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DEWA receives European Specification Certificate for its Innovation Management Systems

DUBAI INAUGURATES THE FIRST AND LARGEST SOLAR POWER PROJECT IN THE REGION.

				
FIRST IPP IN THE REGION	2.3 MILLION PV PANELS	4.5 KM ² TOTAL AREA	AROUND 214,000 MT CO ₂ REDUCTION	50,000 RESIDENCES POWERED

200 MW

MOHAMMED BIN RASHID AL MAKTOUM SOLAR PARK OPENS ITS SECOND PHASE.

In January 2012, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, launched the Mohammed bin Rashid Al Maktoum Solar Park, the largest single-site solar park in the world, with a planned capacity of 5,000 megawatts by 2030 once all its phases are completed. After the success of its first phase, a 13-megawatt project, we've launched the second phase, a 200-megawatt photovoltaic power plant.

Built to support the Dubai Clean Energy Strategy 2050, the solar park establishes Dubai as the global hub for clean energy and a green economy, contributing to a sustainable and happy future, for generations to come.

For generations to come



DEWA SMART WORLD

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OFFICIAL SUSTAINABLE ENERGY PARTNER



The job of governments is to create the environment in which people can achieve their happiness. Yes, the government's job is to achieve happiness.

HH Sheikh Mohammed bin Rashid Al Maktoum

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



Our Vision

A Sustainable World-Class Utility.

Our Mission

Meeting customer satisfaction and promoting Dubai's vision through delivery of electricity and water services at a world-class level of reliability, efficiency, safety and environment by a competent workforce and effective partnerships; supporting resources sustainability.

Our Values

Integrity, Fairness, Transparency, Teamwork, Industry Leadership, Professionalism, Corporate Social Responsibility, Customer Focus, and Sustainability.

Our Motto

For Generations to Come.

MD & CEO Message



SAEED MOHAMMED AL TAYER
MD & CEO OF DEWA

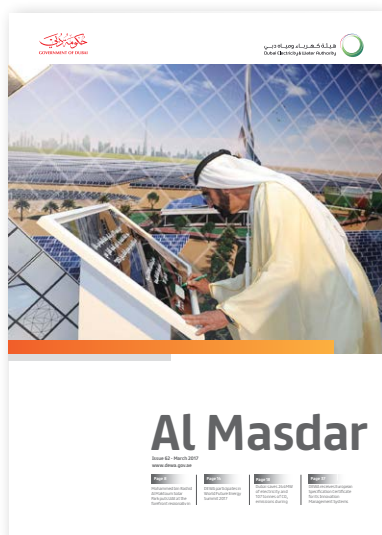
A new era in the excellence and leadership of the UAE

20 March 2017 was a historic day in the UAE's route to excellence, and its leadership in sustainability and reliance on renewable and clean energy. On that day, HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, inaugurated the 200MW second phase of the Mohammed bin Rashid Al Maktoum Solar Park. It was accomplished through a partnership between DEWA and the consortium led by ACWA Power from Saudi Arabia, the main developer of the project, and TSK from Spain, the main contractor, with an investment of AED 1.2 billion.

Our wise leadership gives significant importance to renewable and clean energy and its significance in achieving the sustainable development. Today, the UAE is leading global efforts on this through its strategies and investments. This stems from a vision that anticipates the future, aims to achieve the happiness of society, and balances development and the environment to protect the right of future generations to enjoy a clean, healthy, and safe environment.

At DEWA, we embrace sustainability as an integral part of our vision to become a sustainable innovative world class utility. We adopt an integrated strategy to stimulate and implement creative ideas, proposals, and research in renewable energy. We invest in the development of Emiratis to lead the research and development efforts to preserve natural resources and protect the environment.

The new phase of the Mohammed bin Rashid Al Maktoum Solar Park is the first and largest single-site project in the region, based on the Independent Power Producer (IPP) model. It is a result of the long-term vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, who has made Dubai a global model for success, progress, and development. At DEWA, we do not rest on our laurels, but we promise to continue building more clean-energy projects to contribute to achieving the vision of our wise leadership to build a sustainable and brighter future, for generations to come.



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DEWA SMART WORLD

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Mohammed bin Rashid Al Maktoum Solar Park puts UAE at the forefront regionally in clean and renewable energy production

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Second phase of the Mohammed bin Rashid Al Maktoum Solar Park



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- DEWA adopts HoloLens technology in its services
- DEWA and UAE University cooperate in specialised research
- DEWA participates in Car-Free Day initiative
- Employees who submitted innovative ideas honoured
- DEWA launches Free Electrons Programme
- DEWA and ABB inaugurate 315kW solar power plant
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Suqia



Suqia board highlight 2016 achievements

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The Year of Giving

Environment



World Water Day –finding sustainable solutions for water issues

Feature Story



DEWA participates in World Future Energy Summit 2017

Smart Infrastructure



DEWA enhances smart energy and water infrastructure according to the highest international standards





Mohammed bin Rashid Al Maktoum Solar Park puts UAE at the forefront regionally in clean and renewable energy production

The UAE's wise leadership has worked tirelessly to plan for the future, as a fundamental part of its strategies and plans. The vision of the UAE's leadership, led by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, and HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, plays a key role in the UAE's leadership in all areas. This is done by long-term strategic planning to ensure a brighter future for generations to come.

The Mohammed bin Rashid Al Maktoum Solar Park

Despite being home to one of the largest oil reserves worldwide, the UAE started early its preparations to bid farewell to the last barrel of oil. Today, the UAE leads international efforts in clean and renewable energy, as result of its strategies and investments. The UAE's National Agenda incorporates this vision to develop a sustainable environment, while increasing its dependence on clean energy. In the last few years, the UAE succeeded in securing its leading position in renewable energy through a number of projects and initiatives aimed at diversifying energy sources. Paramount among all other projects is the Mohammed bin Rashid Al Maktoum Solar Park, which is the largest single-site solar park in the world based on the Independent Power Producer (IPP) model. The solar park will produce 5,000MW by 2030. It's a leading achievement that will place the UAE in the forefront on the region's countries in producing clean and renewable energy. The 13MW first phase, which was inaugurates in October 2013, marked another milestone towards Dubai's objectives to diversify its energy sources.

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Second phase of the Mohammed bin Rashid Al Maktoum Solar Park

On 20 March 2017, HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of UAE and Ruler of Dubai, has inaugurated the 200MW second phase of the Mohammed bin Rashid Al Maktoum Solar Park. The project reflects a new era in the excellence and leadership of the UAE, as it increases the share of clean and renewable energy.

The second phase of the solar park, which is the first and largest solar-energy project in the region, is based on the IPP model. It was accomplished through a partnership between DEWA and the consortium led by ACWA Power from Saudi Arabia, the main developer of the project, and TSK from Spain, the main contractor, with an investment of AED 1.2 billion. This phase can generate clean energy for 50,000 residences in Dubai, and will reduce 214,000 tonnes of carbon emissions annually. This phase installed 2.3 million photovoltaic solar panels over 4.5 square kilometres with 1.5 million Safe Man Hours without Lost Time Injury during project execution. DEWA and the consortium led by ACWA Power and TSK formed Shuaa Energy, which has been vital to the efficient and professional completion of the work.

"Our success in completing this phase of the

Mohammed bin Rashid Al Maktoum Solar Park, which will generate 200MW of clean energy ahead of schedule, is a direct result of the unlimited support of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The insightful vision of His Highness is both an inspiration and a guiding beacon in our drive towards excellence and the unprecedented overall progress that we have made to achieve the Dubai Clean Energy Strategy 2050 to generate 7% of Dubai's total power output from clean energy by 2020, 25% by 2030, and 75% by 2050," said HE Mohammed Saeed Al Tayer, MD & of DEWA, during the inauguration ceremony.

"The UAE's interest in producing renewable energy has contributed to the decline of its global cost to competitive levels. This was clearly shown by DEWA setting a world record, obtaining the lowest price globally for the second phase of the solar park, at USD 5.6 cents per kilowatt hour. DEWA set another world record with the lowest recorded bid being USD 2.99 cents per kW/h for the 800MW third phase of the solar park. This demonstrates the promising future of clean energy," added Al Tayer.

Al Tayer noted that DEWA is building the

largest Concentrated Solar Power (CSP) project in the world, based on the IPP model. The 200 megawatt first phase of the CSP plant will be operational by April 2021, and will generate 1,000 megawatts using this technology by 2030.

"Under the visionary leadership of His Highness Sheikh Mohammed bin Rashid Al Maktoum, ACWA Power is proud to have safely completed well ahead of schedule the largest photovoltaic plant in the region within the second phase of the leading project of Mohammed bin Rashid Al Maktoum Solar Park. All this while adhering to the highest safety, security and quality standards. This achievement stresses our unwavering commitment to support the efforts of making Dubai Clean Energy Strategy 2050 a reality," said Mohammad Abunayyan, Chairman of ACWA Power.

"It has been an honour for TSK to have participated in the execution of one of the most important renewable projects in the world and for having helped with the sustainable development of the planet. Working for DEWA and ACWA Power has made us proud. We are grateful for all the confidence in TSK as an EPC contractor in this important project," said Joaquín García Rico, CEO of TSK.



▲ HE Sheikh Nahyan bin Mubarak Al Nahyan, HE Dr. Sultan Ahmed Al Jaber, HE Dr. Thani bin Ahmed Al Zeyoudi



HH Sheikh Mohammed bin Rashid Al Maktoum inaugurates the second phase of the Mohammed bin Rashid Al Maktoum Solar Park

HE Saeed Mohammed Al Tayar highlights the project's phases



During the inauguration ceremony of the second phase of the Mohammed bin Rashid Al Maktoum Solar Park

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DEWA is active partner in shaping the future of energy

DEWA actively participated in the World Government Summit 2017, which is a key forum from the UAE to the world to anticipate and shape the future, and explore the latest technologies and best practices to ensure a sustainable future. The visions and theories shared at the summit are references for governments around the world in shaping the future.

As the Sustainable Energy Partner of the World Government Summit, which was held under the theme 'Shaping Future Governments', DEWA focused on exploring the future of energy, and highlighted Dubai's key development in this area, based on innovation, research, while keeping pace with the Fourth Industrial Revolution and disruptive technologies. This is managed by qualified Emiratis who are capable of dealing with the rapid development, and creating opportunities to ensure a safer,

happier, and more sustainable future for generations to come.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, reiterated the importance of DEWA's partnership with the World Government Summit, which has become one of the most important events on international government agendas, as a platform to discuss strategies to develop efficient future governments, and exchange experiences in government innovation, and organisational research and development. It also addresses the latest technologies and practices to ensure a sustainable future, while uniting efforts to tackle challenges currently faced by the international energy sector. This will play a vital role in achieving comprehensive and sustainable development.

Al Tayer noted that DEWA's participation in the summit, supports its efforts to provide sustainable electricity and

water services at a world-class level of reliability, efficiency, and safety in an environment that nurtures innovation. This contributes to the UAE's international position in innovation and achieving the happiness and well-being of society, to make the UAE one of the best countries in the world by 2021.

In Dubai, we have a comprehensive approach for the energy sector, covering the issues of energy security, energy sustainability, and rational use. This will contribute to achieving the objectives set by the Dubai Clean Energy Strategy 2050, to provide 7% of Dubai's total power output from clean energy sources by 2020, 25% by 2030, and 75% by 2050. This will transform Dubai into an international hub for clean energy and green economy, and make it one of the cities with the lowest carbon footprint in the world.

Proactive plans to shape the future of energy

On the final day of the summit, Al Tayer delivered a speech on Innovative Electricity and Water Generation Projects to improve efficiency. He reviewed DEWA's preemptive plans to foresee the future of energy and water. He emphasised the importance of combining efforts to implement the UAE's policy, which depends on the development of creative ideas and innovative solutions by the people of the UAE, who are the nation's true wealth. This vision reflects a well-defined government approach to meet the requirements of the Fourth Industrial Revolution, and develop an effective future government. Rapid developments in innovation such as the Internet of Things, Artificial Intelligence, and Robots, are also integrated and closely connected with sustainable development.

"At DEWA, we realise that the early recognition of opportunities and challenges and analysing them, while developing long-term proactive plans, are key enablers to ensure the success of the governments of the future, to enhance government services and achieve happiness of individuals and society as a whole. Through our approach, we look forward to increasing energy efficiency to achieve the Dubai Clean Energy Strategy 2050, the Demand Side Management Strategy to reduce consumption by 30% by 2030, and the Carbon Abatement Strategy to reduce carbon emissions by 16% by 2021," said Al Tayer.

Innovation in renewable and clean energy projects

At the World Government Summit 2017, DEWA announced a number of major innovative electricity and water generation projects to improve efficiency that will make cumulative savings of up to AED 60 billion in Dubai and will also contribute to reducing carbon emissions by 201 million tonnes by 2030. DEWA highlighted the Mohammed bin Rashid Al Maktoum Solar Park, which is the largest single-site solar park in the world based on the Independent Power Producer (IPP) model, with a total investment of AED 50 billion. The solar park will reduce over 6.5 million tons of carbon emissions annually.

Al Tayer noted that DEWA is currently desalinating water through the Combined Cycle Co-Generation, which is efficient and depends on using waste heat created by the production of electricity for water desalination. It produces 67% of the water without burning extra fuel. DEWA adopts a clear strategy to ensure that by 2030, 100% of desalinated water will be produced by a mix of clean energy that uses both renewable energy and waste heat. This will allow Dubai to exceed global targets for using clean energy to desalinate water.

"To ensure continuous improvement, DEWA conducted a study to improve water production, and analyse the economic and technical feasibility of replacing Multi-Stage Flash (MSF) desalination technology with solar-powered Reverse Osmosis (RO) to produce water using cheap and clean energy. By 2030, Reverse Osmosis will help expand our production capacity to 305 million gallons of desalinated water per day. This means reverse osmosis will produce 41% compared to its current share of 5%. So we will be able to produce 750 million gallons of desalinated water per day by 2030, compared to our current capacity of 470 million gallons per day. The increase in operational efficiency created by separating electricity generation and water desalination will lead to savings of up to 13 billion dirhams between now and 2030," said Al Tayer.

"Over the past three years, DEWA launched an innovative initiative involving a geophysical and hydro-geological field study and digging exploration and monitoring wells to study the possibility of injecting and storing desalinated water from solar-powered reverse osmosis plants into a subterranean water basins and being able to pump it back into the water network when needed. The project is based on the latest innovative technologies to achieve operational efficiency in the water network. Studies have shown that it is possible to store 5,100 million gallons of water that can be retrieved when needed. This will achieve savings of up to AED 9 billion by 2030, which is more cost-effective than the conventional way of storing water in concrete reservoirs. This will provide the Emirate with a strategic reserve of 50 million gallons of water per day for 75 days in case of emergency, while ensuring the quality of the stored water remains unaffected by external factors," added Al Tayer.

"These two integrated initiatives have managed to raise the level of efficiency and effectiveness in the production of water by adopting the latest techniques to achieve sustainable development, and have also achieved substantial savings without affecting the quantity or the quality of the water. Savings will amount to AED 22 billion (USD 6 billion) by 2030. These initiatives will help make use of the considerable electricity generated by solar power," noted Al Tayer.

Constructive partnerships and fruitful meetings

DEWA's participation in the World Government Summit 2017 resulted in a number of important partnerships and meetings.

In the presence of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, signed a

sponsorship agreement for the next World Government Summit.

Al Tayer met with HE Liborio Stellino, the Italian Ambassador to the UAE. Al Tayer reiterated the importance of DEWA working closely with Italian energy companies, especially on clean energy, developing further relationships, and sharing expertise.

Al Tayer also discussed future cooperation opportunities with Elon Musk, Founder and CEO of Tesla, the American company specialised in electric vehicles and energy storage. This supports DEWA's efforts to achieve the Green Mobility initiative to reduce carbon emission in the transport sector in line with the Dubai Plan 2021 and the Dubai Clean Energy Strategy 2050. Al Tayer also met with John Chambers, Executive Chairman of Cisco, to discuss enhancing cooperation, and implementing smart solutions to achieve the objectives set by Dubai Government towards the future of smart cities.

Al Tayer emphasised that DEWA is committed to strengthening strategic cooperation with global technology companies and adopts innovation and excellence to provide world-class smart services, while making optimal use of modern technologies in adherence with the Smart Dubai initiative, to transform Dubai into the smartest city in the world.

Global Competition

At the World Government Summit, DEWA announced that the Mohammed bin Rashid Al Maktoum Solar Park has been selected to host the Solar Decathlon Middle East (SDME), which will take place for the first time in the Middle East and Africa. SDME was created through an agreement between both the Dubai Supreme Council of Energy and DEWA, and the United States Department of Energy. Dubai will host two rounds of this distinguished competition, first in 2018 and then in 2020 to coincide with World Expo 2020 in Dubai, whose theme 'Connecting Minds, Creating the Future' fits well with this distinguished competition.



DEWA participates in World Future Energy Summit 2017

"The World Future Energy Summit has become an international platform for discussing the security and future of energy, ensuring the ongoing development and innovation in sustainable energy. Sponsoring WFES supports DEWA's efforts to enhance the UAE's leadership in renewable energy investments. All efforts integrate together to deliver quality services according to the best international practices and standards, and find innovative solutions in energy that contribute to building a sustainable future, for generations to come,"

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.



As part of its commitment to drive the green economy, and enhance the sustainable development of the UAE, in adherence with the directives of the wise leadership, to make the UAE a role model for environmental sustainability and green economy, DEWA participated as the Efficiency Sponsor in the 10th World Future Energy Summit (WFES 2017). WFES 2017 was organised by the Abu Dhabi Future Energy Company (Masdar), under the patronage of HH Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, and Deputy Supreme Commander of the UAE Armed Forces. It was held in Abu Dhabi from 16-19 January 2017 during the Abu Dhabi Sustainability Week.

DEWA's stand at WFES attracted a large number of experts and specialists from the renewable and clean energy sector. Visitors commended DEWA's efforts to increase its reliance on clean energy, and praised its innovative projects and initiatives.

High-level acknowledgements and visits

HE Suhail Mohamed Faraj Al Mazrouei, UAE Minister of Energy, visited DEWA's stand at WFES. He commended DEWA's projects, noting that it always takes the lead in adopting state-of-the-art technologies in all areas. Al Mazrouei was briefed on the latest developments at the Mohammed bin Rashid Al Maktoum Solar Park, and the Shams Dubai initiative. The Minister also reviewed DEWA's new headquarters, which is being constructed in Al Jadaf in Dubai. Al Mazrouei also praised the projects of the UAE Water Aid Foundation (Suqia), under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives, in cooperation with DEWA.

At WFES, Al Tayer received Piyush Goyal, the Indian Minister of State (Independent Charge) for Power, Coal, New and Renewable Energy and Mines. The two sides emphasised the importance of promoting bilateral relations and enhancing cooperation with Indian companies in general, and energy companies in particular.

Al Tayer also received James Michel, Former President of the Republic of Seychelles, who commended DEWA's efforts to increase the use of clean and renewable energy. During the visit, Al Tayer highlighted the efforts of the UAE and Dubai in diversifying energy sources, and DEWA's projects that support the Dubai Clean Energy Strategy 2050.



Al Tayer also received Dr. Graciela Chichilnisky, a world renowned economist, a professor at Stanford and Columbia Universities, and special adviser to the UN and the World Bank. She acted as Lead US Author of the Intergovernmental Panel on Climate Change, which received the Nobel Peace Prize in 2007, and was the creator of the Carbon Market of the UN Kyoto Protocol. Al Tayer and Dr. Chichilnisky discussed a number of topics of mutual interest, especially climate change and reducing carbon dioxide emissions to limit global warming, and using carbon capture technologies. Dr. Chichilnisky highlighted Carbon-Negative Technology, which she co-invented at Thermostat, where she is its Chief Executive Officer. Carbon-Negative Technology captures CO₂ from air at low cost, transforming it into profitable assets such as bio fuels and polymers.

Al Tayer received a Finnish delegation headed by HE Kai Mykkänen, the Finnish Minister for Foreign Trade and Development. The meeting discussed ways to enhance cooperation and exchanging best practices between DEWA and Finnish companies in renewable and clean energy, environmental sustainability, innovation, and smart cities.

Participations of HE Al Tayer at WFES

HE Saeed Mohammed Al Tayer, gave a keynote speech titled 'Meeting the UAE's Renewable Energy Targets.' HE Suhail Al Mazrouei, UAE Minister of Energy, was present. Al Tayer highlighted DEWA's efforts

to promote the energy sector and make the UAE the most sustainable country in the world. He also reviewed the strategies and projects to achieve Dubai's and the UAE's renewable energy objectives, decrease dependence on fossil fuels, and reduce greenhouse gases.

Al Tayer visited the Department of Energy's stand, and attended the signing ceremony of the Project Management Office (PMO) contract for the preparations of the World Energy Congress (WEC) 2019 in Abu Dhabi. The contract with Energy Events Experts (E3) was signed by HE Dr Matar Neyadi, Undersecretary of the Ministry of Energy, and Chairman of the Organising Committee of WEC. Also present at the ceremony was HE Suhail Mohammed Faraj Al Mazrouei, UAE Minister of Energy, HE Ahmed Buti Al Muhairbi, Secretary General of the Dubai Supreme Council of Energy.

Al Tayer also visited the stand of Abu Dhabi Water & Electricity Authority (ADWEA), and attended the launch of a webpage dedicated to company registration. Al Tayer was briefed on ADWEA's projects in energy storage.

DEWA signs MoU with Électricité de France

At WFES, DEWA signed a Memorandum of Understanding (MoU) with the French electricity company (Électricité de France) to work together in Research and Development (R&D) in energy system integration, energy storage, renewable energy, distributed energy resources, demand response, energy resilience, disaster recovery, electric

Feature Story

vehicle charging stations, and laboratory infrastructure development. The MoU was signed by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and Antoine Cahuzac, Senior Executive Vice President of Renewable Energies at EDF, and was witnessed by HE Michel Miraillet, Ambassador of France to the UAE.

DEWA highlights latest developments, projects initiatives and services

DEWA's participation at WFES 2017, focused on its latest developments, projects initiatives and services. These included:

The Mohammed bin Rashid Al Maktoum Solar Park

Visitors to DEWA's stand at WFES 2017 were interested in the Mohammed bin Rashid Al Maktoum Solar Park. It is the largest single-site solar energy project in the world, based on the Independent Power Producer (IPP) model. The solar park will produce 5,000MW by 2030 with a total investment of AED 50 billion. It will reduce 6.5 million tonnes of carbon emissions annually. The solar park supports DEWA's efforts to achieve the Dubai Clean Energy Strategy 2050, to transform the Emirate into an international hub for clean energy and green economy, and to generate 7% of Dubai's total power output from clean energy sources by 2020. This target will increase to 25% by 2030 and to 75% by 2050.

DEWA's new headquarters under construction

At WFES, DEWA showed its new building, named Al-Sheraa (Arabic for sail), which is being constructed. It will be the tallest, largest, and smartest government net Zero Energy Government Building (ZEB) in the world after installing the solar panels.

Smart Initiatives

DEWA also highlighted its three smart initiatives launched to support the Smart Dubai initiative, to make Dubai the smartest and happiest city in the world. DEWA's initiatives include connecting solar energy to houses and buildings through the Shams Dubai initiative, smart applications through smart meters and grids, and building the infrastructure and electric vehicle charging stations through the Green Charger initiative.

First hydroelectric power station in GCC

DEWA showed its initiatives and projects

that support the Comprehensive Hatta Development Plan, which was launched by HH Sheikh Mohammed bin Rashid Al Maktoum. DEWA's projects include the first hydroelectric power station in the GCC. The power station will be completed within five years and will produce 250MW. Other projects include installing photovoltaic panels on rooftops to produce electricity from solar power and installing smart meters in buildings. These other projects will be completed by the end of 2018. DEWA will also install electric vehicle charging stations in Hatta.

International competitions

University students who visited DEWA's stand were interested in the Solar Decathlon Middle East (SDME), which was created through an agreement between the Dubai Supreme Council of Energy and DEWA, and the United States Department of Energy. Dubai will host the first two rounds of the Solar Decathlon, which is held for the first time in the Middle East, in 2018 and again in 2020 to coincide with World Expo in Dubai, whose theme 'Connecting Minds, Creating the Future' fits well with this distinguished international competition. The total competition prizes are AED 10 million. University teams have to design, build, and operate energy self-sufficient houses, while preserving the environment and taking into account the region's climate.

Initiatives and companies

DEWA's stand at WFES also highlighted the projects and initiatives of the Dubai Supreme Council of Energy, and the Emirates Central Cooling Systems Corporation (Empower), which promotes energy efficiency, and reduces consumption and greenhouse-gas emissions. The stand also featured Mai Dubai, which provides low-sodium drinking water to world-class standards; Etihad Energy Services Company (Etihad ESCO), which was established by DEWA to retrofit 30,000 buildings to increase their energy efficiency and reduce consumption, and the Dubai Carbon Centre of Excellence (Dubai Carbon), which recommends viable targets for reducing carbon dioxide and greenhouse gases and a methodology to monetise emissions, and other carbon reduction schemes.

DEWA's stand also presented key projects of the UAE Water Aid Foundation (Suqia), which is under the umbrella of the

Mohammed bin Rashid Al Maktoum Global Initiatives. In cooperation with DEWA, Suqia's R&D projects include reverse osmosis of sea water and a photovoltaic desalination plant, in addition to water purification using solar technology. The stand highlighted the Mohammed bin Rashid Al Maktoum Global Water Award. The initiative has allocated USD 1 million to finding sustainable solutions to help address water shortages internationally.

Implementation plan for the Dubai Clean Energy Strategy 2050

At WFES, the Dubai Supreme Council of Energy announced the implementation plan for the Dubai Clean Energy Strategy 2050, a year after the launch of the strategy by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai. The strategy aims to provide 75% of Dubai's total power output from clean energy by 2050. The Dubai Supreme Council of Energy, in cooperation with its member companies and committees, reviewed the Dubai Integrated Energy Strategy 2030 in alignment with the Dubai Clean Energy Strategy 2050.





Earth Hour

A STEP FORWARD



Dubai saves 244MW of electricity and 107 tonnes of CO₂ emissions during Earth Hour 2017

Dubai achieved a considerable reduction of carbon emissions and energy during Earth Hour 2017, which was organised by DEWA in cooperation with the Dubai Supreme Council of Energy and the Emirates Wildlife Society (EWS). DEWA organised Earth Hour to support the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai. DEWA recorded a reduction of 244MW in energy use, an increase of 22MW compared to last year. This resulted in offsetting 107

tonnes of carbon emissions, an increase of 11 tonnes compared to last year.

Earth Hour was organised by DEWA for the 10th consecutive year on Saturday, 25 March 2017 at Bay Avenue Park in Business Bay. Lights went off at 8:30pm, joining millions around the world in this environmental event.

At the beginning of the events, HE Dr Thani bin Ahmed Al Zeyoudi, Minister of Climate Change and Environment toured the Earth Hour activities with HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy, and MD & CEO of DEWA. The stands included Dubai Police, Dubai Municipality, RTA, the Green Charger, Climate Change Champions, ENOC, Heritage

Village, and Noor & Hayat stand. Thousands of Dubai residents and visitors from all ages and nationalities participated in the Earth Hour Walk carrying environmentally-friendly candles and lanterns. HE Saeed Mohammed Al Tayer participated in the walk alongside HE Abdulla Al Shaibani, Secretary General of the Executive Council of Dubai, HE Major General Mohammed Ahmed Al Marri, Director General of the General Directorate of Residency and Foreigners Affairs-Dubai, HE Saif Al Falasi, CEO of Emirates National Oil Company (ENOC), Habiba al Marashi, Founder and Chairperson of the Emirates Environmental Group (EEG), officials from government organisations, private companies, universities, schools.





DEWA has been organising Earth Hour annually since 2008, to raise awareness on the importance of the sensible consumption of electricity, promote rational consumption, and highlight practices that contribute positively to environmental work. It also supports national efforts to reduce carbon dioxide emissions and environmental pollution, and find sustainable solutions to global warming, climate change, environmental protection, while conserving natural resources for generations to come.



Feature Story



The UAE continues its humanitarian and philanthropic efforts, in the footsteps of its founding father, the late Sheikh Zayed bin Sultan Al Nahyan. This has made the UAE one of the most generous countries in the world. The UAE's strategies under its wise leadership supports the noble values and practices that have been embedded in Emirati culture, to ensure comprehensive social development. This is evident through the Year of Giving initiative, which was launched by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, and the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to implement initiatives for the benefit of UAE society in the future, and work to establish a permanent change by which the next generation will positively benefit.

"The Year of Giving initiative reflects the rooted culture of good deeds in the hearts of Emiratis, and emphasises that the UAE leadership adopts the approach of the late Sheikh Zayed bin Sultan Al Nahyan, who laid the foundations for humanitarian work in the UAE. At DEWA, we realise our responsibility to contribute to the Year of Giving. We have started to prepare a number of initiatives that will enrich this. We work according to a clear strategy and a number of leading humanitarian and charitable initiatives to serve society and promote cohesion among its members, to make people happier. DEWA does not only provide electricity and water services according to the highest levels of quality, efficiency, and reliability, but it also contributes to supporting the economic, environmental, and social development of Dubai and the UAE as a whole," said HE Saeed Mohammed Al Tayar, MD & CEO of DEWA.

DEWA cascades its CSR strategy with Year of Giving

DEWA cascaded its strategy with the main themes of the Year of Giving during the DEWA CSR Creativity Lab for staff

and partners from the public and private sectors. Over 50 people participated in the creativity lab, which reviewed DEWA's Corporate Social Responsibility (CSR) strategy and its initiatives for 2017. This was done through brainstorming sessions on Social Sustainability, Technology and CSR initiatives, and International CSR Initiatives.

The creativity lab reviewed main pillars of social work to support the themes of the Year of Giving and DEWA's efforts to achieve the Dubai Plan 2021, and the DEWA Strategy 2021, by linking its CSR initiatives to three themes. These are: promoting collaboration with the private sector in social work, enhancing volunteering work among DEWA staff, and spreading the values of giving through sustainable social initiatives.

DEWA launched a competition for its staff under the theme 'Be Part of the Year of Giving', where a large number of employees took part. In January, DEWA organised a brainstorming session, to discuss its CSR initiatives and review the ideas received from staff through the Afkari internal portal. The ideas were studied and categorised to be incorporated in DEWA's social organisational framework according to the themes of the Year of Giving.

27 Social Initiatives

The Higher Committee of the Year of Giving at DEWA, chaired by HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, approved the 27 initiatives as part of DEWA's CSR and its efforts to support the Year of Giving initiative. The initiatives will be implemented in cooperation with prominent local and international humanitarian organisations.

Portal for volunteering & new category in excellence awards

DEWA has launched an intranet portal that includes 11 volunteering initiatives in the first phase. The site provides a dedicated page for each volunteer that calculates their volunteering hours. DEWA is the first government organisation to develop such a site that calculates volunteering hours of each employee. DEWA has also added a special category for its internal excellence awards for volunteering and charitable initiatives. This supports DEWA's efforts to enhance volunteering and social work among staff.

Supporting marriage among Emirati youth

As the first government organisation to support the Marriage Endowment Sign, and to support its commitment to achieve the global vision for endowment, DEWA will provide an annual endowment of AED 2 million to Dubai Women's Association to provide training, consulting, family services, and marital initiatives, under the patronage of HH Sheikh Hind bint Maktoum bin Juma Al Maktoum, wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The MoU was between DEWA and Dubai Women's Association supports mass weddings and marriage of young Emiratis. The cooperation between the two sides reflects DEWA's efforts to promote cooperation with other community organisations in the UAE, to raise awareness among the youth regarding building a family, and developing a coherent society that conforms to its national traditions, and national identity, to support the Year of Giving initiative.

DEWA records 89.01% on community happiness index

DEWA recorded 89.01% in the community happiness index for 2016, compared to 87.12% in 2015. The survey included 1,345 interviews conducted using the latest data analysis tools, in adherence with the regulatory guidelines specified by DEWA. These results reflect DEWA's commitment to the happiness of society, and adhere with the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai, to achieve happiness in the community based on the highest international standards as a key element towards achieving sustainable development in the UAE.

DEWA takes priority in consolidating happiness, and committed to serving the community. It has adopted an integrated strategy for Corporate Social Responsibility (CSR), based on the concepts of giving and solidarity. DEWA continuously organises awareness campaigns and initiatives to raise awareness among members of the community about the importance of ensuring a brighter future for generations to come.



DEWA's Neighbourhood Campaign promotes rational consumption

DEWA continued its Neighbourhood Campaign by visiting 253 houses in Zabeel. 65 DEWA employees and 40 volunteers from Zayed University, the Higher Colleges of Technology, and the Community Development Centre, took part. This supports DEWA's efforts to inform society about the importance of using energy and water sensibly, while preserving natural resources. DEWA is launching community-focused initiatives and communicating directly with everyone in society to encourage them to adopt a more sustainable lifestyle, to support Dubai's objective to enhance environmental sustainability.



Future Engineers learn basics of electricity and electronics



DEWA provided its Future Engineers programme in December 2016 for the Reading is Positive Energy exhibition at Zabeel Park. Students were introduced to the basics of electronic and electrical engineering; learning scientific skills such as measuring, observing, analysis, composition, troubleshooting, and deduction.

The winter camp hosted 47 students aged between 12-15 years whose parents work for DEWA. The camp had two levels, the first included 29 new students,

while 18 students who participated in the previous summer camp joined the second level. Students spent over 80 hours learning about the basics and principles of electricity and electronics. Specialists taught students in an exciting atmosphere, with interesting lectures, workshops, and contests.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, presented appreciation certificates to the participants and awards to the distinguished students, attended by their families and DEWA officials.

Dubai Supreme Council of Energy promotes Emirates Energy Award 2017

المجلس الأعلى للطاقة
Supreme Council of Energy



The Dubai Supreme Council of Energy held a press conference in Muscat, Oman, to promote the Emirates Energy Award (EEA) 2017, which is organised under the patronage of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, under the theme 'Innovative Solutions for Clean Energy'. The conference was attended by Omani energy and government organisations, and scientific and research centres in energy, environment, and water. The conference detailed the awards categories and eligibility criteria.

EEA aims to find creative ideas and identify best practices in energy conservation and innovative solutions in clean and renewable energy, to contribute to creating a healthy, clean, and sustainable environment.



DEWA graduates second batch of Carbon Ambassadors



DEWA recognised the 75 graduates of the second batch of the Carbon Ambassadors Programme based on the United Nations Development Programme's (UNDP) criteria, with support from the Dubai Carbon Centre of Excellence (Dubai Carbon). Three winning projects were honoured during the ceremony. The first project was sponsored

by the UAE Water Aid Foundation (Suqia), and provides one of the largest urban areas in Nairobi with clean drinking water through an innovative and sustainable transformation of a shipping container into a water purification unit.

The Ministry of Climate Change and Environment sponsored the second project,

which transforms used out-of-service service containers into sustainable agricultural containers to spread environmental awareness and encourage people to adopt an eco-friendly lifestyle. The third project that was sponsored by RTA revolved around the concept of innovation, and involved creating sustainable desks for employees.

DEWA inaugurates new substation

DEWA, in collaboration with Meraas Holding, inaugurated a new 132/11 kilovolt (kV) substation with a total capacity of 150 Megavolt Amperes (MVA) in Al Quoz 4. This is part of DEWA's efforts to increase the efficiency and reliability of its electricity transmission network, and enhance Dubai's infrastructure to the highest international standards.

The project was built to the highest international standards, using the latest technology to improve the capacity and



efficiency of its electricity transmission network in Al Quoz 4. DEWA has extended ground cables with a total capacity of 132kV and a length of 4 kilometres, to

connect it to the 132/11kV and 132/400kV substations in Al Quoz, which will enhance efficiency and reliability in DEWA's networks in these areas.

DEWA adopts HoloLens technology in its services



To improve its technical operations, DEWA has adopted the Microsoft HoloLens (3D Mixed Reality technology) to enhance its operations and provide quality internal services. The new technology will enable DEWA to find new and innovative work methods. It provides interactive 3D models for the plants' equipment,

and remote expert assistance. The HoloLens provides virtual estimations relating to the remote maintenance of the power plants and ensures faster technical decision making, and helps DEWA manage future demand, while improving energy efficiency and reducing power consumption.

DEWA's Hackathon Challenge encourages innovation among employees

DEWA organised the Hackathon Challenge to encourage staff to innovate and create new ideas to develop DEWA's services and achieve the happiness of its customers. An interactive game won the first place in the competition. The game spreads sustainability and informs customers about ways to conserve electricity and water at home and how to choose energy-efficient appliances. A smart application that enables customers to gain loyalty points when they optimise



their consumption during peak hours came second. Points gained in the app can be exchanged for services. The app also assists the users to select the proper eco-friendly appliances by comparing their energy use.

DEWA receives delegations from Sharjah Economic Development Department and ENOC

DEWA received a delegation from Sharjah Economic Development Department who were briefed on the latest technologies and systems used by DEWA, operation-management approach, the queuing system, the technical features of DEWA's queuing system, and its experience in controlling the key performance indicators of service quality and quality assurance mechanism.

The Emirates National Oil Company (ENOC) delegation got to know about the latest innovative experiences and technologies relating to resource, technical and commercial operation planning, as well as information security management and governance. The delegation was given a tour of DEWA's electronic security centre, which takes measures to reduce the potential for security and electronic risks.

An idea for introducing video calling through DEWA's smart app for preliminary inspection and examination of low voltage connections remotely before final connection won the third position in the competition.

Consultation workshop on the Solar Power Programme in cooperation with Dubai Carbon

DEWA organised a consultation workshop, in cooperation with the Dubai Carbon Centre of Excellence (Dubai Carbon), for stakeholders willing to benefit from the Shams Dubai initiative to produce carbon credits as per the requirements of the United Nations Framework Convention on Climate Change (UNFCCC). The workshop focused on Shams Dubai, and stages 1 and 2 of the project to install PV panels on the rooftops of Dubai Ports World.

In June 2016, the UAE Solar Programme of Activities (PoA), was approved by the UNFCCC Executive Board. The PoA was initiated by

DEWA in collaboration with Dubai Carbon to promote the development of solar power in the UAE and make it easier to register projects under the Clean Development Mechanism (CDM). The programme is a leading initiative that supports global efforts towards achieving a green economy and sustainable development. This programme will allow all solar energy projects, including Shams Dubai, to register under the programme, and apply for carbon credits, which are equivalent to the amount of carbon dioxide emissions reduced as a result of their projects.



DEWA and Enel cooperate to enhance information and knowledge sharing



DEWA signed a Memorandum of Understanding (MoU) with Enel, one of the largest energy companies in Europe and the world, to enhance partnership and support the implementation of shared strategic objectives. These include effective means of communication to share information, experiences, and research of both parties. The MoU also outlines analysing the results of key performance indicators in smart grid

management and network digitisation, at the operational and IT levels. As per the agreement, DEWA and Enel will allocate experts to conduct research for the benefit of the clean and renewable energy sector. Both parties will jointly organise seminars, workshops, and meetings, to highlight the most important issues and find innovative solutions in the energy sector.

DEWA updates its 2021 strategy

DEWA's senior management, headed by HE Saeed Mohammed Al Tayer, MD & CEO, organised a workshop to review its strategy and launch the updated DEWA 2021 strategy. Updating DEWA 2021 underlines DEWA's commitment to keep up with all the latest developments. Al Tayer emphasised the key role of DEWA 2021 to achieve the goals of the UAE Vision 2021 and the Dubai Plan 2021.

Al Tayer noted that DEWA has aligned its Corporate Social Responsibility (CSR) strategy to support the Year of Giving initiative, which was launched by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; and the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to implement initiatives to support all in the UAE, and establish a permanent change in the way the next generation supports the UAE.

DEWA conducts workshop on sustainability and climate change

DEWA organised a workshop on sustainability, clean energy, and environmental challenges in the modern world. This is part of DEWA's efforts to support the vision of the wise leadership to achieve sustainability and transform into a green economy, and DEWA's commitment to support the sustainable development of Dubai. During the workshop, held at DEWA's Sustainable Building in Al Quoz, the Sustainability Leadership Team concluded their meetings for 2016, with the participation of managers and staff from all sectors.

The workshop was a significant platform for enhancing education and awareness, and encouraging DEWA staff to support strategic plans aimed at strengthening environmental sustainability. This supports DEWA's vision to become a sustainable innovative world-class utility, the UAE Vision 2021, and the Dubai Plan 2021 to transform Dubai into a smart, integrated, and connected city that is sustainable with clean, healthy, and sustainable resources.

Employees who submitted innovative ideas honoured



مجلس محمد بن راشد الذكي
MOHAMMED BIN RASHID SMART MAJLIS

#MohammedBinRashidSmartMajlis can be accessed using the MBRMajlis smart app or www.MBRMajlis.ae and submitting ideas and comments is very simple. This includes adding the idea's title, a brief explanation, and selecting the category.



DEWA honoured five government employees for the innovative ideas they sent through the Mohammed bin Rashid Smart Majlis. The Majlis enables Dubai's residents, and supporters around the world, to submit innovative ideas and development comments to make Dubai the smartest and fastest-developing city in the world. DEWA approved an idea submitted by Khaled Al Rashidi and called "Bedridden

Patients at Home" for people who require life support systems to stay alive. Faleh Al Muhairi's idea titled 'Scouts of DEWA,' involves training Emirati students to implement initiatives relating to saving electricity and water. Muhammad Ali's idea 'Solar Windows,' involves adding a coating to windows that are exposed to the sun, and transforming the sun's rays and certain chemicals into electricity.

DEWA and ABB inaugurate 315kW solar power plant



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, inaugurated the Swiss company ABB's new 315 kilowatt (kW) solar power plant on the company's offices rooftop at the Al Quoz Industrial Area.

The energy produced at the plant will supply ABB offices with electricity and the surplus energy will be exported to DEWA's grid. It is part of the Shams Dubai initiative, which allows customers to install photovoltaic panels to generate electricity from solar power. The electricity is used on-site and the surplus is exported to DEWA's network. An offset between exported and imported electricity is conducted and the customer account is settled based on this offset.

DEWA and UAE University cooperate in specialised research



HE Saeed Mohammed Al Tayar, MD & CEO of DEWA signed a Memorandum of Understanding (MoU) with HE Dr. Mohamed Albaili, Vice Chancellor of the United Arab Emirates University (UAE University). The MoU is for an AED 15 million project to conduct research and specialised studies on dust accumulation on the surfaces of solar panels, the dust in the local environment, and the best techniques to remove dust based on the highest standards and the latest global studies. As per the MoU, the UAE University is committed to conducting research, analytical studies, and internal and external tests, in cooperation with the R&D Centre at the Mohammed bin Rashid Al Maktoum Solar Park.

DEWA cooperates with National Energy Technology Laboratory in the US

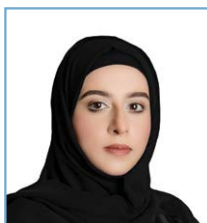
DEWA signed an MoU with the National Energy Technology Laboratory (NETL), which operates under the US Department of Energy, to enhance cooperation in energy technologies research and development. Other areas of cooperation include optimal

use of the latest technologies in clean coal, capturing, storing, and reusing of carbon, water supply systems, and the treatment of sewage water.

The MoU aims to share information, analyses of technical data and tools, and exchange

specialised delegations of scientists, engineers, and experts to take part in training courses and seminars, and conduct joint research. This will support local and international efforts to limit climate changes and enhance energy policies.

DEWA launches Youth Council



Fatima Al Jokar

DEWA has launched the DEWA Youth Council to enhance youth capabilities. This supports the vision of the UAE's wise leadership to empower and support young people, and engage them in the development process. It also supports DEWA's strategy to spread positive energy and promote a happy work environment. The Council will promote national identity among young people. It will also ensure better communication between the youth and DEWA's management, and create a new channel for communication with the Emirates Youth Council. This is help identify the challenges facing young people and suggest suitable solutions and programmes.

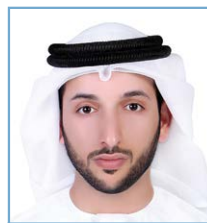
DEWA's Youth Council comprises talented young people, nominated by the sectors' heads. It includes 6 male employees and 6 female employees over the period of two years, based on specific criteria. Members are young Emiratis who are known to have outstanding performance, positive behaviour and a notable records of personal achievements.



Marwan Bin Doei



Ali Al Marri



Ahmad Mana



Afra Al Shamsi



Abdullah Al Suwaidi



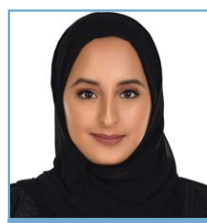
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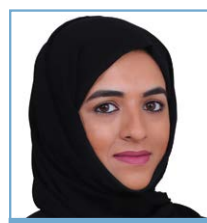
Maryam Al Falasi



Majid Alhajri



Hessa Alsaleh



Maryam Abdulqader



Abdulaziz Alhosani



Fatma Alalili



DEWA launches substation in Dubai Design District

DEWA has launched a 132/11 kilovolt (kV) substation at Dubai Design District (d3) in collaboration with TECOM Group, the developer and operator of d3. The substation is the first of three that will support d3's innovative business partners and will meet

current and future power demands for d3, with a total capacity of 178 megawatts (MW) to support lighting, district cooling, and general power requirements. The design of the new substation mirrors d3's unique design and creative environment.

Scholarships for Hatta students



As part of efforts to support and develop talented Emiratis, and in adherence with its Emiratisation strategy, DEWA has opened registration for students in Hatta to apply for scholarships in the UAE and abroad. Scholarships will be awarded to high school students in the science domain with an average score of over 80%. University students enrolled in electrical engineering, mechanical engineering, or

civil engineering degrees are also eligible to apply.

These students will be vital for shifting the energy and water sectors towards a new phase of growth, by enrolling them in academic programmes that will qualify them according to the highest international standards. This will enable them to play a positive role in driving the sustainable development.

DEWA launches Free Electrons Programme

HE Saeed Mohammed Al Tayer, MD & CEO of Dubai Electricity and Water Authority (DEWA), launched the Free Electrons, a global energy accelerators programme that provides an integrated framework to promote international cooperation and support innovation, to identify effective solutions to meet future global energy needs.

Free Electrons was launched based on framework that outlines cooperation between an international coalition of leading international energy companies. These include DEWA from the UAE, AusNet

from Australia, ESB from Ireland, EDP from Portugal, Innogy from Europe, Origin from Australia, Singapore Power, and TEPCO from Japan.

Free Electrons will be moderated by New Energy Nexus, and Swissnex San Francisco. Free Electrons, which has a budget of USD 1 million, is significant as it adheres to a unique framework to support the next generation of energy entrepreneurs. The programme provides 12 international start-ups with the opportunity to explore and develop innovative solutions in energy through accelerators.



Emirates Energy Award continues to receive applications

جائزة الإمارات للطاقة
EMIRATES ENERGY AWARD



The Emirates Energy Award (EEA), under the theme 'Innovative Solutions for Clean Energy,' continues to receive applications from individuals and organisations from the private and public sectors from across the Middle East and North Africa (MENA). EEA is aligned with the ambitious strategies and national initiatives, such as the UAE Energy Strategy 2050, which aims to increase usage efficiency by individuals and institutions, by 40% over the next three decades, and the Dubai Clean

Energy Strategy 2050 to provide 75% of Dubai's total power output from clean energy by 2050.

EEA added a new category for Connecting Solar Power to Buildings, with gold, silver and bronze categories for both small and large projects. This will help develop solar energy production technologies, and increase the number of innovations. Individuals and organisations working in energy, sustainability, the environment, industry, oil & gas can apply on EEA website www.emiratesenergyaward.com

DEWA participates in Car-Free Day initiative

DEWA took part in Dubai Municipality's Car-Free Day, which was organised under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Executive Council of Dubai, to raise environmental awareness among individuals and



organisations and encourage people to use public transport.

This pioneering green initiative supports sustainable development, environmental conservation, and the transformation towards a green economy to limit the carbon footprint and climate change.



DEWA is strategic sponsor of Princess Haya Award for special education



DEWA announced its participation as strategic sponsor in the 6th Princess Haya Award for Special Education 2016-2017. The Award is being organised under the patronage of HRH Princess Haya bint Al Hussein, wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

The award honours faculty members working in special education, while establishing a competitive environment to enhance the services and care provided to those with special needs, as per the best international standards to ensure efficient education by creating a competitive environment and providing opportunities for employees to raise the level of future services and ensure their continuity.

WGEO private sector platform launched



HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, launched the private sector platform of the World Green Economy Organisation (WGEO). The newly launched platform is the first platform of WGEO that was launched during the third World Green Economy Summit (WGES) 2016 in Dubai, supported by the United Nations Development Programme (UNDP).

The grand ceremony was attended by HE Dr. Thani bin Ahmed Al-Zeyoudi, Minister of Climate Change and Environment, HE Suhail Mohamed Faraj Al Mazrouei, Minister of Energy, HE Saeed Mohammed Al Tayer, Chairman of WGEO, and HE Helen Clark, Administrator of UNDP. Representatives from the public and private sectors from the UAE and across the world, and green economy and green

development experts also attended the launch ceremony.

The platform aims to help WGEO to take on a frontline role by establishing partnerships as well as enabling dialogue and knowledge exchange among countries, public and private sectors, United Nations Agencies, financial institutions and civil organisations, to accelerate transition to green economy.

Supreme Council of Energy issues Directive on electric-vehicle charging stations in Dubai

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, issued Directive number 1 for 2017 on the establishment and installation of electric vehicle charging stations in Dubai. This directive states that all public and private organisations and developers in Dubai must get approvals from DEWA before establishing, installing, operating or maintaining electric vehicle charging stations in Dubai. DEWA will coordinate with Dubai Municipality and the Roads and Transport Authority (RTA) to ensure meeting the technical requirements and standards adopted by the relevant authorities.



DEWA's staff participate in Sandstorm Marmoum

A team of 50 employees from different divisions and job categories from DEWA, took part in Sandstorm Marmoum, which was organised by Dubai Holding 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. Taking part in the event was part of DEWA's efforts to encourage a healthy and active lifestyle among employees, and

make physical activities part of their daily lives.

DEWA provides a motivating and positive work environment to help employees achieve a healthy balance between their professional and social lives, while encouraging them to participate in sports activities both as individuals and teams. DEWA has formed sports teams that achieve significant results in the tournaments that they participate in.

Sandstorm Marmoum is the largest obstacle race in the UAE. It encourages community members to enhance their fitness and health, and promotes quality of life. The race was set across 5km and 10km distances through four terrains of rock, sand, water and mud with over 30 unique obstacles that blended perfectly into a backdrop of sand dunes, lakes, greenery and wildlife right in the heart of Dubai's desert landscape.



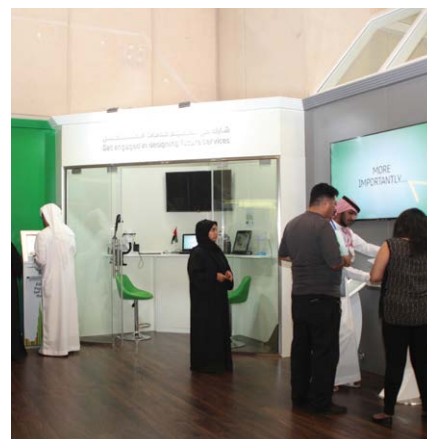
DEWA's Smart Centre enhances smart adoption

DEWA's Smart Centre has achieved remarkable results with growth in smart adoption, increasing from 64% in 2015 to 70% in 2016. Customer trust increased from 86% to 93%, and customer happiness increased from 85% to 94%.

DEWA's Smart Centre aims to involve customers in improving services, designing future services, and increase the adoption of smart services. DEWA works to achieve the happiness of customers by making its smart services easy to use and available at all times. DEWA also provides smart services to people of determination

(with disabilities). It provides other smart services in collaboration with Dubai Smart Government, such as the MyID service, which allows customers to login to multiple smart services via a single account.

The Centre is based on the existing mechanism of providing services through smart devices equipped with DEWA's smart applications, based on the concept of self service. We provide customers with smart, fast, easy-to-use, and integrated services that are available around the clock.



DEWA honours winners of Internal Excellence Awards for second half of 2016

DEWA honoured employees who won the Internal Excellence Awards in the second half of 2016 at a ceremony at Emirates Towers hotel. DEWA's Executive Vice Presidents, Vice Presidents, and many staff attended.

DEWA honoured staff nominated for the Dubai Medals of the 20th Dubai Government Excellence Program, graduates of the Leadership Development Programme, winners of the Employee Happiness survey 2016, the team who received Certified Chief Innovation Officer (CCIO) certificates from the Global Innovation Institute, and participants

in the British Standards (BS 13500) code of practice for delivering effective governance of organisations' workshop. DEWA's recognition spreads a culture of excellence and encourage spositive competitiveness among staff.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, honoured the employees and congratulated them on their excellence, commending their achievements to help DEWA to pioneer excellence. DEWA is one of the best utilities in the world.

Categories for internal awards included Employee Excellence, Administrative Excellence, Customer Happiness,

Knowledge Management, Environmental Excellence, Distinguished Enterprise Risk Champion, Happiest Work Environment, Best Division in Happiness Rate, and Best Cable Jointer.

Other staff honoured were nominated for Dubai Medals of the 20th Dubai Government Excellence Program, graduates of the Leadership Development Programme, the management team involved in BS 13500 code of practice, the Lead Audit Training team, for completing tghe requirements for the BS 13500 for Internal and External Audit, and recipients of the CCIO certificates.



Innovators Series develops innovation at DEWA



Islam Abuhamdah

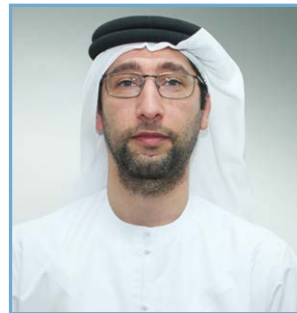
DEWA has launched a new project, called Innovators Series, to develop the capabilities of skilled, creative, and innovative employees to improve government work across all areas. This supports DEWA's commitment to provide a motivating work environment that encourages creativity and innovation. The project focuses on the innovative ideas put forward by employees, to encourage their continued excellence. The project includes short videos about DEWA's creative employees. The videos focus on the innovators' motivation and journey to come up with innovative ideas that resulted in quality projects and initiatives at DEWA.



Dr. Abdullah Al Hammadi



Yousuf Alburei



Ammar Makki



Riham Helmi

New substations to meet increasing demand for energy

DEWA has started building new substations at Hassyan, the Mohammed bin Rashid Al Maktoum Solar Park, and is expanding the power plants in Jebel Ali and Al Aweer. DEWA will build 97

new 132/11 kilovolt (kV) substations over the next three years, at a projected cost of AED 10 billion. DEWA's installed capacity reached 10,000MW in 2016.



DEWA participates in 2nd UAE National Sports Day



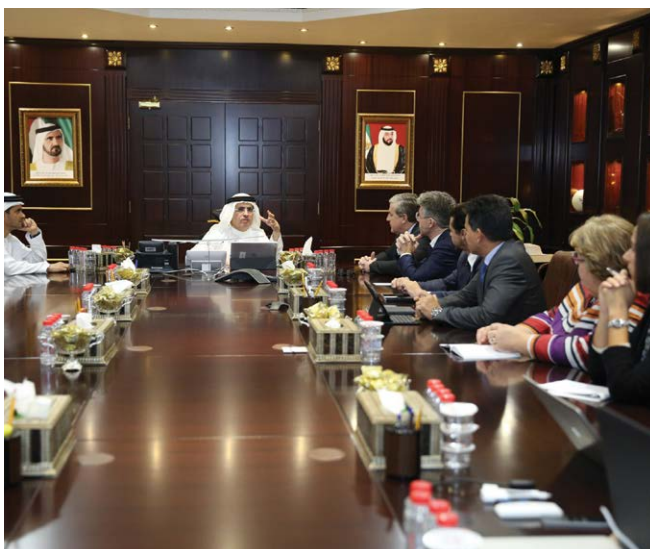
DEWA's employees took part in various sports activities at the 2nd UAE National Sports Day on 16 February 2017, coinciding with GCC Unified Sports Week. The events were jointly organised by DEWA's Sports and Women's committees. The sports activities took place at DEWA's head office, Warsan and Al Quoz and included endurance contests for men and women, a flash mob, table tennis, darts, morning exercises, tug-rope, a 'Dewathlon' race, basketball, a cricket, and a Futsal championship.



Visits



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, discusses enhancing cooperation and encouraging Italian companies to take part in renewable and clean energy projects in Dubai, with HE Liborio Stellino, Ambassador of Italy to the UAE.



... and discusses strengthening cooperation and exchanging expertise with HE Michel Miraillet, Ambassador of France to the UAE.



...and briefs HE Hans Sandee, Consul-General of the Netherlands in Dubai on opportunities for joint cooperation in the energy sector.



...and receives a high-level delegation from Siemens



... and Highlights Dubai's efforts to develop the renewable and alternative energy sector, with a high-level delegation from the Kuwait National Petroleum Company



... and receives HE Hisashi Michigami, Consul-General of Japan in Dubai.

Achievement

DEWA honoured at Arab Social Media Influencers Summit

HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, honoured DEWA at the Arab Social Media Influencer Summit Awards for its work on the Environment. HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, received the award during a ceremony held at the 2nd Arab Social Media Influencers 2016.



DEWA receives emission reduction certificate from UNFCCC

DEWA received the official Certified Emission Reductions (CERs) cancellation certificate issued by United Nations Framework Convention on Climate Change (UNFCCC) for the successful offset of emissions during Earth Hour 2016, in cooperation with Dubai Carbon Centre of Excellence (Dubai Carbon). This is a result of DEWA's efforts to reduce carbon emissions through its ongoing projects, based on the requirements of the Kyoto Protocol of the UNFCCC.

DEWA receives Sword of Honour and Globe of Honour from British Safety Council

DEWA was awarded the Sword of Honour for health and safety for the 8th time, and the Globe of Honour for the 5th consecutive time from the British Safety Council. This reflects DEWA's role as an international leader in health and safety, and the environment.



DEWA receives COBIT5 certification in governance and IT operation control

DEWA received the COBIT5 certification in governance and information technology operation control. DEWA passed a series of auditing and monitoring process evaluations, becoming the first

government organisation in the UAE to fulfil all requirements of the system, in all five fields. The certificate underlines DEWA's technical leadership and its excellence in cyber security.

CERs accreditation for L Station TESTIAC project

DEWA's L Station's installation of the pioneering Thermal Energy Storage and Turbine Inlet Air Cooling (TESTIAC) system has been issued its first Certified Emissions Reductions (CERs) credit from the United Nations Framework Convention on Climate Change. Dubai Carbon Centre of Excellence (Dubai Carbon) presented the accreditation after the project significantly exceeded its initial targets, preventing 55,373 tonnes of carbon emissions in 2013 and 39,824 tonnes in 2014.

The project is the first of its kind in the region, and adheres to the clean development mechanism of the United Nations Framework Convention on Climate Change. It reflects our efforts to mitigate climate change by adopting the highest standards and best practices in environmental conservation. The project also reflects national efforts to ensure a healthy, safe, and clean environment for generations to come.



DEWA receives European Specification Certificate for its Innovation Management Systems

DEWA has received the European Specification Certificate on Innovation Management Systems (CEN / TS 16555-1-2013) from Britain's Lloyds Register, for its preparation and application of

an integrated system for innovation management. The new achievement reflects DEWA's commitment towards promoting innovation and creativity to overcome challenges and transforming

them into opportunities to develop world-class services to achieve the happiness and satisfaction of the community, while ensuring a brighter and more sustainable future for generations to come.

DEWA wins four awards in sustainability and CSR



DEWA won four awards at the Gulf Sustainability and CSR (Corporate Social Responsibility) Awards. DEWA received awards in the categories of Best sustainability and Education programme, Best workplace and education programme, Sustainability Team of the year, and Overall Sustainability. Khawla Al Mehairi, Vice President of Marketing & Corporate Communications at DEWA, received the awards at a ceremony organised by Awards International in cooperation with International Humanitarian City and the Dubai Carbon Centre of Excellence. The ceremony honoured private and government organisations that have successfully complied with international standards of sustainability and social responsibility, which are role models to other organisations included by the award. The award covers 22 categories including environmental-, social-, individual- and group-based initiatives in the workplace, and others that tackle challenges that companies face about sustainability and social responsibility.

Suqia board highlights 2016 achievements



HE Saeed Mohammed Al Tayar, Chairman of the Board of Trustees of the UAE Water Aid Foundation (Suqia) commended Suqia's achievements during 2016, and its efforts to promote the Mohammed bin Rashid Al Maktoum Global Water Award.

Al Tayar noted that Suqia will double its efforts in humanitarian aid, to support the Year of Giving initiative, which was launched by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE. This also adheres to the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to create a knowledge-based economy with a focus on Technology, Research and Development (R&D), and Innovation to find solutions to the global issue of water scarcity. The meeting reviewed the progress of Suqia's projects in cooperation with the Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment. Two boreholes in Ghana were completed in Q4 of 2016. Boreholes are currently being drilled in Afghanistan, Mauritania, Somalia, Tajikistan, Ghana, Benin, Uganda, Bangladesh, Mali, and Senegal, to benefit an estimated 53,900 people.

Suqia highlights its R&D efforts during session organised by Arab Water Council

The UAE Water Aid Foundation (Suqia), under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives, participated in a special session organised by the Arab Water Council, under the theme 'Water Technology and Sustainable Development in the Arab World.' The session was organised as part of the International Conference on Sustainable Water Resources Management, in Cairo,



Egypt. It was attended by experts and academic researchers specialised in water technology.

The session highlighted the importance of modern and innovative water technologies, and their effect on enhancing sustainable development in the Arab region. Mohammed Abdulkareem Al Shamsi, Acting Executive Director of Suqia, gave a presentation on Suqia's efforts in Research and Development in desalinating and purifying water using solar energy.





Finding sustainable solutions for water issues

On 22 March each year, the world observes World Water Day to unify efforts and raise awareness about water issues and challenges, especially the various factors that contribute to worsening water security around the world. These include climate change, environmental factors, population growth, urbanisation, and poor water management in some areas. The UAE remains at the forefront of research to find suitable solutions to the challenges related to water and its management to ensure water security. This is done by taking practical measures to manage water





use, regulate irrigation methods, and find alternatives to water shortage through seawater desalination and treatment of wastewater for irrigation purposes.

"World Water day is an opportunity to emphasise our commitment to support international efforts to find sustainable solutions to curb water waste. DEWA works relentlessly to adopt the latest technological innovations and best global practices, as well as implement innovative awareness programs to encourage society to adopt positive practices to reduce water use. DEWA's efforts have shown remarkable results in reducing water consumption. We made cumulative water savings of over 6 billion gallons of water in the last eight

years. That's enough to fill over 11,000 Olympic pools," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and Chairman of the Board of Trustees of the UAE Water Aid Foundation (Suqia).

In June 2014, HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, launched Suqia as an initiative to provide water for 5 million people around the world. It concluded successfully after collecting AED 180 million in 18 days, enough to complete projects to provide drinking water to over 7 million people around the world. In March 2015, His Highness issued a law establishing the UAE Water Aid (Suqia) as a non-profit

organisation annexed to DEWA. It aims to strengthen the UAE's position in pursuing humanitarian initiatives that improve the living conditions of poor and afflicted communities and support sustainable development. This is achieved by supporting research and development in the use of solar energy to provide clean water.

Suqia has announced that over 8 million people have benefitted from its projects to provide clean drinking water to the needy in 19 countries around the world. Suqia, under the umbrella of the Mohammed bin Rashid Al Maktoum Global Initiatives, conducts research and development to find solutions to water scarcity around the world and promote investment in sustainable and innovative solutions using solar energy to provide clean drinking water by building effective and sustainable partnerships in accordance with the best global standards. Suqia also oversees the Mohammed bin Rashid Al Maktoum Global Water Award, worth USD 1 million. The Award was launched by HH Sheikh Mohammed bin Rashid Al Maktoum, to find permanent solutions to water scarcity around the world, using solar powered water desalination and purification. The award has three categories: Innovative Projects Award, Innovative Research & Development Award, and Innovative Youth Award.



UAE celebrates National Environment Day 2017 under the theme 'Sustainable Production and Consumption'

Celebrated annually on 4th February, the UAE marked this year's National Environment Day under the theme 'Sustainable Production and Consumption,' to emphasise its commitment to protecting the environment, and its continuous efforts to achieve its sustainable development goals. This supports the UAE Vision 2021 to ensure a sustainable environment regarding the quality of air and the conservation of water and natural resources, increasing the share of clean energy, and promoting green development. The UAE spares no efforts in providing the



support to protect natural resources, while ensuring their sustainability. The late Sheikh Zayed bin Sultan Al Nahyan emphasised the importance of the National Environment Day. He noted that the first National Environment Day in the UAE is another accomplishment to add to the UAE's growing list of environmental achievements.

DEWA plays a key role in promoting sustainability and protecting the environment among all stakeholders, and measures their culture of sustainability, while continuing to accomplish unprecedented achievements. DEWA's ongoing efforts enabled it to win a number of prestigious awards during 2016, including the Five Star Environmental Audit from the British Safety Council, for five consecutive years, and the Globe of Honour from the British Safety Council, along with 7 other international

organisations. DEWA became the first organisation in the MENA region to receive this prestigious award for five years in a row. As part of its contribution to the 20th National Environment Day, DEWA organised an environmental campaign in collaboration with The Emirates Marine Environmental Group (EMEG), to clean Jebel Ali Marine Sanctuary and plant

mangroves. The campaign witnessed the participation of community members, schools students, DEWA employees, the students of DEWA Academy, and a number of members of DEWA's Youth Council.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, noted that the UAE's wise leadership pays a lot of attention to the environment. This supports the government's efforts to ensure a sustainable future, and raise awareness both socially and professionally. It also supports efforts to encourage environmentally-friendly practices, and promote the rational use of resources. These efforts play a fundamental role in DEWA's strategic plans, projects and initiatives launched in adherence with the best environmental practices and Dubai's efforts to reduce the carbon footprint, and continuously improve the efficiency of power and water networks in adherence with the best international environmental specifications and standards.



DEWA promotes creativity and innovation among younger generations

Reading is the most fundamental way to learn and gain knowledge. It helps build people's personalities and capabilities, and helps develop societies and civilisations. Reading is also essential to developing awareness among children, contributing to advanced and progressive societies.

In line with announcing 2016 as the Year of Reading in the UAE, and as part of its corporate social responsibility, DEWA organised various cultural programmes and activities to support the efforts of the wise leadership to instil a culture of reading and spread knowledge among younger generations, and prepare them to be future leaders. DEWA launched an interactive storybook entitled 'Hamad and Dana Discover Solar Power.' The story simplifies the concepts of science, technology and engineering to children. The story revolves around two

hardworking children named Hamad and Dana, and their parents, who are role models for the positive family; supporting and promoting children's talents and creativity, answering their questions and fulfilling their passion for discovering the world around them.

The story enhances the capabilities of children and students, by adopting a simple scientific-learning approach, with colourful illustrative pictures that stimulates the child, and creates interest in the story. The book includes materials for children to carry out simple scientific experiments that can be assembled and disassembled, showing trial, error, and conclusions.

DEWA's programmes and social initiatives make society happier and support the social welfare and development of Dubai and the UAE as a whole. This supports the

vision of the wise leadership and the UAE Vision 2021 to build a knowledge-based economy by instilling the foundations of knowledge within the young and encouraging them to be innovative and creative enough to take the lead in the future.

The Reading is Positive Energy exhibition at Zabeel Park is one of the cultural activities that DEWA organises in cooperation with the Mohammed bin Rashid Al Maktoum Foundation. It promotes reading in society and highlights Emirati authors and writers. The exhibition features a number of sections such as the Reading is Positive Energy Forum, Children's Knowledge World, the Smart Reading Corner, the Reading Sensory Wall, an Emirati Majlis, a Cultural Café, lectures, poetry evenings, and awareness activities for the whole society.



Women's Committee



Khawla Al Mehairi
Chairperson of DEWA's
Women's Committee

On International Women's Day, we feel proud of Emirati women's achievements

On 8 March, the UAE celebrated International Women's Day, with the theme 'Women in the Changing World of Work: Planet 50:50 by 2030.' We have exceeded this already in the UAE and are proud of this achievement. This is a continuation of women's empowerment, which was started by the late Sheikh Zayed bin Sultan Al Nahyan, who was a strong supporter of women in all they do. The UAE now tops global rankings in terms of treating women with respect and reducing gender imbalance. On this day, we thank our wise leadership who spare no effort in providing the environment that empowers women and helps them succeed. We proudly remember and appreciate the efforts of the 'Mother of the Nation,' HH Sheikhha Fatima bint Mubarak, Chairwoman of the General Women's Union, Supreme Chairwoman of the Family Development Foundation, and President of the Supreme Council for Motherhood and Childhood, HH Sheikhha Hind bint Maktoum bin Juma Al Maktoum, Wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and HH Sheikhha Manal bint Mohammed bin Rashid Al Maktoum, President of the Gender Balance Council of the UAE, President of Dubai Women's Establishment, and wife of HH Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Presidential Affairs. They have played a major role in empowering Emirati women and promoting their creativity.

I also thank DEWA's top management, headed by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, for their unlimited support of DEWA's female staff who enjoy all the support and care in a motivating environment that refines their talents and capabilities. Today, DEWA is one of the leading government organisations to empower women, both professionally and socially. It is also the largest government organisation to employ women in technical positions within the energy sector in Dubai. At the Women's Committee, we will continue our efforts to support DEWA's female staff and help them balance their professional and personal lives. This will help them carry out their effective roles in building and developing society and serving the country and contributing to its development.

DEWA Women's Committee reviews plans for 2017



DEWA Women's Committee reviewed the approved updates to the committee's vision, objectives, values, and scope of work during its first meeting in 2017. The meeting was chaired by Khawla Al Mehairi, Vice President of Marketing and Corporate Communications at DEWA, and Chairperson of the Women's Committee. Members discussed the agenda of the committee's activities, plans and strategy for 2017, and reviewed the committee's objectives and scope of work. This includes strategic planning, administrative execution and support, spreading awareness, enhancing

communications and education, social responsibility, and other related issues. The committee also discussed means of achieving the happiness of DEWA's female employees, and efforts to create an environment that supports their innovative professional and personal abilities. The committee approved a number of sub-committees, such as the development and technical sub-committees. They will be discussed in the next meeting, with key roles of each member being defined over the next two years.

Al Mehairi praised the support from

DEWA's top management, headed by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, to the Women's Committee since its establishment in 2010. She noted that the committee adopts a comprehensive approach that explores the different aspects that matter to women. It translates these into plans and programmes that develop women's personal and life skills, while providing a positive and motivating work environment, enabling them to balance their professional and family lives. This has a positive effect, not only on DEWA, but also helps empower society through women.

DEWA's Women's Committee organises workshop on health and beauty



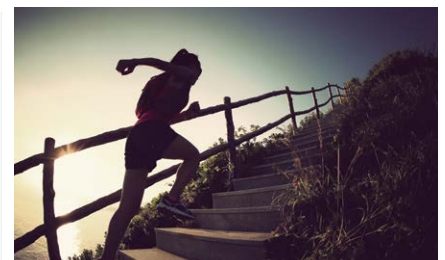
DEWA's Women's Committee organised a workshop on health and beauty under the theme 'Your Happiness is in Your Health and Beauty,' to share health and beauty tips and advice. The workshop highlighted the importance of healthy food, and its impact on the lives of women, while increasing awareness about the importance of leading a healthy lifestyle. A beauty expert presented beauty tips and a nutrition specialist provided one on one counselling to female staff.

Women's Committee organises small-scale exhibition for Italian jewellery



The Women's Committee held a small-scale exhibition at DEWA's head office, as part of its efforts to consolidate social bonds between female employees, in a multicultural work environment. The exhibition highlighted the latest handmade jewellery designed by Italian company Bellina, which incorporates precious stones. DEWA's Women's Committee organises social programmes and activities, to strengthen communication among female staff.

Women's Committee organises fitness session for ladies



DEWA's Women's Committee organised a fitness session at its head office, supervised by a female fitness coach. A large number of female staff from all divisions took part. The session is one of the ways the Women's Committee is providing a positive and motivating environment to encourage female staff and enhance their positive energy. The coach provided employees with a number of health and fitness tips, in addition to fitness facts and myths, diet, food supplements, and exercises to strengthen body fitness.



Omar Abdalla Rashid Sahoh
Specialist - Customer Relations
Customer Happiness

Hayakum –an idea from Omar Bin Sahoh via Afkari, becomes an initiative to introduce facilities at Customer Happiness Centres

Omar bin Sahoh, Customer Relations Specialist at the Customer Happiness department at DEWA, is the person behind the Hayakum initiative. The initiative is a signboard that includes information that helps customers learn about facilities available at Customer Happiness Centres, such as Maraheeb service, As'hal smart service kiosk, the free business centre, free valet parking, Arabic hospitality, electric vehicle charging stations (Green Charger), and other value-added services provided by DEWA.

The sign has a special section for services provided by DEWA to people of determination. These include dedicated counters and parking spaces, Braille customer guide and conservation tips booklets, route guides for people with visual impairments, and employees who use sign language to communicate.

Omar bin Sahoh holds a Bachelor's degree in computer engineering. He joined DEWA in 2008, where he held several positions. Bin Sahoh sees that the attention and care of officials in the UAE, especially at DEWA, has had a significant impact on his achievements, especially as DEWA provides full care and support to its employees to motivate them to excel and innovate new ideas to contribute to developing work mechanisms and improve the quality of its services.

Bin Sahoh presented his idea through the Afkari platform, where it was studied and transformed into an initiative called Hayakum to achieve the happiness and satisfaction of customers. He emphasised that DEWA provides its employees with all the support they need, provides a motivating environment for excellence, and responds to suggestions and ideas they present through Afkari, to encourage staff to innovate and be creative. This supports DEWA's efforts to achieve its vision to become a sustainable innovative world-class utility.



Book Review



The books featured here are available on loan from the DEWA Knowledge Centres. The Knowledge Centres are located in DEWA offices in Al Quoz (The Sustainable Building), Warsan and Al Qusais. For further information or assistance please email us at knowledgecentre@dewa.gov.ae.

Title 1: Flashes of Wisdom

Author: HH Sheikh Mohammed bin Rashid Al Maktoum

Language: Arabic and English

Pages: 182 pages

Availability: Al Quoz, Warsan & Al Qusais

The inspirational quotes in this book include highlights drawn from the speeches, writing, poetry and public appearances of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. These words of wisdom reveal an indomitable statesman, a visionary leader, a contemplative poet and a perceptive human being. His quotes touch upon a wide range of themes, such as positive thinking, innovation, government and leadership.

Title 2: Strategy safari

Author: Henry Mintzberg, Bruce Ahlstrand & Joseph Lampel

Language: English

Pages: 441 pages

Availability: Al Quoz, Warsan & Al Qusais

This book presents a powerful antidote to the dilemma of needing to know about strategy and yet not being able to find any comprehensible guidelines that take account of the real world. This comprehensive guide offers a critical, penetrating look at the contributions of ten dominant schools of strategic thoughts.

Title 3: Professional Excellence

Author: Alan P. Rossiter

Language: English

Pages: 110 pages

Availability: Qusais, Al Quoz & Warsan

Engineers focus intensely on scientific and technical knowledge. Yet, our professional and personal satisfaction and successes depend on other traits that make us more effective and productive. In this thought-provoking book, Alan Rossiter provides practical guidance in developing the skills to become more effective in your work, while balancing your life. It is invaluable reading for graduating college students and young professionals, as well as seasoned practitioners who find their work is becoming all-consuming.

Smart Infrastructure

DEWA enhances smart energy and water infrastructure according to the highest international standards

In adherence with the directives and vision of the wise leadership, Dubai has become one of the fastest growing smart cities in the world, especially with the government's unlimited support to investments aimed at modernising the technical infrastructure and streamlining digital innovation. Dubai is gearing up to embark on a new era of development, by focusing on utilising the great potential of new technologies, especially the Internet of Things (IoT), which is expected to account for USD 19 trillion in opportunities for international companies and government organisations in the coming years. The number of devices connected to the internet is likely spike to 50 billion by 2020, and 500 billion by 2030. This will result in major changes across a number of different sectors, including energy and water.

Innovation is a fundamental element for driving development, enhancing the quality of life, and transforming Dubai into the preferred place to live, work and visit, while attracting investments. DEWA works to achieve the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and the Dubai Plan 2021, to strengthen the Emirate as a smart, integrated and connected city, with highly-efficient world-class technological infrastructure capable of supporting both social and economic development. This is achieved through DEWA's effective contribution to enhancing Dubai's energy and water infrastructure according to the highest international standards by launching various smart projects and initiatives. DEWA plays a vital role in encouraging investment to develop the smart city infrastructure that is capable of managing all its systems and services through smart connected electronic systems.





Foreseeing and Shaping the Future

During the World Government Summit 2017, HH Sheikh Mohammed bin Rashid Al Maktoum instructed Dubai's government organisations to implement today, what other cities around the world will implement in 10 years through the Dubai 10x initiative. The initiative aims to achieve Dubai's vision of becoming the city of the future, by encouraging cooperation between Dubai government organisations, to adopt the models of future governments, while enhancing performance, and developing plans to enhance the role of the government in serving society and mapping the future. Dubai 10x is being implemented under the supervision of the Dubai Future Foundation, which oversees a number of innovative initiatives, in adherence with the Dubai Future Agenda, launched by His Highness to shape the future of crucial industries as a model which can be followed by the world.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, commended the 10X initiative. "His Highness Sheikh Mohammed bin Rashid Al Maktoum has always launched innovative initiatives that anticipate and shape the future and promote Dubai's global leadership. The vision of His Highness has contributed to Dubai achieving in a few years what other cities achieve in hundreds of years, and transforming Dubai into a knowledge-based economy. This is achieved by encouraging innovation, research and development, launching strategies and initiatives that enhance government innovation through transforming it into an organisation work, while building professionals who are capable of innovation and creativity across all areas," said Al Tayer.

Exo Sprint Programme

DEWA has launched an international programme for its staff, in collaboration with ExO-Works. The programme is the first of its kind in the region, and aims to enhance DEWA's role in shaping the future of energy and water. This supports the vision of the UAE's wise leadership to make foreseeing the future part of government strategic planning. It also supports DEWA's role as an incubator of creativity and innovation to achieve its vision to become a sustainable innovative world-class utility. ExO-Works enhances DEWA's leading position in developing disruptive technologies and long-term proactive plans to cope with the Fourth Industrial Revolution the world is going through. The programme also enhances DEWA's efforts to provide an environment that motivates its employees and work teams to create and excel, and train them to drive innovation and enhance competitiveness. These efforts support the vision of the wise leadership to shape and make the future so that the UAE becomes an effective contributor to shaping the future by making use of accelerators, innovation, and employing the latest sciences and technologies

Free Electrons Programme

DEWA has launched the Free Electrons Programme, a global energy accelerators programme to support the next generation of international clean energy entrepreneurs. The programme provides an integrated framework to promote international cooperation in supporting and encouraging innovation to find solutions to future energy needs. It supports DEWA's commitment to enhancing Dubai's position as an international hub for foreseeing and shaping the future, while accelerating innovation in the field of clean and renewable energy.

Free Electrons is moderated by New Energy and Nexus, and funded by the California Clean Energy Fund, and Swissnex from San Francisco. Free Electrons, which has a budget of USD 1 million, is significant as it has a unique framework to support the next generation of energy entrepreneurs. The programme provides 12 international start-ups with the opportunity to explore and develop innovative solutions in energy through accelerators and direct cooperation with leading international energy companies and start-ups.