Electricity and Water Authority's Green Week Initiative

# WETEX 2020 DUBAI SOLAR SHOW

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WETEX and Dubai Solar Show are the perfect platforms to display the latest technological advancements and discuss the latest trends related to energy, water conservation, saving natural resources and building a sustainable environment. They provide an ideal opportunity for local and international companies and organizations to share and showcase their products and services, along with offering a forum to share best practices and experiences with exhibitors from around the world.

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DEWA IS THE OFFICIAL SUSTAINABLE ENERGY PARTNER OF EXPO 2020 DUBAI



هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority



OFFICIAL SUSTAINABLE ENERGY PARTNER



#WETEX2020 #GREENWEEK

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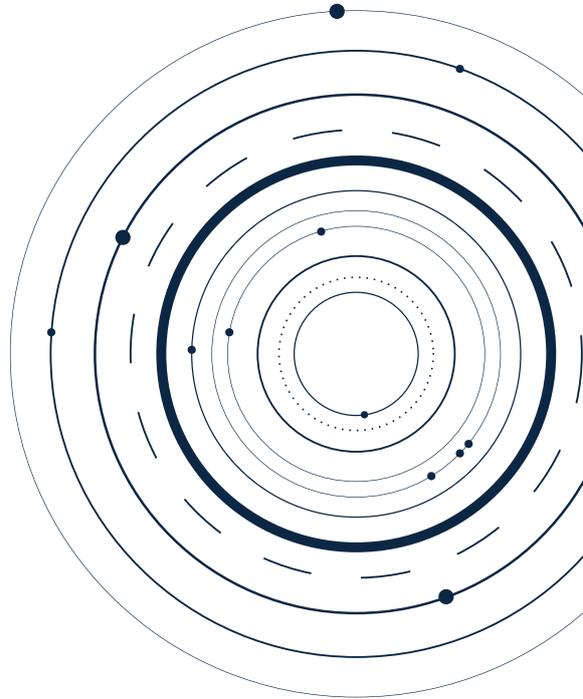
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# NEWS - ACHIEVEMENTS

The UAE, represented by DEWA, maintains first place for getting electricity for the 3<sup>rd</sup> year in a row



▶ The UAE, represented by DEWA, ranked first for the third consecutive year in Getting Electricity, as per the World Bank's Doing Business 2020 report. The report measures the ease of doing business in 190 economies around the world. DEWA achieved 100% in all of the Getting Electricity indicators, including procedures required to obtain an electricity connection; the time needed to complete each procedure; costs associated with each criterion; and reliability and transparency of tariffs.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, commended the contractors and consultants who played a key role in suggesting 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.

## DEWA honoured at UK's House of Lords for implementing highest collaborative management standards



▶ HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, headed a delegation to the House of Lords in the UK Parliament, following an invitation from Lord David Charles Evans, member of the House of Lords and Chairman of the Institute for Collaborative Working. DEWA was honoured for its excellence in managing effective strategic collaborative relationships according to the highest international standards, and for becoming the first organisation in the Middle East and Africa to be awarded the ISO 44001 Collaborative Management Standard certification from the British Standards Institute (BSI). The event was also attended by HE Rawdha Al Otaiba, Deputy Head of Mission at the UAE Embassy in London, senior British officials, representatives of international companies, and officials from the Institute for Collaborative Working, and BSI.

## DEWA wins Great Place to Work Certificate®



▶ DEWA has won the Great Place to Work Certificate. The American Great Place to Work Institute gives the certificate in collaboration with Fortune magazine to organisations for their excellence in providing the best work environment. The achievement meets the vision of the wise leadership for Dubai to become the happiest city in the world. The Great Place to Work Institute in the UAE conducted a wide-scale and independent analysis to get feedback from employees, as part of a survey about the work environment. The Great Place to Work is an international organisation that evaluate work environments and cultures in organisations that achieve excellence in credibility and performance. Business leaders and researchers depend on its measures to determine the best workplaces.

## One step and five days to obtain electricity

In an unprecedented global achievement, DEWA achieved full marks of 100% in all Getting Electricity indicators in the World Bank's Doing Business 2020 report.

Includes:



The UAE, represented by Dubai Electricity and Water Authority (DEWA), has maintained its **number 1** rank globally in Getting Electricity for the third consecutive year.

In line with its efforts to boost Dubai's economy, DEWA recently reduced the time to complete the one-step process for new connections of up to 150kW for commercial and industrial customers from 7 to 5 days. DEWA also continues to waive security deposits and new connection charges for connections of up to 150kW. The UAE, represented by DEWA, has the shortest time in the world to get electricity according to the World Bank's report, which has set a measure of 18 days to get 100% in the time indicator for Getting Electricity.

## 1.4% turnover rate among Emirati employees at DEWA

DEWA'S  
EMIRATISATION  
REACHED  
**86.67%**  
IN SENIOR  
MANAGEMENT.

**3,200**  
EMIRATI MEN  
AND WOMEN IN  
DIFFERENT DOMAINS  
AND MANAGERIAL  
LEVELS.

**1,700**  
EMIRATI MEN  
AND WOMEN  
WORK IN  
TECHNICAL JOBS

**400**  
EMIRATI FEMALE  
ENGINEERS



# NEWS - ACHIEVEMENTS

## DEWA obtains ISO 14064 certification in reporting and verification of greenhouse gas emissions



DEWA has reached another significant milestone by achieving the ISO 14064-3:2006 certification in reporting its greenhouse emissions. DEWA got the certificate for its 2018 annual carbon footprint, and

its ongoing efforts to minimise its environmental impact. DEWA adopts the best integrated green practices in all of its operations. Since 2014, DEWA has launched an Emission Reduction Programme, which is the first of its kind

in the region. The programme provides an analysis of the current greenhouse gas emissions, and sets targets for reducing CO<sub>2</sub> emissions until 2030, while reinforcing energy-efficient and innovative solutions.

## DEWA becomes first government organisation in the UAE to launch People of Determination Legal Advisor initiative

DEWA has launched the People of Determination Legal Advisor initiative, to provide legal consultancy for its employees who are People of Determination (POD). This makes DEWA the first government organisation in the UAE that provides such services.

The legal department at DEWA has dedicated a group of legal consultants to receive questions from DEWA's Employees of Determination. The legal consultants will work with the Absher team, who specialise in supporting POD employees. The legal consultants will reply confidentially to all legal and work-related matters.



## Dubai selected to host first-ever MENA Climate Week 2020 coinciding with Expo 2020



▶ HE Saeed Mohammed Al Tayer, Chairman of the World Green Economy Organization (WGEO) has announced that the United Nations Framework Convention on Climate Change (UNFCCC) Secretariat has chosen Dubai, the United Arab Emirates to host the MENA Climate Week 2020, the first of its kind climate event to be held in the Middle East and North Africa (MENA) and will coincide with Expo 2020 Dubai. The announcement was made during a press conference for the Regional Climate Weeks, which took place on the sidelines of the 2019 United Nations Climate Change Conference (COP25), which was held in Madrid.

## Fourth Phase of Mohammed bin Rashid Al Maktoum Solar Park is the first CBI certified Renewable Energy Project Financing in the GCC region

▶ The 4<sup>th</sup> phase of the Mohammed bin Rashid Al Maktoum Solar Park – Noor Energy 1 – has become the first project in the GCC region to receive 'Climate Bonds Initiative (CBI)'s certification for Renewable Energy Project Financing, supporting the efforts towards meeting the Dubai Clean Energy Strategy 2050. The flagship project is a collaboration between DEWA, ACWA Power and Silk Road Fund (SRF). The certification was granted to HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, in the presence of Mohammad Abunayyan, Chairman of ACWA Power.



## DEWA adopts 'FuelBox' tool to promote happiness and positivity among staff

▶ DEWA has adopted the 'FuelBox' tool for Happiness Champions, which was developed by Smart Dubai in collaboration with 'Fuel It AS', the tool's owner. This is part of DEWA's efforts to provide a positive and motivating work environment and promote tolerance and happiness among its employees. The move contributes to enhancing the leadership skills and self-development of DEWA's employees, and strengthens trust between managers and employees as well as learn about their needs in an innovative way.



## DEWA celebrates 48<sup>th</sup> National Day



DEWA proudly celebrated the 48<sup>th</sup> UAE National Day. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, HE Mona Al Marri, Director General of the Government of Dubai Media Office, DEWA's Executive Vice Presidents, Vice Presidents, staff, and a number of customers were present. DEWA staff stated their loyalty to the wise leadership while continuing their hard work, inspired by the Spirit of the Union and praying to God to continue to bless the UAE with safety and security.

DEWA's celebrations of the 48th National Day focused on national identity, loyalty and belonging to the Union. Celebrations featured a poetry session by Emirati poets Musabah bin Ali Al Kaabi, Hamda Al Mur Al Mehairi, Saif bin Salem Al Mansouri, and Saudi poet Fahd Al Shahrani. The audience enjoyed traditional performances by the

Emirati Al Harbiya and Saudi Al Ardah traditional bands.

DEWA also launched the #ForeverAmazingUAE campaign to highlight the UAE's tolerance and noble values originating from its authentic Emirati identity and the modern achievements of the UAE under its wise leadership. The campaign included a video on tolerance, love, and brotherhood instilled in Emirati identity. It shows local features related to national heritage through a family browsing in the UAE's markets and landmarks, while also demonstrating DEWA's achievements as one of the largest supporters of the country and its citizens. The campaign used sign language in its YouTube video to express the campaign's slogan. The video is available on DEWA's official YouTube account 'DEWAOfficial'.

## DEWA organises national and heritage activities on Flag Day

DEWA organised several national events and heritage activities to mark Flag Day, which is observed on 3 November every year. DEWA employees and customers took part in the activities at DEWA's head office. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, started the ceremony with raising the UAE flag at 11 am. DEWA's Executive Vice Presidents, Vice Presidents, staff, and a large number of customers were present.



## DEWA participates in Bil Arabi initiative and organises various events on World Arabic Language Day

DEWA organised a number of heritage and culture activities with an Arabic theme. It also participated in the Bil Arabi initiative launched by the Mohammed bin Rashid Al Maktoum Knowledge Foundation in 2013 and sponsored by DEWA. This is part of DEWA's efforts to enhance national identity, in conjunction with World Arabic Language Day.



## DEWA organises the 10<sup>th</sup> Internal Health and Safety Week to promote health and safety among employees and partners



DEWA organised its 10<sup>th</sup> annual Internal Health & Safety Week. The week featured various activities that promote a culture of occupational health and safety among its employees, customers, and partners. This supports DEWA's strategy to

improve health and safety standards in all its projects, activities, and operations, and its commitment to update staff about the latest health and safety developments. The Internal Health and Safety Week in DEWA's branches featured awareness lecture

and workshops, and competitions on occupational health and safety, as well as displaying the latest technologies in fire safety and health and safety in the utility sector. DEWA also provided comprehensive health check-ups and nutrition consultations.



## DEWA wins **17** awards at Ideas America 2019

DEWA won 17 awards at Ideas America 2019, the world's largest platform for sharing best practices and innovative ideas. The awards were distributed during an event in Florida, USA.

### DEWA won 9 gold awards for:

- The Breakthrough Innovation Idea of the Year
- Green Idea of the Year
- Policing Security Idea of the Year
- Team Idea of the Year
- Individual Idea of the Year
- Champion and Advocate of the Year
- Performance Excellence for Dollars Saved
- Performance Excellence for Savings per Implemented Suggestion

### DEWA also won 3 silver awards:

- Team Idea of the year
- Performance Excellence of Suggestion per 100 Employees
- Net Saving per Eligible Employee.

### DEWA also won 3 bronze awards:

- Executive Leadership
- Best Program Administrator of the Year
- Excellence in Employee Participation.

The awards also included a Kudos award.



## DEWA wins both **Globe of Honour Award for Environment and Sword of Honour for Health and Safety for the 8th consecutive year**

DEWA has won the Sword of Honour for health and safety for the 12th time. This is a new achievement that adds to DEWA's record in health, safety, and the environment. The British Safety Council announced that DEWA is the only organisation in the world to win both the Globe of Honour Award for Environment and the Sword of Honour for Health and Safety, for eight years running, and the first organisation in the world to win both of these prestigious awards simultaneously.



## DEWA wins

### 7 Golden Bridge Awards

DEWA won 7 awards in the 11th edition of the 2019 Golden Bridge Business and Innovation Awards held in San Francisco, USA. The honours, included three golds, two silvers and two bronzes.

#### **DEWA won gold for its:**

- Smart Office Application within the category of Best Mobile Sites & Apps of the Year,
- Cloud Platform called “Sahab” within the category of Information Technology Cloud
- The Mohammed Bin Rashid Al Maktoum Solar Park Project within

the category of Solar Energy.

#### **DEWA received Silver awards for:**

- The Smart Grid Station within the category of Energy Efficiency,
- Its Smart Response Service within the category of Startup of the Year Consumer Services.

#### **DEWA also bagged two bronze awards for:**

- Rammas within the category of Artificial Intelligence
- Its Geospatial Digital Transformation within the category of IT Software

## DEWA receives

### International Risk

### Management Award CIR

In recognition of its leadership in business continuity and corporate resilience, Dubai Electricity and Water Authority (DEWA) has received the International Risk Management Award from Continuity, Insurance & Risk (CIR). DEWA received the award at the 10th CIR Risk Management awards ceremony at the London Marriott hotel in Grovesnor Square, London. DEWA previously won the International Business Continuity award in June 2019. DEWA won both awards on first-time application.

## DEWA's Childcare Centres win Founding Leader Award

DEWA's Childcare Centres have won the Founding Leader Award for Distinguished Schools. The award is presented by the Ministry of Education in recognition of the centres' care for children in a proper and healthy manner and providing a safe and convenient environment for education that meet the highest international standards.





**DEWA's female players  
win 2 golds, 1 silver and  
4 bronze medals in the  
7<sup>th</sup> Sheikha Hind Women's  
Sports Tournament**

DEWA employees have won seven medals in individual and group sports at the seventh Sheikha Hind Women's Sports Tournament, organised by the Women's Sports Committee of Dubai Sports Council under the directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Dubai Sports Council. It is held under the

patronage of HH Sheikha Hind bint Maktoum bin Juma Al Maktoum, wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

**DEWA came first and third in Chess; first in the Road Race, second in CrossFit; and third in Swimming, Challenge Games, and Badminton.**

**DEWA the first to win  
'Innovation in New  
Collaboration Challenge  
Award' Globally**



DEWA has won the 'Innovation in New Collaboration Challenge' award from the European Foundation for Quality Management (EFQM) in its first edition this year. DEWA is the first organisation to participate in the Award from the

Middle East and the first to win the award globally in the first edition, surpassing over 40 organisations from around the world.

DEWA submitted the Independent Power Producer (IPP) business model,

which is a collaboration model that is based on strategic public-private partnership principles. The IPP model has consolidated DEWA's leading position as a global role model for public-private strategic partnerships.



**International Desalination Association honours**

**MD and CEO of DEWA with the Presidential Award**

Under the patronage of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and President of DEWA, the International Desalination Association (IDA) concluded the 2019 World Congress that was hosted by DEWA

at the Dubai International Convention and Exhibition Centre under the theme "Crossroads to Sustainability".

During the closing ceremony, HE Saeed Mohammed Al Tayer MD and CEO of DEWA, received the

International Desalination Association (IDA) Presidential Award, in recognition of DEWA's effective role and unlimited support to ensure the resounding success of the congress and in appreciation of his pivotal role and efforts in sustainable development.

# NEWS - MoUs

## DEWA signs Al-Shera'a headquarters contract with Ghantoot Group

DEWA has signed a contract for construction work of its new headquarters, called Al-Shera'a (Arabic for sail), with a consortium comprising Ghantoot Transport & General Contracting and Ghantoot Gulf Contracting. The AED 981,960,889 project is expected to be complete within 30 months.



# AL-SHERA'A IN NUMBERS

Built-up area is over

**2**  
Million square feet



The building will have

**15** Floors and a basement



**4** Floors of car parking



The building can house

**5,000** People



Facilities will include

**500** People auditorium,



**Training Halls**



**Creativity Centre**



**Exhibition Hall**



**Nursery**

for the children of female employees



**Gym**

among others



The first phase of construction, worth

**AED 46** million, by Dutco Balfour Betty



The building will generate over

**6,500** megawatt hours (MWh) a year of renewable energy



There will be **1,000** square metres

of Building Integrated Photovoltaics



The building will have over

**20,000** square metres of photovoltaic solar panels rated to



**4,000** kilowatts



The total cost of the building's construction with Ghantoot Group is over

**One Billion** dirhams



## DEWA partners with Brand Dubai to enhance the aesthetic ambience of Dubai

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and HE Mona Ghanem Al Marri, Director General of the Government of Dubai Media Office, signed an agreement whereby Brand Dubai implements creative projects and artworks in buildings and facilities that belong to DEWA. The project enriches the cultural and urban landscape of Dubai.

As part of the project, local and international artists have painted murals inspired by the themes of ambition, happiness and the future on the walls of DEWA sub-stations.



## Centre for the Fourth Industrial Revolution partners with DEWA to explore new avenues in AI procurement



The UAE Centre for the Fourth Industrial Revolution, launched jointly by the Dubai Future Foundation (DFF) and the World Economic Forum (WEF), announced its partnership with DEWA to employ AI tools in government operations. These new guidelines will serve as a springboard for future procurement policies conducted globally and locally for the use of emerging technology in the public sector. The agreement will also enhance transparent and sustainable practices in the UAE and enables sharing the experience among other government organisations.



## DEWA launches 'Inclusion POD Innovation Incubator' and signs an MoU with Dubai Club for People of Determination

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA launched the 'Inclusion POD Innovation Incubator' initiative to encourage DEWA's subsidiaries on the inclusion of People of Determination (POD) in the workplace.

HE Saeed Mohammed Al Tayer and HE Thani Juma Berregad, Chairman of Dubai Club for People of Determination; signed an MoU to increase bilateral cooperation in organising events and sustainable community activities. This is part of DEWA's role as a socially responsible organisation. It also enhances the alignment between DEWA's strategy and local and federal policies, to further include and empower POD into society, especially in sporting activities.



## MORO signs MoU with Alibaba Cloud

▶ 'Data Hub Integrated Solutions' (MORO), a fully-owned subsidiary of DEWA, has signed an MoU with Alibaba Cloud, the data intelligence backbone of Alibaba Group, to provide integrated cloud solutions for MORO in the fields of futuristic technologies. Under the agreement, both parties will collaborate to launch different digital initiatives and programmes related to AI, Big Data, IoT, Intelligent Transformation, Large-scale Infrastructure, Hybrid Cloud Solutions as well as Business Continuity Solutions through moving critical data to a cloud solution.



## DEWA signs MoU with Alibaba Cloud to support innovation through Tianchi platform

▶ 'DEWA has signed an MoU with Alibaba Cloud, the data intelligence backbone of Alibaba Group. According to the MoU, the two sides will cooperate in presenting the challenges related to Algorithms, Quantum Computing, Blockchain, IoT and Cloud

Computing through Alibaba Cloud's Tianchi innovation platform. The two sides will also collaborate in organising workshops, training courses and conferences to enhance the digital services provided by DEWA to its customers and stakeholders.

## DEWA renews cooperation with Honeywell to expand smart grids in Dubai



▶ 'DEWA renewed its collaboration with Honeywell to install 250,000 additional smart meters across Dubai, bringing the total number of Honeywell smart meters installed as part of 'Smart Applications via Smart Grid and Meters' initiative to approximately 1 million. The project aims to provide smart infrastructure for electricity transmission and distribution networks, to ensure the speed of response to immediately reconnect in the event of any disruption; rationalise consumption via smart meters; and to monitor the details of consumption accurately, instantly and at any time, to enhance convenience and satisfaction levels of all citizens and residents, thereby bringing them happiness and supporting the sustainability of resources. Smart grids come with advanced features such as automatic decision-making capabilities and interoperability across the electricity network.

# NEWS - MoUs

## Emirates Literature Foundation welcomes DEWA as Official Sustainability Partner



Emirates Literature Foundation and DEWA announced the signing of a new agreement which sees DEWA become the Official Sustainability Partner for the Emirates Airline Festival of Literature, the largest and best-loved celebration of the written and spoken word in the Middle East. The MoU was signed, in the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Board of Trustees for Emirates Literature Foundation, by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA and Isobel Abulhoul, CEO & Founder of Emirates Literature Foundation.

## RTA names DEWA co-organiser of DIPMF 2020-2022



RTA has signed an MoU with DEWA to continue its role as co-organiser of Dubai International Projects Management Forum over the period 2020-2022. The step is a result of the huge successes of the past editions of the forum.



# WHEREVER YOU ARE, AN **EV GREEN CHARGER** IS CLOSE TO YOU

Register for a free EV Green Charger card & charge your vehicle for free till 31<sup>st</sup> December 2021\*

Download DEWA's smart app or visit: [www.dewa.gov.ae](http://www.dewa.gov.ae)



Over **240** EV Green  
Chargers across Dubai

\*Not applicable for commercial users



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A globally leading sustainable innovative corporation  
P.O. Box 564, Dubai, United Arab Emirates  
T: +971 4 601 9999, F: +971 4 601 9995



US Secretary of Energy praises the strategic vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum while visiting the Mohammed bin Rashid Al Maktoum Solar Park



MD & CEO of DEWA receives Spanish ambassador and delegation



And Consul General of UK in Dubai and the Northern Emirates

And Consul-General of Switzerland in Dubai on a farewell visit



And receives high-level delegation from Siemens



Delegation from American technology companies discusses enhancing cooperation with DEWA

High-level German delegation reviews DEWA's experience in implementing clean energy projects





## THE 21<sup>ST</sup> WATER, ENERGY, TECHNOLOGY AND ENVIRONMENT EXHIBITION (WETEX)

'AT THE FOREFRONT OF SUSTAINABILITY'



**2,350**  
EXHIBITORS FROM  
89 COUNTRIES



**85,000** SQM.  
EXHIBITION  
GROSS AREA



**38,718**  
VISITORS



WITH OVER  
**100** SPONSORS



**30**  
DISCUSSION PANELS

**110**  
CHINESE  
COMPANIES

**22**  
ITALIAN  
COMPANIES

**18**  
GERMAN  
ORGANISATIONS

**15**  
COMPANIES  
FROM TAIWAN

**12**  
FINNISH  
COMPANIES

**20**  
COMPANIES FROM  
SOUTH KOREA

PARTICIPATING FOR THE FIRST TIME

- Russia •Japan •Singapore •Brazil •Chile •Ireland •Poland



**18**  
COUNTRY PAVILIONS

- Brazil •Chile •China •Czech Republic •Denmark •Egypt •Germany •Ireland •Italy •Japan •Korea •Netherlands •Poland •Russia •Singapore •Switzerland •Taiwan •Turkey

JOIN US AT THE 22<sup>ND</sup> WETEX AT EXPO2020

# THE SUSTAINABLE FUTURE OF DUBAI POWERED BY AN EXTRAORDINARY VISION

## THE MOHAMMED BIN RASHID AL MAKTOUM SOLAR PARK

The Mohammed bin Rashid Al Maktoum Solar Park is the largest single-site solar park in the world, with a planned capacity of 5,000MW by 2030, with total investments of AED 50 billion.

The solar park will use a range of photovoltaic and concentrated solar power technologies to provide clean energy to the citizens and residents of Dubai. It incorporates an Innovation Centre, a Research & Development centre, testing facilities and a solar powered water desalination plant.



TOTAL CAPACITY

**5000 MW**

4000 MW (PV) + 1000 MW (CSP)

**2030**



- **153,000** photovoltaic cells, connected to **13** transformers in inverter buildings
- The output is transformed to **33 kilovolts (kV)**
- It generates nearly **28 million kilowatt-hours (kWh)** of electricity a year
- It contributes to an annual reduction of about 15,000 tonnes of carbon emissions.

- It provides clean energy to **50,000** residences in the Emirate
- It reduces **214,000** tonnes of carbon emissions annually
- This phase installed **2.3 million** photovoltaic solar panels over an area of **4.5 square kilometres**
- This phase spent over **1.5 million** Safe Man Hours without Lost Time Injury

- The first **200 MW** project became operational on **1 May 2018**
- The first project of the solar park's third phase provides clean energy to about **60,000** residences
- The project uses **806,992** photovoltaic polycrystalline panels on a total area of **4.48** square kilometres.
- Nearly **1,700** workers spent 2.4 million safe work hours without injuries to implement the project

- It will use three technologies to produce clean energy:
  - **600MW** from a parabolic basin complex
  - **100MW** from a concentrated solar tower
  - **250MW** from photovoltaic panels
- It will have the world's tallest solar tower, at **260** metres
- It will have the largest thermal energy storage capacity in the world of **15** hours, which allows for energy generation round the clock.

- A consortium led by ACWA Power and Gulf Investment Corporation as the Preferred Bidder to build and operate the 5th phase of the solar park
- DEWA has achieved a world record by receiving the lowest bid of USD 1.6953 cents per kilowatt hour (kWh) for this phase
- This phase will become operational in stages starting Q2 of 2021

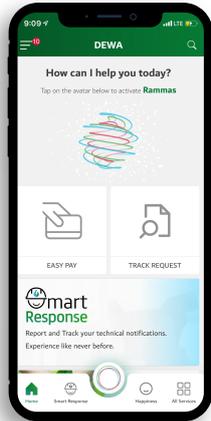
PV - Photovoltaic Technology  
CSP - Concentrated Solar Power

# TIPS AND TRICKS

Simple steps to report, track and solve technical incidents related to electricity and water



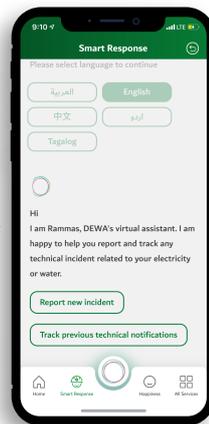
**1. Visit [dewa.gov.ae](http://dewa.gov.ae) or download DEWA smart app**



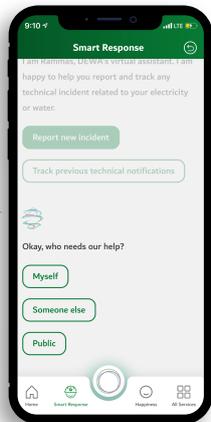
**2. In DEWA smart app, click on Smart Response**



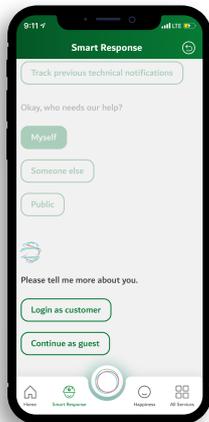
**3. Select a language. Available languages are Arabic, English, Tagalog, Urdu, and Chinese**



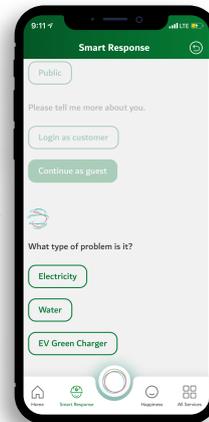
**4. Select report new incident**



**Smart Response allows you to report an incident related to your account, someone else or in a public space**



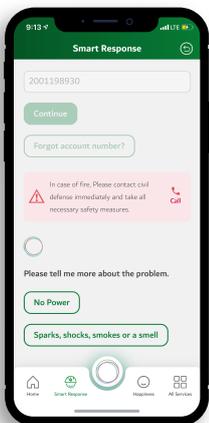
**5. Log in with your DEWA account or use guest mode by giving your mobile number and location**



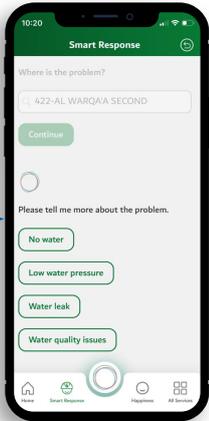
**6. Select the type of problem: electricity, water or EV Green Charger**

**WATER**

**ELECTRICITY**



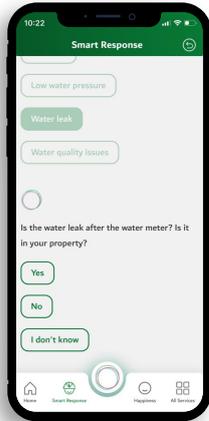
**In case of fire, contact Civil Defence immediately on 997 toll-free number.**



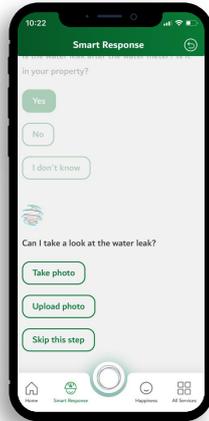
**7. Select the specific problem from the options**

In case of No water and Low water pressure.

Supported by Artificial Intelligence, Smart Response will determine if it is a planned outage or an outstanding payment

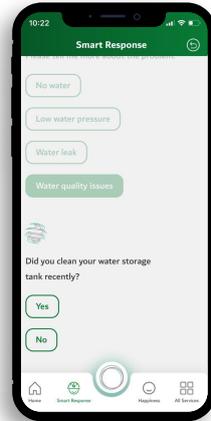


**8. In case of water leak, you will be prompted to verify if leak is before or after the meter.**



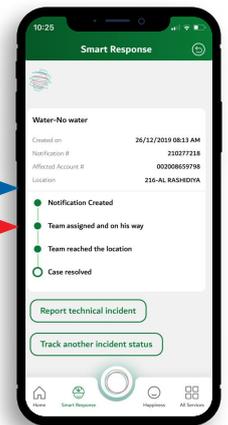
**9. Take a photo of the leakage and upload it, you may skip this step to register a notification**

AI will inform you if you should check with your own maintenance provider or call DEWA



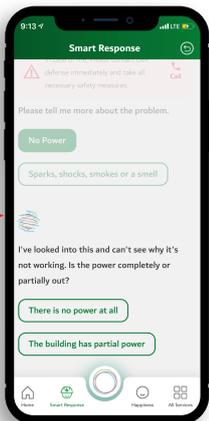
**10. In case of water quality issues you will be prompted to verify if you cleaned your water tank or not.**

**11. Track the status of your request at anytime through the app and you will also receive an sms from DEWA with notifications on your request**

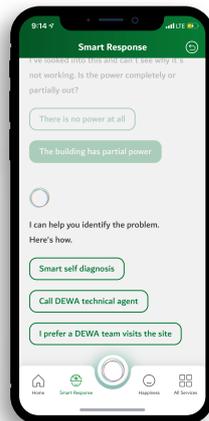


**11. Track the status of your request at anytime through the app and you will also receive an sms from DEWA with notifications on your request**

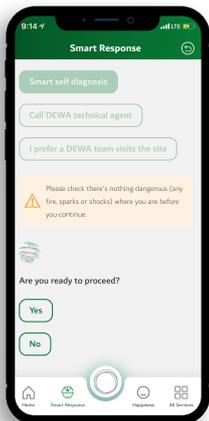
You will receive a feedback request through SMS to evaluate your experience.



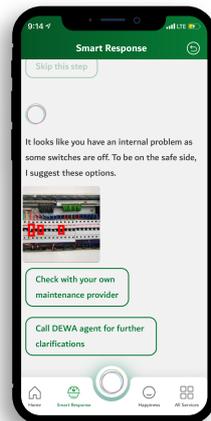
**7. Supported by Artificial Intelligence, Smart Response will determine if it is a planned outage or an outstanding payment**



**8. In case of partial power interruption, you will be prompted to use smart self-diagnosis**



**9. Click 'yes' if you're ready to proceed**



**10. Take a photo of the distribution panel and upload it**

AI will inform you if you should check with your own maintenance provider or call DEWA

**12. Through the notifications, track the status of the incident and stay connected with Smart Response**



## NASSER LOOTAH

Executive Vice President of Generation at DEWA

**"At DEWA, we are determined to move forward with excellence and innovation."**

### 1. Human Resources are the biggest supporters for the development of any department. What are the contributions of employees in this regard?

Our employees are extremely valuable to us. Those achievements at the Generation department or at DEWA result from the contributions of our employees. They have harnessed their experience and knowledge to support DEWA's sustainable development. His Highness Sheikh Mohammed bin Rashid Al Maktoum once observed, "Human resources represent a key element of the development formula and it is important to create a conducive environment for attracting the best talent that can support the achievement of the government's objectives". If we look closer at DEWA's endless achievements, we will find that they have been achieved because of the team and the top management's wise directives, chiefly HE Saeed Mohammed Al Tayer, MD & CEO of DEWA. Our team spirit distinguishes us. We have gathered all the experiences, outlined approaches, applied mechanisms, prepared the convenient settings and hence, reaped the results. Our bet on employees was successful. I would like to take this opportunity to send an appreciative message for them and their efforts. I hope they will continue giving and maintain their eagerness to ensure achievements, develop themselves, and benefit society.

### 2. First, we would like to know what are the latest achievements of the Generation sector?

The Generation sector continues its successive achievements and every day we have a new achievement that adds to our record, thanks to God and the UAE wise leadership. This is also a result of DEWA's top management support, as well as the sincere efforts of the Generation team who spares no efforts in harnessing all their capabilities to support the development of the sector in particular and of DEWA in general.

The latest of these achievements is breaking the world record in Major Inspection Outages by re-engineering the Gas Turbine SGT-4000F overhaul process at the Jebel Ali Power and Desalination Complex. DEWA completed its major inspection outage within 11 working days compared to 20 working days previously. This makes DEWA a global model for more than 464 organisations around the world. This project has also received the Ideas America Award 2019. The Generation at DEWA has received the Safety and Green Economy Awards by RTA Dubai as the best strategic partner. DEWA also managed to reduce the maintenance period of boilers and desalination units by 50%.

Among the achievements that make us proud is the visit of His Highness Sheikh Hamdan bin Rashid Al Maktoum, Deputy

Ruler of Dubai, Minister of Finance and President of DEWA to the launching of Intelligent Controller, co-developed by DEWA and Siemens. It is the world's first thermodynamic Digital Twin Gas Turbine (GT) Intelligent Controller, which uses Artificial Intelligence (AI) and machine learning. The turbine is located at M-Station in Jebel Ali.

The Generation sector has also achieved the highest standards in global competitiveness indicators, which includes raising the fuel efficiency of the generation units to about 90%, competing with the highest international benchmarks, and improving production efficiency by 30% between 2006 and 2018. This saved AED 14 billion for DEWA. The availability and reliability of the generation units in summer reached 99.5% and 100% respectively, exceeding global rates. We also reduced carbon emissions by more than 27% from 2006 – 2018 and reduced nitrogen oxides by more than 68%.

### 3. What are the strategies and plans adopted by the Generation to improve competencies?

The Generation sector works in accordance with DEWA's strategy to attract talents in all its work areas and become its main asset. DEWA does not stop here; it continues the development and improvement process through outlining programmes and development plans for its employees.

This includes needs assessment of those talents, training courses, workshops, conferences among others. The plans and programmes are put according to those needs with a specific timeframe and before the beginning of the year. We follow up the implementation of those plans and programmes throughout the year to ensure it's being carried out as planned. We also study the Return on Investment (ROI) for those programmes and plans. The staff then also share knowledge with their colleagues.

We have launched internal initiatives that support improving competencies, including Ruwad (Pioneers) initiative to educate and improve national staff. At the end of last year, we inaugurated a simulation and training centre to empower our staff to perform vital technical jobs through Augmented Reality (AR), that is hard to apply on the ground. We have also implemented several initiatives to improve competencies in AI and digital technology to learn and understand strategic thinking and raise their awareness of the Generation's strategic goals.

At the Generation sector, we have designed several programmes tailored to the department's needs under the umbrella of Knowledge Localisation Initiative. The initiative builds capacities and improves institutional, technical and behavioural

competencies of UAE nationals at DEWA. The initiative also embraces creative mindsets, promotes science and knowledge, and harnesses them in the Human Resources plans to ensure scientific and practical sustainability.

Our programmes include Shadowing Programme to train graduates, and employees in the "graduate trainee," "engineer," or "senior engineer" categories. This is after completing the training period at the Operations Management or Maintenance departments, through which they shadow employees of higher ranks to gain practical experience and prepare for doing the job on their own.

We also have the Mentorship Programme which selects an array of DEWA engineers and connects them with the Generation leaders, including me. At the end of the Mentorship Programme, there is an evaluation for both the trainer and trainees for improvement. The initiative focuses on developing 4 main skills of trainees, which are: scientific skills, managerial skills, behavioural/personal skills, and technical skills. So far, the programme includes 45 trainees, connected with 7 leaders in the Generation.

We pledge to continue launching more initiatives to achieve DEWA's mission through our calibres.

#### 4) What are the activities targeting employees to strengthen their skills (workshops, training courses)?

As I have just mentioned, we have several initiatives and activities to strengthen the skills of our team at DEWA including specialised training courses. This does not only include training courses inside the UAE but also abroad. For example, over the past three years, we have sent more than 100 trainees abroad to gain experience. Since 2017, we have organised about 2,209 training courses internally. The total training hours from 2017 until today has reached more than 86,000 hours. DEWA's centre for simulation and training has trained more than 19 trainees since its inauguration in 2018.

Some 92 Emirati employees from the Ruwad (Pioneers) programme. The programme's budget has reached about AED 7 million. This proves DEWA's determination and commitment to improve competencies and support the development process. DEWA has also signed agreements with several organisations, created local and global partnerships in Research and Development (R&D) to learn more about the latest developments in energy, water, and the environment.

At the Generation sector, we strive to work as a team to make new



achievements. We have a leading team made up of administrative, technical, and scientific capabilities. This includes Yahya Alzafin, Vice President of plant 1; Tayeb Al Khaja, Vice President of plant 2; Saeed Al Aghbary, Vice President of plant 3; Khalil Sabt, Vice President for Production Planning; Mahmoud Baniabbasi, Vice President for Mechanical Maintenance; Dr. Maan Nadeem Ali Alafeefi, Vice President of Commissioning & NOC; Mansoor Alsuwaidi, Vice President for Projects Generation; Majid Abdulla, Senior Manager of Administration; Noora Bushawab, Senior Manager, DEWA's Central Lab; Jaber Khoory, Senior Manager Operations at plant 2; Samer AbdulRazzaq, Senior Manager at plant 1; Rashid Shahab, Senior Manager of Instruments and Control.

Those leaders have greatly contributed to the Generation's achievements. There is ongoing communication between those leaders on a weekly basis, through the leaders' weekly meetings or consultation meetings. During the consultation meetings, we discuss the best solutions for our work challenges and the best practices for doing business in accordance with the highest quality, as fast as possible, and with the lowest cost. We also conduct daily discussions through our common IT platforms to review daily topics and share opinions, suggestions, and solutions. All team members have skills and experiences that qualify them to overcome challenges and difficulties. They also play a key role in preparing emerging leaders in the Generation. This is through their participation in training programmes for emerging staff and mentoring a number of employees, who are UAE Nationals, as their colleagues and perform some tasks to share knowledge and experience.

## 5) How do you inspire team members to give their best and achieve the desired results?

We always keep in mind DEWA's strategy and mission including 'Ensuring stakeholders' happiness'. We have outlined plans and programmes to achieve that. In my opinion, what makes the employees happy the most is self-achievement and becoming valuable for the organisation. Therefore, we strive to engage our employees in the decision-making process for achievements. We also gave them leading roles in our initiatives and projects, and rewarded them for their good performance. We have also allocated a big budget for

awarding the creative and outstanding people internally. This helped us reach the largest number of outstanding people and convey DEWA's message of pride. We also strive to directly communicate with all segments of employees through periodic meetings to listen to their needs and suggestions as well as coming up with what can be used to achieve the best performance.

## 6) Do you think this is the best approach for other DEWA departments?

There is no ideal way for motivating employees. I think it differs from one person to another and changes according to the employee's nature. Each person has different traits. This is why we strive to diversify our approach to motivating employees. We gave space to our employees for expressing their satisfaction with those approaches. In the Employees Happiness Survey, we also included questions that help us better understand their needs.

At DEWA, we work as one team and share achievements with each other to ensure maximum benefit and spread of values. Throughout the year, we conduct several benchmarking and visits among different DEWA departments to learn about the best practices and share these. This enables each department to adopt and apply its own approach to achieve its desired results, which eventually achieve the desired happiness of our employees.

## 7) DEWA considers Innovation and the Future the main supporter in its excellence. What are the most important partnerships in this field?

DEWA strives to have public and private partnerships to achieve the results of innovation, and anticipating the future. This is in accordance with the Dubai Innovation Strategy to ensure providing proactive solutions, ground-breaking innovations, and creative methods to add value to stakeholders.

DEWA attaches great importance to shaping the future to ensure understanding the surrounding changes and keeping pace with them, in a flexible way that ensures moving forward with DEWA's strategies and achieving global leadership.

The partnership with Siemens is significant. The continuous research with Siemens plays a key role in implementing joint projects. This includes breaking the world record in Major Inspection

Outages. This has reduced fuel consumption by AED 3.2 million for every unit. We also applied the Intelligent Controller, co-developed with Siemens. It has increased efficiency by 1.1% for each gas turbine. This equals AED 2.6 million annually in fuel consumption for each turbine.

We have strategic partnerships with prominent international companies. We have signed long-term maintenance contracts with Siemens; GE; Mitsubishi; and Ansaldo worth AED 10 billion. Those partnerships have saved DEWA more than AED 1.3 billion until the end of 2018, with an expected increase to AED 3.1 billion.

Throughout the year we partnered with GE Power to apply the Predix Asset Performance Management (APM) application at the 970 megawatts (MW) L1 power station. The landmark project marks the first digital transformation of a power plant by GE Power in the UAE.

It is a suite of software and service solutions designed to help improve the performance of assets. Predix APM reduces unplanned downtime and increases availability and reliability. It also improves workforce productivity by prioritising maintenance based on criticality and cost (condition-based), rather than schedule-based maintenance practices and reduces costly emergency repairs by detecting problems early, and reducing unplanned downtime.

At DEWA, we are determined to move forward with excellence and innovation. We pledge to all stakeholders to continue giving. The best is yet to come, by anticipating the future and preparing for it. As His Highness Sheikh Mohammed bin Rashid Al Maktoum once said: "The future will belong to those who dare to take new paths".

Finally, I would like to thank everyone who was part of this success story, chiefly HE Saeed Mohammed Al Tayer, MD & CEO of DEWA. He has been the biggest supporter of our success and the achievements of the Generation sector. His directives guide us in our journey of giving. I would also like to thank DEWA's management, including executive vice presidents, whose support and collaboration had a great impact. Last but not least, I would like to thank the Generation's leadership who are my partners in this journey.

# MEET YOUR COLLEAGUES

## FOCUS ON OUR EMPLOYEES



### AHMED AL KHOORY

Graduate - Senior Technical  
Generation  
Jebel Ali

Ahmed Al Khoory joined DEWA in March 2017 as a Graduate – Senior Technical at the Generation Division, Vice President's Office. Al Khoory has been assigned with several tasks including Instrumentations & Control Engineer in Jebel Ali station 1. Al Khoory worked on some new projects related to security and clean energy projects, which gave him new experiences through interacting with people. This strengthened his main area of expertise in mechanical engineering.

Al Khoory holds a bachelor's degree in Electronic Engineering from the Higher Colleges of Technology. He also holds a Master's in Engineering Management from Abu Dhabi University.



### HAMDA AL AWADHI

Senior Executive - Administration  
Innovation and the Future - Infrastructure  
Warsan Central Store

Hamda Al Awadhi joined DEWA in May 2016 as a Senior Executive – Administration for the Innovation and the Future division. She performs purchasing operations for her department at Warsan Central Store, and HR issues, among other administrative tasks. Hamda also designs the graphics for the new services and presentations.

Hamda holds a bachelor's degree in applied communications from Higher Colleges of Technology in Sharjah, with specialisation in graphic design. She started her career as an intern at Abu Dhabi Vocational Education and Training Institute, where she participated in designing the identity of the innovation conference launched by the institute. She also received an internship at the Prime Minister's Office.



### LAYLA AL HOSANI

Engineer - Distribution Power Division  
Warsan Central Store

Layla Al Hosani works as a Distribution System Studies engineer in the Distribution Power division at DEWA. She works with her colleagues to monitor the distribution network, diagnose the load and handle key operational issues. She also studies the needed modifications and approves the tools and new plans after verifying their technical aspects.

Layla holds a bachelor's degree in electrical & communication engineering from Khalifa University of Science and Technology. She began her career with DEWA right after graduation. Four years later, she feels happy and proud to be part of an organisation dedicated to competitiveness and success. Layla considers herself lucky to work in Distribution Operations as it enables her to learn new things every day.



### NOORA AL SARAH

Senior Officer Technical  
Innovation and The Future division

Noora Al Sarah joined DEWA in 2014 in the Infrastructure Department in the Innovation and The Future division. She provides technical support to connections related to phones and operational settings. She has been promoted to Senior Officer - Technician for her continuous efforts towards excellence and self-development.

Noora holds a bachelor's degree in computer engineering from the Higher Colleges of Technology in Dubai. She prepares manuals for the programmes launched by DEWA and handles technical requests submitted through Khadamatech. Thanks to the motivating work environment at DEWA, Noora won second place, along with DEWA female sports team in this year's Gov Games. Noora also came third in the Challenge Games in the Sheikha Hind Women Sports Tournament.

# MEET YOUR COLLEAGUES

## NEW JOINERS

Have you ever wondered who the new employees at DEWA are? Through this new corner, we invite you to meet your new colleagues from different sectors and divisions of DEWA!

The new corner is a platform for meeting and building new professional and friendly relations with our new colleagues. It is also a bridge for these new employees to introduce themselves, their skills, and experiences throughout their academic and professional career. It is also an opportunity to welcome them at their new home: DEWA, and wish them the best of luck in their new jobs.



### DR. AHMED HUSSAIN AL ZAROONI

Dr. Ahmed Hussain Al Zarooni recently joined DEWA as a Senior Specialist – AI – Innovation and The Future, after a successful career in healthcare field. He gained much experience in hospital management and several organisations belonging to Ministry of Health.

Al Zarooni started teaching (Health Management) as an adjunct professor at Sharjah University College of Health Sciences, as well as being a consultant for Sharjah University, Faculty of Medicine.

He also worked as a Group Procurement Director at Abu Dhabi Health Services (SEHA) during which he was Deputy Chief at the CEO office and was assigned the Chair of AI Artificial Intelligence (AI).

Al Zarooni holds an MBBS from UAE University. He also holds a master's degree in Health Services and Hospitals Management, from South Bank University, London. Al Zarooni resumed his passion to learn and earned more certificates in his area of work. He received a diploma in Healthcare Leadership from the American University of Beirut. Furthermore, he participated in several training programmes, including the UAE Government Executive Leaders Program by the Prime Minister's Office (PMO). Al Zarooni has been selected in a shortlist of 19 candidates from the Middle East & North Africa to participate in the Middle East Executive Training Program (MEET US) in the US.



### MAITHA JAMAL ALFALASI

Maitha Jamal AlFalasi joined DEWA in November 2019 as a Principal – Childcare Centre – Business Support and Human Resources. To meet her passion towards education and love of children, Maitha worked with several schools before her graduation and her job at the Ministry of Education in 2015, where she was responsible for assisting and planning for the Kindergarten. She participated in planning and implementing different services for children at this age. Besides, she organised events and shared feedback with parents.

Maitha holds a bachelor's degree in Education specialising in early childhood primary education. She also holds a diploma in first aid and in special needs. She participated in several training courses in innovation and creativity, health and safety, and leadership skills.

Maitha won several awards, including the Best Performance Award from the Ministry of Education, Emirates Transportation Award, and Emirates Red Crescent Award in recognition of her humanitarian efforts.



## MESSARRI KHALAF ALMANSOORI

Messarri Khalaf Eid Almansoori joined DEWA as a Senior Specialist – Special Projects in Water and Civil Engineering – Vice President Office.

Almansoori has a record of experiences and achievements. Through 22 years of hard work with many companies and government organisations, Almansoori gained various experiences from managing people and organisations, ability to planning and developing business, marketing, and corporate governance.

Al Mansoori holds a bachelor's degree in Civil Engineering and Construction Technology from Temple University in the US. He also holds an executive master's degree in Business Administration (Leadership and entrepreneurship) from the Higher Colleges of Technology.

Before joining DEWA, Almansoori worked with several companies in both government and private sectors. He worked at Abu Dhabi Distribution Company – where he managed a team of consultants and contractors working on the project, managing projects, auditing and approving technical and commercial offers as well as negotiating contracts for projects that include water pipelines and constructions. Al Mansoori has many contributions in individual, corporate and social guidance.



## MOHAMMAD KHADEM AL MARRI

Mohammad Khadem Al Marri joined DEWA in October 2019 as a Deputy Senior Manager – Supplier Relationship Management at the Business Support and Human Resources. He has different skills in planning, organisation, management, and leadership, which all qualified him to hold senior positions at the organisations he worked with.

Al Marri started his career as a senior inspector at Dubai Cargo Village at Dubai Customs in 1998. He then joined Emirates Post Group, where he was responsible for several tasks. He also chaired Procurement and Supplier Relations for EMPOST UAE, and Emirates Post Holding Group subsidiaries.

After merging the subsidiaries of Emirates Post Group, he participated in several main committees in the GCC. His vast experience with Emirates Post empowered him to be promoted as the Director of Procurement Department at Emirates Post Group. He currently seeks to resume his excellence and plans to record more achievements with DEWA.

Al Marri holds a bachelor's degree and higher diploma in Business Administration from the Higher Colleges of Technology, and a diploma in applied business – accounting from the same collage.



## Investment in renewable energy increases 3 folds over the past decade up to USD 2.6 trillion

▶ Renewable Energy Policy Network for the 21st Century (REN 21) said that investment in new compositions of renewable energy projects surpassed the expenses of new preparations for generating energy from conventional resources.

Global investments in renewable energy hit USD 288.9 billion in 2018, which is the 9th year in a row with investments more than USD 200 billion. The number does not include hydroelectric energy which had additional investments of USD 16 billion.

Investment in new generators using coal or gas reached USD 95 billion, which is nearly one-third the investments in renewable energy in 2018. This indicates that investing in renewable energy is an investment in a profitable future.

The **Renewables 2019 Global Status Report** warned against the lack of official policies, which discourages the renewable energy's sector role in cutting carbon emissions and achieving the global climate and development goals.

The report said that there is a global increase in the installed renewable energy capacity, for the fourth year in a row. This surpasses the fossil fuels and nuclear energy. Around 100GW of photovoltaic cells were added in 2018.

Investment in renewables continued to focus on solar power, which secured USD 139.7 billion in 2018. Wind power investment increased 2% in 2018, to USD 134.1 billion. The other sectors were behind, although investment in biomass and waste-to-energy increased 54%, to USD 8.7 billion.

China accounted for the bulk of investment worldwide for the 7th consecutive year, at USD 91.2 billion in 2018, although this was down 37% from 2017. The dip was due largely to a mid-year change in the government's feed-in tariff policy.

The report stated that more than 90 countries had installed at least 1 GW of generating capacity, while at least 30 countries exceeded 10 GW of capacity. At least 9 countries generate more than 20% of electricity using photovoltaic cells and wind

turbines. These include Denmark, Uruguay, Ireland, Germany, Portugal, Spain, Greece, the UK, and Honduras.

Some countries in the Middle East and North Africa installed photovoltaic cells on rooftops of households and government entities. This is to reduce energy costs and ensure a reliable supply of electricity at areas suffering insufficient energy during peak hours.

More than 100 cities generating 70% of their electricity from renewable energy sources. At least 50 cities adopt special goals related to renewable energy. Countries can support the transition to renewable energy sources in heating, cooling, and mobility. Renewable energies cover 26% of global electricity demand, providing 10% of energy used in heating and cooling, and 3% in mobility.

Some ambitious policies encourage using renewable energy in mobility such as the Brazilian law that imposes mixing Ethanol with Benzine, and California's programme on low carbon fuel. The carbon pricing is untapped; covering only 13% of global carbon emissions.



## A kite may be the answer to generating energy

Despite the potential of wind power, only 6% of the world's electricity comes from wind due to the difficulty of setting up and maintaining turbines, according to the World Wind Energy Association.

California-based Makani, which is owned by Google's parent company, Alphabet is using power from the strongest winds in the middle of the ocean, to install traditional wind turbines. Makani hopes to create electricity to power communities across the world.

When the company's co-founders realised deep-sea winds were largely untapped, they sought to make that energy more accessible. So, they built an autonomous kite, which looks like an airplane tethered to a base, to install on a floating platform on the water. Tests are currently underway off the coast of Norway.

This technology is more cost-efficient than a traditional wind turbine, which is a lot more labour intensive and would require lots of machinery and installation.

The lightweight kite, which is made of

carbon fibre, has an 85-foot wingspan. The kite launches from a base station and is constrained by a 1,400-foot tether as it flies autonomously in circles with guidance from computers. Crosswinds spin the kite's eight rotors to move a generator that produces electricity that's sent back to the grid.

The kites are still in the prototype phase and aren't flown constantly right now as researchers continue to develop the technology. But Makani hopes the kites will one day fly 24/7 all year round.

# PARTNER FOCUS



## Dubai Municipality starts the era of digital contracts

As part of Dubai Municipality's continuous efforts to develop its services according to the highest standards of smart transformation, Dubai Municipality has announced the completion of its digital transformation plan for the contractual process after equipping itself with the technologies and preparing its team to deal with the digital system.

The Municipality is just waiting for instructions for legal approval to conclude the first digital contract to become the first government agency in the Emirate of Dubai to issue digital contracts, marking the start of the digital phase of contracts by 100% for all stages of the contract, which includes the beginning of contractual procedures until the signing of the contract.

The digital contract project, which will be the first service of its kind in the Emirate of Dubai, is an effective way to facilitate, document and implement contractual procedures more quickly to achieve the desired results and to keep pace with the rapid development witnessed by the emirate, and support the Dubai paperless government initiative and the strategic plan for digital transformation of the UAE government.



## Dubai Police unveils 'world's first' floating Smart Police Station

Dubai Police have recently unveiled the world's first Floating Smart Police Station, in the presence of HH Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior, during GITEX Technology Week 2019. The one-of-a-kind police station will offer its services at sea with a design meeting the needs of yacht and boat owners and water sports lovers.

With its modern and creative design, the floating police station is compatible with boats and yachts as it speeds up and facilitates the process of boarding and descending. The newly established police station is fully-automated and runs without any human intervention. The floating SPS is also people of determination friendly and is open 24/7 all week, to offer 27 key services, such as reporting crimes and traffic incidents, as well as a further 33 community-based services offered in six different languages.

Expected to open in Q1 of 2020, the police station will enable island residents and sailors to benefit from Dubai Police smart and innovative services. This will ensure the happiness of the community, as well as a fast and easy access to the police services.



## Dubai to host 18<sup>th</sup> IRF World Conference & Exhibition in 2021

### RTA won the Global Road Achievement Award for Road Safety

The International Road Federation (IRF) announced that Dubai had been designated to host the 18th IRF's World Conference & Exhibition in November 2021. The selection of Dubai came after seeing off competition from metropolitan cities with advanced roads & infrastructure and strong credentials in smart technologies namely Rotterdam, Copenhagen and Singapore. Held every four years since launched in the USA in 1952, IRF World Conference is one of the biggest gatherings in the field of roads and infrastructure across the world.

This announcement was made at the start of the IRF Global R2T Conference & Exhibition held in Las Vegas, in the presence of HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, and HE Hazza Ahmed Al Kaabi, UAE Consul General in Los Angeles. Attendees also included HE Abdullah Al-Mogbel, IRF Chairman as well as Patrick Sankey, IRF President & CEO; and several ministers and transport & road officials from various countries.



## Smart Dubai launches 27 services via "DubaiNow"

At GITEX Technology Week 2019, Smart Dubai launched various new government services via the DubaiNow application, which offers all smart services in Dubai.

The new services include 27 services that facilitate charity donations, residency procedures, education, housing, and mobility, in collaboration with Dubai's AMAF, GDRFA, KHDA, Dubai Land Department, and RTA.

Part of an integrated plan to drive Dubai's digital transformation, these services aim to facilitate daily transactions for members of the community in the emirate by bringing them all onto one smart platform.

DubaiNow offers more than 88 government services from more than 30 entities by providing integrated services for customers all on one platform.