



AL MASDAR المصدّر

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WETEX 2012

Unprecedented participation by oil and gas sector
1,055 organizations exhibit their products and services

60+

Earth Hour 2012

celebrates 6% consumption decrease

DEWA is first public body to receive
international recognition as a training
centre for projects management

Three pillars and initiatives that constitute
DEWA's concept of sustainability

Intensive meetings in preparation for WEF 2012

DEWA's distinguished employees
obtain 8 awards from DGEP



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Saeed Mohammed Al Tayer
MD & CEO of DEWA

Sustainability – Our message to the world

The initiative of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates and Ruler of Dubai, under the theme Green Economy For Sustainable Development came at just the right time to herald a new era that adopts sustainable development as an approach and way of life.

Sustainability is an important message and an pressing necessity that the requires collaboration of our efforts as individuals or nations to relentlessly pursue it by making efficient use of energy and resources to protect our planet. We must maintain sustainability as the whole world seeks to meet the needs of their peoples, and provide them with the best welfare and quality of life.

Climate change has become the obsession of the age, especially with increasing carbon emissions resulting from human activities. These emissions impose a heavy burden on people involved in sustainable development and makes them race against time to curb harmful emissions by any means, tools and programs.

In Dubai, and in compliance with our leadership's directives to conserve resources and preserve the environment, we have made all possible efforts to realize the aspirations of our visionary leadership, including awareness and educational campaigns on the importance of electricity and water conservation, conserving resources, set and implement various programmes and methodologies in this regard. The campaigns also included establishing the Dubai Carbon Centre of Excellence, setting the Dubai Integrated Energy Strategy 2030, and recently launching the Mohammed bin Rashid Al Maktoum Solar Park. We continue our pursuit in this regard by hosting energy-related global forums, and preparations and arrangements are being made for hosting the World Energy Forum 2012 (WEF) this October. This Forum is a very important event as it will bring together heads of states, energy and environment ministers, heads major oil and energy companies, experts and academics.

I would like to take this opportunity to call for everyone to participate in achieving sustainability for our development plans through the conservation of our resources and protecting our planet from pollution, for generations to come.

14th WETEX 2012 closes success- fully



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This publication is the result of your input and support. We welcome your comments and suggestions to improve this magazine to develop greater dialog and communication. Please accept our sincerest best wishes and thanks for your continued support and input.

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Three pillars and initiatives that constitute DEWA's concept of sustainability

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Quote of His Highness Sheikh Mohammed Bin Rashid Al Maktoum



Dear Citizens, We look forward to building a promising future together as a team and to maintain our Arab roots and to open our hearts to brothers and friends. We have to know more about culture and civilisations.



His Highness Sheikh Mohammed Bin Rashid Al Maktoum

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



With more than 1,000 participating companies and 12,000 visitors **14th WETEX closes successfully**

The 14th Water, Energy, & Environment Exhibition 2012 (WETEX) has achieved unprecedented success in terms of participants, visitors and other activities related to the exhibition. The first two days witnessed a large turnout of visitors from different government and private departments from the UAE, Gulf countries or other nations. The five halls of the exhibition saw a huge turnout of visitors to look at different displays and visit participating pavilions. Also, there were many discussions between visitors and exhibitors, who brought with them the most state-of-the-art technology and equipment in different fields of the exhibition, and the latest developments in renewable energy and sustainability. The Exhibition was highly praised by visitors from the UAE and visiting delegations, especially from the GCC.

Under the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates and Ruler

of Dubai, the 14th Water, Energy, and Environment Exhibition 2012 (WETEX), was organized by DEWA under the umbrella of the Dubai Su-

preme Council of Energy (DSCE). The Exhibition lasted for three days from 13th to 15th March at Zabeel Hall at Dubai International Conven-



Both national and international oil and gas companies participated in the Exhibition for the first time.

tion Centre, Zabeel Hall and Halls 1—4. HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai and Minister of Finance and President of DEWA, opened the Exhibition in the presence of top figures and officials in Dubai.

After opening ceremony by HH Sheikh Hamdan bin Rashid Al Maktoum, top officials accompanied by HE Matar Humaid Al Tayer, Chairman of DEWA, and HE Saeed Mohammed Al Tayer, Vice Chairman

of DSCE and MD & CEO of DEWA, toured the exhibition and viewed displays and equipment being showcased by the companies from all over the world who participated in the Exhibition. His Highness listened to an explanation from Al Tayer about the





Exhibition and the wide participation of national and international companies, whose number has reached 1,055 in total. His Highness also listened to an explanation of DEWA's projects, achievements and other updates at this year's exhibition, especially the participation of the oil and gas sector and other related activities for the first time this year.

HH Sheikh Hamdan bin Rashid praised DEWA and the great developments of its utilities as well as its excellent services, which has enabled it to be at the forefront of top world utilities. His Highness also praised the exhibition and the continuous annual developments that made it globally known as one of the most prominent milestones of Dubai's economy, business and global exhibitions. In addition, His Highness highlighted DEWA's relentless efforts to protect the environment, which can be clearly seen in its focus on green technol-

Solar energy will supply Dubai with 5% of the total supply of electricity by 2030.

ogy, renewable energy projects and implementing best global practices in this field to boost Dubai's green economy and sustainability.

The 14th Water, Energy, & Environment Exhibition 2012 (WETEX) is being launched under directives from HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates and Ruler of Dubai, opens up new scopes and attracts cutting-edge technologies and major international companies to Dubai which promotes Dubai's position as preferred hub for business, finance and tourism.

"I'm really pleased with the great success of this exhibition and I'd like to thank everyone, who participated in achieving this success, including the Higher Organizing Commit-

tee, the sponsors in their different categories, participants either from government or private departments and national, Arab and international participating companies. The number of companies and organizations participating in this year's Exhibition reached 1,055 in comparison with 715 in last year's Exhibition. Also, WETEX 2012 is characterized by the expansion of SmarTech, designated for modern technology of conserving and reducing power consumption through eco-friendly designs and materials," said HE Saeed Mohammed Al Tayer, MD and CEO of DEWA.

"This year's Exhibition pays great attention to the matter of environment by following up on the UAE's progress and the relentless pursuit towards conserving resources and protecting the environment. Our pioneering project to generate electricity from solar energy is the Mohammed



bin Rashid Solar Park with a projected production capacity of 1,000 MW. It was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum. This project is a basis and milestone of our march towards using clean and renewable energy, which plays an important role in our sustainable development. This falls in line with the Dubai Integrated Energy Strategy 2030, as new sources of energy will be provided and consequently the shares of different sources of energy will be changed to 71% gas and 29% of nuclear energy, coal and renewable sources of energy. In this way, electricity from solar energy will constitute 5% of our needs of electricity in 2030,” added Al Tayer. “The participation of fossil fuels, including oil, gas and related activities, in this year’s Exhibition gives it a great importance as fossil fuels are one of the most widely-used sources of energy. Therefore, the Exhibition

A study:

Sources of electricity by 2030: 71% gas, 29% nuclear energy, clean coal and solar energy.

has become integrated and includes different sources of energy,” His Excellency pointed out.

HE Saeed Mohammed Al Tayer praised the participation of the ministries, municipalities, government departments, non-profit organizations, which showcased their achievements and services. He also welcomed the wide participation from many countries of the world.

The Exhibition included a list of major national and international companies, whose displays include a lot of products. This provided these companies with the opportunity to promote their products in the field of water, power and environment.





Under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Dubai Executive Council and in partnership with the Dubai Supreme Council of Energy

Dubai Earth Hour 2012 celebrations saved a record 216 MW and 130,000 Kg Carbon Emission with a 6 % increase in saving compared to 2011

DEWA has announced that the Earth Hour 2012 celebrations held in Dubai attracted overwhelming support from all sectors of the community and achieved a record savings of 216,000 KW/h and 130,000 kg of Carbon Emission to mark the single largest act of conservation for the betterment of planet Earth by people in Dubai. Dubai has achieved a 6 per cent increase in saving compared to 2011.

Earth Hour in the Emirate was held under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid al Maktoum, Crown Prince of Dubai and the Chairman of Dubai Executive Council and in partnership with The Dubai Supreme Council of Energy (DSCE) and the Emirates Wildlife Society (EWS) in association



60+
ساعة الأرض
EARTH HOUR

with the World Wide Fund for Nature (WWF) in cooperation with Emaar.

DEWA also announced that Earth Hour celebrations held at Burj Plaza witnessed the largest gathering of people coming together in support of the preservation of natural resources.

HE Saeed Mohammed Al Tayer,

Vice Chairman of the DSCE and MD and CEO of DEWA inaugurated the Earth Hour 2012 walk in the presence of Khalid Al Malik, CEO of the Dubai Properties Group and Lieutenant; Colonel Khaled Nasser Al Razuqi, Assistant Director, E-services Sector at General Directorate of Residency and Foreign Affairs, Dubai, Habiba Al Marashi, Chairperson of Emirates Environment Group and Nazim Faisal Ali Saeed, Director of Roads & Structures Maintenance Department of the RTA.

Earth Hour celebrations in the emir-

ate were led by DEWA with an entertaining family event held at the Burj Plaza starting at 5:00 p.m. on Saturday 31st March. During the festivities, visitors enjoyed the many eco-attractions and games for children, neon artists, magicians and music. At 8:30 pm Al Tayer lead the Earth Hour walk from Burj Plaza past the magnificent Burj Khalifa while it stood in darkness, accompanied by VIPs, fellow Government Departments, and representatives from educational Institutions, The Emirates Environmental Group (EEG) and Dubai Silicon Oasis Authority, along with residents from across Dubai.

Preparing for World Energy Forum (WEF) 2012

The Higher Executive Committee holds meetings



The Higher Executive Committee of the World Energy Forum 2012 has held a series of consecutive meetings during March and April to ensure the best preparations and discuss all the security matters and the necessary arrangement for the Forum, which will be held in Dubai from 22—24 October at the Dubai World Trade centre under the theme “Forum of World Leaders” to support the concept of clean and sustainable energy for all.

The DSCE previously conducted the ceremony for the signing of an MOU for Dubai’s hosting this global prestigious event. This MOU was signed by HE Saeed Mohammed Al Tayer, Vice Chairman of the SCE, and Professor Harold Hyun-Suk Oh, Chairman and founder of WEF. Dubai was chosen by WEF to host this global event because of its geographic and strategic location, its position as a global hub for finance, business, trade and tourism in addition to a range of major contributing factors.

This Forum will be held in Dubai,

and for the first time outside the UN headquarters in New York, after a strong competition with major world cities, successful. This is a great gain for the United Arab Emirates.

First meeting

The first meeting was chaired by HE Saeed Mohammed Al Tayer, Chairman of Higher Executive Committee of the World Energy Forum 2012 (WEF), attended by Nejib Zaafrani, CEO and Secretary General of The SCE and Vice Chairman of the committee, and members of the commit-

tee Major General Khamis Mattar Al Mazeina, Deputy Commander-in-Chief of Dubai Police, Dr. Yousef Al Akraf, Khawla Al Mehairi, Nassir Abbas, and Hessah Al Rashid from Media Office of Government of Dubai, to pursue the preparations for WEF 2012.

Second meeting

The Executive Committee of World energy Forum 2012 (WEF) held its second meeting, chaired by HE Saeed Mohammed Al Tayer, Vice Chairman of The SCE and Chairman of the committee, attended by Nejib Zaafrani, CEO and Secretary General of The SCE and Vice Chairman of the Committee, HE Major General Khamis Mattar Al Mazeina, Deputy Commander-in-Chief of Dubai Police, Major General Mohammed Eid Al Mansouri, Director of General

Al Tayer: Official invitations were sent to more than 200 head of states and governments

Department of Establishments and Departments' Security, Dr. Yousef Al Akraf, Khawla Al Mehairi, and other members of the Committee to discuss security matters and the necessary preparations for the WEF.

During the meeting, the progress of the concerned committees was reviewed and the committee discussed the coordination with the Forum's office in New York. Supporting committees will hold regular and intensive meetings so as to make successful this event, which will be held out of New York for the first time.

"This Forum aims to create a global platform for sustainable energy and promote worldwide discussions related to sustainable energy. This high-profile event is expected to attract more than 200 heads of states and governments, more than 200 related-to-energy ministers and more than 400 participants of chief executive officers of world companies. Also, more than 2000 participants, including academics, researchers and experts concerned with the energy field from all over the world, are expected

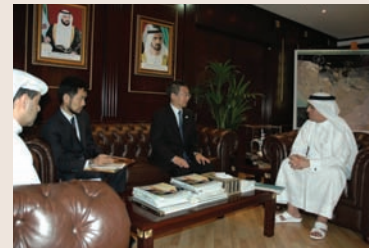
to participate," said HE Saeed Mohammed Al Tayer.

Discussing the plan of organizing and managing the event

Third meeting

The committee held its meeting, which was chaired by HE Saeed Mohammed Al Tayer, Vice Chairman of The SCE and Chairman of the committee, in the presence of Nejib Zaafarani, CEO and Secretary General of The SCE and Vice Chairman of the Committee, Major General Khamis Mattar Al Mazeina, Deputy Commander-in-Chief of Dubai Police, Dr. Yousef Al Akraf, Khawla Al Mehairi, other members of the Committee, and other supporting teams to discuss the necessary preparations for World Energy forum 2012 (WEF). During the meeting, the progress of the concerned committees was reviewed and the committee discussed coordination with the Forum's office in New York. A specialized world company in organizing events and forums, which was recommended by the Forum's Office in York, gave a presentation on how to run the events of the Forum. Also the presentation included a brief summary on the special responsibilities of the Forum and the concomitant exhibition. A delegation from the Dubai Supreme Council of Energy is planned to visit the Forum's team in New York during the current month to discuss all the preparations and details.

Consul General of Japan visits Dubai Supreme Council of Energy



HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy (DSCE), met with Daisuke Matsunaga, Consul General of Japan in Dubai at the headquarters of DEWA, to discuss ways to build closer ties between Dubai and Japan. Al Tayer provided an overview of the DSCE's current projects, the Dubai Integrated Energy Strategy 2030 and plans to diversify its energy mix.

Al Tayer emphasized the importance of mutual and common collaboration between Dubai and Japan in energy related matters. Matsunaga praised Dubai for its support of Japanese companies in the Emirate. At the end of the visit, the Consul General of Japan in Dubai thanked Al Tayer for receiving him and learning about the latest energy projects.

Vice Chairman heads Dubai Supreme Council of Energy delegation to private and public energy organizations in the USA



HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy (DSCE) and MD & CEO DEWA, led a delegation of the Council on a five-day visit to the USA, to meet various public and private sector energy organizations to review the latest advancements in technologies in the energy sector and developments in renewable energy production. The visit also focused on strengthening relations between the two nations on a wide range of sectors that promote economic growth, particularly energy.

Previously, HE Saeed Al Tayer and Nejib Zaafrani hosted Justin Siberell, Consul General to the United States of America. The Vice Chairman received the suggested program itinerary prepared by the US Department

of Energy.

The delegation includes HE Ali bin Abdullah Al Owais, President of the Regulatory and Supervisory Bureau, Abdul Nasser Kalban, General Manager of Power and Desalination Main-

tenance at Dubal, Saeed Khoory, CEO of ENOC, Waleed Salman, Chairman of the Dubai Carbon Center of Excellence; and Nejib Zaafrani, Secretary General and CEO of The DSCE, Abdulnassir bin Kalban, General Manager of Maintenance of Energy & Water Desalination at Dubal, and Ahmed Abdullah, Manager of Corporate Communications at DEWA.

The Vice Chairman underlined the need to promote initiatives that are aimed at building stronger relationships between The DSCE and various energy sector entities. "Such relationship-building will have a strong impact on economic outcomes that

are in line with the sustainable development goals of the Dubai Strategic Plan 2015. These partnerships also complement the Dubai Integrated Energy Strategy 2030, which focuses on an integrated approach to design standards, public infrastructure, finance, management and maintenance,” said Al Tayer.

The delegation visited the US Department of Energy, the National Institute of Standards and Technology, Silicon Oasis and selected government and private companies operating in the energy sector. They held discussions on solar energy, nuclear energy and renewable sources. The delegation looked at America’s experiences of both the development of shale gas and its impact on gas prices and also learned about the experiences there in the field of clean-coal technology.

The visit’s programme included New York, Colorado and the capital. The delegation held discussions on the policies and programmes with energy officials in the USA as well as all matters related to organic fuel, energy efficiency and renewable energy.

The delegation also attended a reception party held by US-UAE Business Council. HE Saeed Al Tayer delivered a speech thanking the US government and the US Consulate General in Dubai.



Dubai Supreme Council of Energy starts implementing Dubai Integrated Gas Strategy 2030



HH Sheikh Ahmed bin Saeed Al Maktoum has chaired the sixteenth meeting of the Dubai Supreme Council of Energy (SCE) at the headquarters of Dubai Electricity and Water Authority (DEWA), in the presence of HE Saeed Mohammed Al Tayer, Vice Chairman of the Council, Mr. Nejib Zaafrani, Secretary General and CEO of the Council, and other members of the Council.

The Council has reviewed the matters that were discussed and approved at the previous meeting and now they have been implemented.

Afterwards, the Council discussed the topics on the meeting’s agenda. The first of these topics is related to the final submitted recommendations of Dubai Integrated Gas Strategy 2030 as part of Dubai Integrated Energy Strategy 2030 (DIES), which was approved by the members of the Council and

are now at the stage of implementation as it will constitute the largest part of Dubai’s energy at the percentage of 71% in 2030. During the meeting, DEWA gave a presentation on electricity losses on grids. The presentation showed that losses have been reduced to 3.49% in 2011 in comparison to 6% in developed countries. This stresses the reliability and efficiency of the infrastructure of Dubai’s electricity grids and adopting cutting-edge technologies, which culminated in this achievement. Also, other matters related to developing and expanding gas infrastructure in Dubai were tackled to secure gas supplies. Moreover, the progress made by the Council in terms of building up capabilities and other topics on the meeting’s agenda have been reviewed as part of the Council’s plan for current year.

Launching the first workshop on the inventory of Greenhouse Gases in Dubai

The Dubai Supreme Council of Energy (DSCE) together with the Dubai Carbon Centre of Excellence (DCCE) organized a workshop related to the Dubai's Carbon Footprint project to launch the 'Monitoring, Reporting and Verification' phase, which will create a platform to monitor and benchmark Dubai's carbon performance and was attended by the key partners within governmental entities and large locally-based organizations.

The workshop was launched by Waleed Salman, Chairman of the Dubai Carbon Centre of Excellence, stressing the importance of this project, which will lead to building a strong base of



data, and reaching the objectives of the CO₂-abatement strategy in Dubai. Speakers included Taher Diab, Director of Strategy and Planning at the Dubai Supreme Council of Energy and Ivano Iannelli, CEO of Dubai Carbon Centre of Excellence. The workshop was attended by newly-appointed Carbon Strategy Champions and fa-

cilitators from a wide variety of Dubai based Government entities and other industries.

Waleed Salman said, "We want to establish an engaging collaboration with the industry, answer their questions and listen to their concerns. An inventory of this scale can only be managed with the support of all."

DEWA showcases its best initiatives in conservation and stability during Supreme Council of Energy Workshop

Dubai Electricity and Water Authority (DEWA) has showcased its activities and campaigns during a workshop organized under the umbrella of the Dubai Supreme Council of Energy (DSCE) to



present its overall strategies and quick-wins on energy conservation initiatives and progress by government entities. The workshop took place at Emirates Towers hotel and was attended by representatives from The Executive Council, The Ruler's Court, Dubai Airports

Free Zone Authority, the Department of Tourism and Commerce Marketing and the Regulatory and Supervisory Bureau. Representatives from the DSCE gave a presentation on Dubai Integrated Energy Strategy 2030, which focuses on energy demand man-

agement as well as the various necessary steps to achieve sustainable development.

The agenda included presentations and discussions on Dubai

Integrated Energy Strategy, energy conservation quick wins, energy conservation campaigns and awareness for government sector as well as initiatives related to demand side management, energy auditing, and energy conservation presentations.

During Sustainable Arabia: Clean Energy

A regional dialogue on the optimum practices of Sustainable Development



HE Dr. Rashid Bin Fahad, UAE Minister of Environment and Water, reiterated the importance of Sustainable Development in the UAE during his opening keynote speech after the inauguration of the Sustainable Arabia: Clean Energy Summit. Organized by the United Nations Development Programme (UNDP), in cooperation with the Dubai Supreme Council of Energy, the high level conference is taking place at the Al Murooj Rotana in Dubai on 3 May. The Minister discussed the requirement for transformation in order to create sustainable development, and stated, “Man-made activities have put us in a critical situation. We need to make quick changes if we are to protect the planet. The economic development we’ve witnessed in the past 40 years has created new challenges which the leadership of the UAE is taking into account. This is demonstrated by the

UAE’s sustainable development strategy which was initiated by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, under the theme Green Economy for Sustainable Development.

His Excellency added, “Through this initiative, the UAE aims to become one of the world leaders as well as a centre for the export and re-export of green products and technologies. The initiative consists of six fields, including; Green Energy, Investment incentives, Green City, Climate Change Effects, and Green Lifestyle, which form a vehicle that enables the country to realize its objective.”

Following the inauguration speech, HE Saeed Mohammed Al Tayer, Vice Chairman of Dubai Supreme Council of Energy, delivered an opening keynote discussing the region’s sustain-

ability priorities in preparation for Arab countries attending the UN Conference on Sustainable Development (Rio+20) in June 2012.

“Sustainability is a key priority for the government of the UAE, as clearly expressed in the words of HH Sheikh Khalifa bin Zayed bin Sultan Al Nahyan, President of the United Arab Emirates, who said that the UAE is diversifying its energy sources and enhancing its experience in international energy markets as a global hub of Renewable Energy Research and Development.”

“Our objective is to provide a platform to address environmental challenges in the Arab region and contribute to reaching a consensus on the concept, impact and conducive institutional frameworks for green and sustainable economies,” said Dr Elissar Sarrouh, UN Resident Coordinator and UNDP Resident Representative.



DEWA distinguished employees win eight awards from DGEPP

DEWA has made significant achievements in the Emirate of Dubai by winning eight awards at this year's Dubai Government Excellence Programme (DGEPP) in different categories as individuals and teams. This shows how deep-rooted the concept of excellence is at DEWA. This is very familiar at DEWA where such distinguished employees work in a superior workplace, which is a part of the bigger encouraging workplace of the Emirate of Dubai, which promotes all organizations and departments to achieve progress and excellence and nurture all creative initiatives. All these efforts have culminated in a life of prosperity and welfare for all the people of Dubai.

"I thank His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, for his pioneering and unprecedented initiatives and his long-term vision which made DGEPP an organization

of excellence that obviously contributed to developing the performance of participating government departments, which spare no effort to reach the best performance, efficiency and fastest services. These government departments have surpassed the

private sector. Our culture of excellence has become part, parcel and a key component of government work. This has led us to leadership and creativity," said HE Saeed Mohammed Al Tayer, MD and CEO of DEWA.



Thermal Energy Storage Turbine Inlet Air Chilling (L)

Eight awards

“It is extremely important to adopt cutting-edge technologies to reach the highest levels of operational efficiency, which has distinguished us in terms of enhancing production efficiency of gas turbines. This has been achieved through the Distinguished Technical Project called Thermal Energy Storage Turbine Inlet Air Chilling (TESTIAC) – Stage one at Jebel Ali. Winning this award is well-deserved,” noted Al Tayer.

The leader of the project’s team, Nasser Lootah, EVP-Generation, stressed that the project increases production capacity at 20%, improves efficiency by at 7% and reduces harmful gas emissions by 10%. This is equivalent to cultivating 2.5 million trees at a 30% fraction of market price.

According to Lootah, the creative idea of the project is based on the principal of thermal storage. This has reduced the cost of central cooling by

Saeed Al Tayer: These awards are a new and remarkable achievement of DEWA.

40%. Lootah stated that the project took one year and a half and made a capital saving of more than AED 300 million. It is expected that this project will save fuel consumption by AED 28 million a year with a total saving of AED 1 billion during its entire lifetime spanning thirty years. The United Nations Clean Development Mechanism (CDM) has accepted the project as one of the best practices in reducing carbon emissions. Some of the additional revenues of the project is that it makes an additional income of AED 1 million from carbon credits. Lootah praised the technical capabilities of the team, who performed



Yousef Mohammed Al Khazraji



Alawi Safi



Usama Radwan



Asil Khan Hussein

the project stressing the fact that this achievement was made without seeking help from either consultants or the manufacturing company of the turbines.

DEWA received the Award of Distinguished Administrative Initiative for its Service Level Agreements. DEWA launched the initiative in January 2010 to achieve customer satisfaction through successful implementation of global best practices to continually improve operations and services. DEWA has issued 75 service level agreements that cover DEWA's divisions and organize 327 joint operations that combine the harmony of

roles and responsibilities, and manages 690 operational performance indicators that contribute to supporting and achieving 80 strategic targets at the level of top management.

"I cannot express how happy I am about this award, as this achievement is one more link in the chain of continuous work to achieve more success in the future," said Waleed Salman, EVP-Strategy and Business Development.

The Award of Distinguished e-Government Department (3rd Place): DEWA's plans were translated into methodologies and effective partnerships that led to distinguished achievements in the electronic fields at national, regional and international levels: such as achieving 99.7% of efficiency and reliability to control power and water transmission and distribution grids by applying the most up-to-date world SCADA systems, 100% electronic transfers, 98.54% electronic completion and guarantees, and 99.8% electronic services continuity without security penetration. Also, paper transactions were reduced to 7,592,881 transaction in 2011, and integrated automation of operations and improving procedures of bill cycle at 50%, in addition to the most international renowned SAP program in the field of utilities.

The Award of Distinguished Joint Government Project (Events Security), which includes representatives from all government departments of Dubai. So, this award is considered a winning to all Dubai's government departments. Col. Abdullah Kholaf

Thermal Energy Storage Turbine Inlet Air Chilling Project increases production capacity at 20%.

Al Meri, coordinator of the committee stated that the committee's responsibility is to organize the security, safety, health, traffic and other matters. The committee's excellence was due to overcoming official barriers among government organizations and departments for mutual understanding. Also, the committee could achieve the best achievement of human and financial resources and expertise.

Yousef Mohammed Al Khazraji, Sr. Manager of Business Re-engineering at Business Support, won the Category of Distinguished Employee – Administration/Finance for his successful efforts to save AED 72.5 million through the Implementation of the LEAN methodology at DEWA level from 2009 to 2011. He put an action plan into place that saves DEWA over AED 33 million per year. He actively contributed to advancing DEWA's ranking from fifteenth place in 2009 to second place in 2011 in terms of customer satisfaction results. Al



During DEWA recognition as part of participation in Events Security Committee

Khazraji highlighted the important role and achievements of his team. “The collaboration

Usama Radwan, N/W Maintenance, won the Award for Creative Employee. This employee presented several creative ideas that have been implemented and contributed to enhancing delivered services; such as implementing an innovative new system to continuously-monitor ground cables at the substation with greater efficiency. Also, the electronic programmable controller was added to this innovation to send SMS to mobiles to concerned parties when there is a theft for taking necessary actions. He dedicated this award to his family as they supported him all the time, and also to his colleagues. “This award is the culmination of relentless efforts and I hope it will inspire everyone to work for excellence and creativity. I’d like to thank everyone who supported me to make this achievement.”

Alawi Safi, Transportation Operation

Studies, won the Award for the Creative Employee category. He presented a number of creative suggestions, about 85% of which were implemented. He designed e-pay campaign that led to a 53% increase in e-transactions and increased collections to AED 5.5 million a year. He also made other creative initiatives including, developing accounts data electronically, updating databases, providing data from the original sources, preparing a guide for newly-recruited employees. As a result of his creative ideas, the accuracy of the study programme increased from 98.1% to 99.3%.

Asil Khan Hussein, a driver at Water and Civil Engineering, won The Category of Unknown Soldier. This employee has been working at DEWA as a driver for 43 years. His record has no traffic fines. He is well known for his accuracy, dedication and dealing with any emergency willingly. He is well aware of the water networks in Dubai and helps people in charge to

plan preventive maintenance of old networks. He helps prepare the required equipment for maintenance, helps his colleagues at emergencies in case a pipe breaks down. He is careful about DEWA’s assets. On his own initiative, he revised the materials and spare parts returned from sites and recommended the best materials that can be used. Thanks to his efforts, more than AED 200,000 was saved last year.

The Award of Distinguished Technical Project

The Award of Distinguished Administrative Initiative

The Award of Distinguished e-Government Department

The Award of Distinguished Employee – Administration/Finance

The Award for the Creative Employee

The Award for the Creative Employee

Asil Khan Hussein

The Award of Distinguished Joint Government Project

Dubai Electricity and Water Authority has received the Sustainability Award at Globe 2012 in Vancouver, Canada

Dubai Electricity and Water Authority has received the Sustainability Award at Globe 2012 in Vancouver, Canada, which was held from 14-16 March. This event was held by Globe Foundation. DEWA got this Award for its leading role in promoting sustainable life through electricity and water conservation and its relentless pursuit to strengthen and achieve the strategy of Government of Dubai aiming to promote sustainable development and Dubai's prestigious stature as a global hub for finance, business and tourism.



Dubai International Holy Quran Award honors DEWA



HE Saeed Mohammed Al Tayer, MD and CEO of DEWA has received Ibrahim Mohammed Bumelha, Advisor on Humanitarian and Cultural Affairs to HH Sheikh Mohammed bin Rashid Al Maktoum and Chairman of the Organizing Committee of Dubai International Holy Qur'an Award.

Bumelha offered the Shield of Dubai International Holy Qur'an Award to Al Tayer in recognition to his efforts to serve his country and society.

Bumelha praised the important role of DEWA and the services it delivers to customers and society as a whole. He also highlighted the outreach efforts made by DEWA through different media and praised DEWA's role in serving the society as well as its leading role in providing electricity and water.

Al Tayer praised the Dubai International Holy Qur'an Award, which has reached advanced levels and achieved great success that made it unique example to follow in serving the Holy Qur'an, which we all seek to promote.

& DEWA sponsors Dubai International Holy Qur'an Award



Dubai Electricity and Water Authority (DEWA) has become a key sponsor of the Dubai International Holy Qur'an Award. This Award is a focus for Islamic and civilized enlightenment all over the world, and aims to serve the Holy Qur'an and honor those who memorize it, as individuals or groups.

HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, praised the role of the Award in serving the Holy Qur'an at both national and international levels, and expressed his delight at the initiatives launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates and Ruler of Dubai, to sponsor and support these humanitarian projects, which serve the whole of humanity.

Bumelha praised DEWA's initiative to sponsor Dubai International Holy Quran Award which reflects DEWA's concern to promote the mission and role of the Award.

DEWA actively participated at the Career Fair 2012

DEWA actively participated at the Career Fair 2012, which was held at Dubai International Convention and Exhibition Centre until 7 March. DEWA seeks to recruit UAE Nationals with different capabilities and talents and provide them with job opportunities and training. Moreover, during the Fair, DEWA showcases the activities of recruitment, emiratization and its ambitious plans to emiratize its different jobs through its continuous pursuit to acquire national graduates and technicians, especially in different engineering fields.

His Excellency also pointed out that DEWA has made great strides in terms of emiratization. By end of 2011, the number of UAE National employees at DEWA reached 1,522 employees with 817 male employees and 705 female employees, including 480 male technicians and 191 female technicians.

Dr. Yousef Al Akraf, EVP-Business



Support, said that DEWA provides a lot of job opportunities, education and training for nationals. Moreover, DEWA offers scholarships and missions to various universities and colleges of technology, where a number of national graduates are now holding vital and important positions at DEWA. Dr. Al Akraf added that once applications are received, they are then reviewed, examined and applicants are called for interviews at DEWA. After passing interviews, promising job opportunities are provided in the technical, financial, administrative and information technology fields.

Dr Al Akraf added that DEWA's success in this field is the culmination of integrated plans and objectives for emirati-

zation, including scholarships and both internal and external missions. By the end of 2011, the number of scholarship students numbered 199 students in different universities and colleges. Also, five DEWA employees were doing further studies (Master Degrees – Doctorate Degree) by end of 2011. In addition to this, DEWA launches campaigns, participates in recruitment fairs, visits educational institutes, and offers incentives to nationals. In this regard, its training department has visited more than 20 different schools for boys and girls in Dubai and Sharjah to recruit students.

DEWA has updated the site of recruitment applications on the new website (careers.dewa.gov.ae) to enable applicants to upload their CVs.

Under the theme 'Let's Plant The UAE Together'

DEWA sponsors in Dubai Municipality's 32nd Forestation Week

Under the sponsorship of HE Saeed Mohammed Al Tayar, MD and CEO of DEWA, and in the presence of Hussein Lootah, Director General of Dubai Municipality, both Dubai Electricity and Water Authority and Dubai Municipality celebrated the 32nd forestation week.

HE Saeed Mohammed Al Tayar praised the considerable attention given by the UAE's public and private organizations to the environment. His Excellency also highlighted Dubai Municipality's relentless efforts to expand the green area in Dubai to enrich natural views and landscapes as well as protecting the environment and the atmosphere. His Excellency also highlighted Dubai Municipality's

concern to conduct forestation week, which was held this year under the theme 'Let's Plant The UAE Together.'

Lootah said that Al Warq'aa second park, whose area reaches 17,000 square meters, is designated to serve residents of Al Warq'aa 2.



DEWA and the strategy of water and electricity conservation

Innovative initiatives, national commitment and international responsibility

The concept of energy conservation is no longer limited to a certain country or nation. A united effort is required to protect the environment and curb pollution due to the climate change that the world is currently facing.

This issue has become the responsibility of society, not of individuals, in the UAE due to the high exhaustion of the natural resources, especially as the UAE is not rich in natural resources. In this context, DEWA seeks to launch

innovative initiatives to keep pace with the green economy vision based on the long-term economic initiative, called the Green Economy for Sustainable Development, launched by HH Sheikh Mohammed bin Rashid Al Maktoum,

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

Since it launched its first outreach and awareness campaign, DEWA has made a great success in reducing consumption.



Neighborhood Campaign

This campaign was launched by DEWA two years ago and was organized this year for the third time in a row and included several districts in the Emirate. It aims to disseminate awareness of the importance of conserving water and electricity and preserving the environment. This campaign has made remarkable success as DEWA has received a lot of positive responses from all the residents of Dubai.

Eco-friendly Appliances Campaign

This campaign has recently been launched by DEWA under the theme “Protect The Earth” with the purpose of educating the all the segments of society of the importance of selecting eco-friendly home appliances that reduce water and electricity exhaustion.

This initiative rests on a media campaign in all kinds of media means either visual or audio to educate the society and encourage all individuals to change their habits when purchasing home appliances and select only eco-friendly appliances that



can greatly reduce electricity and water consumption, that are highly-efficient.

During the six-week campaign, DEWA distributed its messages to different segments of customers, including sales representatives in most electronics shops to educate them on the best ways and methods to brief customers of the advantages of eco-friendly home appliances. DEWA will also dedicate its social networking sites along with to disseminate awareness messages of the initiative to the largest segments of society.

The campaign also gives instructions on eco-friendly home appliances regarding consumption details of electricity and water (if possible).

from household and residential sectors to reduce electricity and water consumption during the summer. This campaign, which is held under the theme Save Energy at Summer Peak Hours, complements the Eco-friendly Home Appliances campaign.

This campaign aims to build awareness amongst DEWA’s customers about the importance of reducing the usage of home appliance during peak hours between 12-5 pm.

The programmes of the campaign seek to encourage consumers not to use high-voltage appliances during peak hours. Also it aims to encourage commercial and industrial customers to carry out their operations in off-peak hours. If the electricity load is distributed all the day round, this will save the amount of fuel used to generate electricity.

The campaign mainly targets customers of the residential sector through the media, and will target customers from commercial sector by direct marketing supported by media relations and attracting customers’ attention.



Peak Hour Energy Conservation Campaign

DEWA intends to launch a two-track campaign with the purpose of encouraging customers



DEWA enters Service Level Agreement with Dubai Airports

In order to strengthen links between DEWA and its strategic partners and build closer relations with other organizations in the emirate, the Key Account Management section of Customer Service division at DEWA, has arranged the completion of a Service Level Agreement (SLA) between Dubai Airports and the Distribution Maintenance department of the Distribution Power Division.

The agreement was signed by Mohammed Al Suweidi, Vice President of Distribution Maintenance at DEWA, and Masoud Taher, Vice President of Engineering Services at Dubai Airports, in the presence of senior officials from DEWA and Dubai Airports.

This agreement accords with DE-

WA's strategic plan to ensure satisfaction by providing world-class quality services, by offering reliability, efficiency and environmental safety. Through the support of such effective partnerships, Dubai will be able to maintain its resources and uphold its position as a global hub of finance, business and tourism.

DEWA maintains constant cooperation with the nation's organizations. DEWA has made a series of achievements in the field of institutional excellence at both the regional and global level. He stressed that this agreement has set the stage for future partnerships, which will translate into greater benefits for the public.

To help DEWA's customers **Marahib – a service to make transactions easier and more convenient**

Customer Relations at DEWA has launched Marahib – a service that involves receiving customers, welcoming them and helping them perform their transactions easily and smoothly to save time and effort. This service is delivered by a qualified team of employees. This service is based on employees' treatment to customers in a most welcoming and hospitable way derived from Islamic and Emirati deep-rooted values. Employees receive customers with a smile, respond to their enquiries about DEWA's services. The Marahib team work with other departments to complete the necessary workload. They also provide the requests and forms needed for customers, such as helping to complete them, handling complaints immediately and transferring them to the relevant people to sort out the matter, and performing and facilitating transactions quickly, especially for the elderly and people with special needs.

DEWA is keen to make the Marahib service its frontline for communicating with customers and provide them with all means of good service to get their satisfaction. The Marahib team is highly-experienced and efficient with various talents. This is positively-reflected in the service they deliver.

This service is available at Head Office, Al Wasl, Burj Nahr, and Al Hudaiba Centres. Also, employees and customers have praised and welcomed the traditional Arabian hospitality service



available there. Eight employees experienced in hospitality are dedicated to delivering this service after they had been trained in dealing with different segments of society to ensure professional and efficient service. This service has been launched in the main offices, Al Wasl, Burj Nahr, and Al Hudaiba Centres.

This service got 85% of customer satisfaction in an evaluation of the added services. There are future plans to expand this service to include it in more customer-service centres.

As part of its continuous efforts to optimize customer services, DEWA has made a wide range of updates in the customer service lobby at the main office in Za'beel in 2011 as sixteen additional outlets have been added to serve customers.



At World Smart Grid Conference Middle East 2012,

HE Saeed Mohammed Al Tayer

has stated that, “We have surpassed the top ten utilities in America and Europe in terms of Availability, Reliability and Efficiency.”

HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, has announced that DEWA has always exceeded standards of international private sector utilities and even better than top ten utilities in America and Europe in terms of availability, reliability and efficiency, “Our Network Line losses are only 3.49 percent, the Customer Minutes Lost per year are only 5.8 minutes, and DEWA’s Gross Efficiency improvement in production is 20 percent, calculated based on our readings for 2011.”

“This is just the start. DEWA is building on the significant achievements in our efforts to implement smart grids. We are implementing smarter solutions at almost every layer of our network, from power generation and desalination to the consumer end; thereby generating numerous benefits

across each level of the value chain in the energy and water sectors.

“DEWA is now working on a Smart Grid strategy to identify breakthrough opportunities and challenges through the integration of its Smart Grid applications and initiatives,” added His Excellency.

DEWA exceeded standards of international private sector utilities

DEWA launches

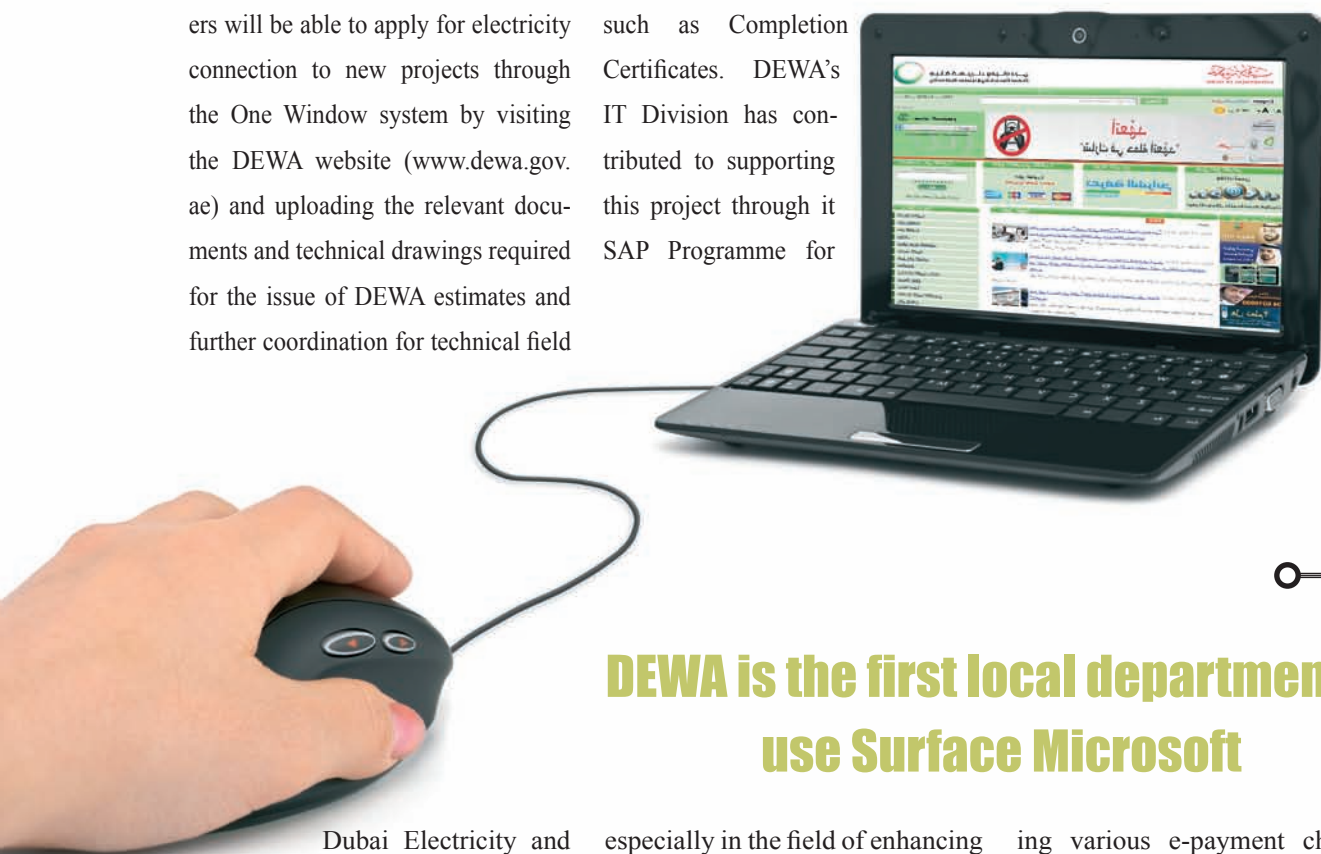
One Window / One Step for electricity services

DEWA has launched its enhanced e-services for electricity connection on 29 April 2012, called One Window-One Step Application for Getting Electricity. By this enhancement, customers will be able to apply for electricity connection to new projects through the One Window system by visiting the DEWA website (www.dewa.gov.ae) and uploading the relevant documents and technical drawings required for the issue of DEWA estimates and further coordination for technical field

inspections, and no objection certificates for connection to the grid.

The new application enables customers to track the status of their applications, upload additional documents, such as Completion Certificates. DEWA's IT Division has contributed to supporting this project through its SAP Programme for

Planning Resources, which aims to measure, integrate and automate all DEWA operations to deliver better services for its customers, employees and partners.



DEWA is the first local department to use Surface Microsoft

Dubai Electricity and Water Authority has launched its services on Surface Microsoft for the first time at the UAE level. This platform, which depends on multi-touch, has an interactive service that provides the services of bill inquiry, e-payment of bills, using e-services, enquiries about how to pay bills, and other services. This is part of strengthening and developing DEWA's e-services. "This achievement is a remarkable addition to DEWA's achievements,

especially in the field of enhancing services level, providing innovative solutions for users and achieving highest degrees of satisfaction. DEWA makes relentless efforts to apply most cutting-edge global technologies to save time and efforts," said HE Saeed Mohammed Al Tayer, MD and CEO of DEWA. "Modern technologies have become part and parcel of our daily life. Time is one of the most important elements that we are most keen to maintain through provid-

ing various e-payment channels that are efficient and easy to use," said Marwan bin Haider, CIO and Vice President of the IT Division at DEWA.

The device depends on multi-touch, which allows users to transfer content by touching. It also applies Microsoft Surface 2.0 and PixelSense, which has recently been launched in addition to supporting Windows and eases the process of developing applications for developers.

DEWA is a successful global model of sustainability

Three pillars of its concepts of sustainability: Financial, social and environmental



Over the past decades, global attention has changed towards new concepts that deal with the environment from the perspective of sustainability and renewability due to the environmental deterioration that resulted from excessive consumption of traditional sources of energy. This is especially true of fossil fuels as these sources of energy will eventually be depleted. That's why the world is searching for other sources of energy to ensure the continuous development and prosperity of mankind without sacrificing the environment. As a result, the concept of sustainable development and the relevant ideas that require global integration have arisen.

DEWA was not apart from these developments; especially it is an energy-specialized utility and has, since its inception, performed its duties and responsibilities properly. DEWA has also successfully met all the challenges of development which the Emirate of Dubai has and is still encountering as part of its strategic plans. In parallel, DEWA has made a successful advanced infrastructure that enabled it to secure ever-increasing needs of en-

ergy and water despite the rapid growth that Dubai has witnessed. DEWA has earlier realized that searching for renewable sources of energy and promoting the principles of sustainability will constitute the cornerstone of going forward with Dubai's huge development project, while bearing in mind the words of HH Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates, "The UAE is striving to develop and boost its rich resources

and expertise in the international energy markets and enhance its leading role as a world centre for renewable energy research and development."

This has also been recognized by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates and Ruler of Dubai, who said that, "We recognize that preserving our energy resources will be one of the greatest challenges in our drive towards sus-

tainable development. This, however, will not materialize unless the different facets of our society adopt energy conservation principles in their core values. The future generations will be the chief beneficiary of our achievements and the best judge of what we accomplish in this field.”

To emphasize these concepts, HE Saeed Mohammed Al Tayer, MD and CEO of DEWA said, “DEWA’s vision to become ‘A Sustainable World-Class Utility’ is practically in compliance with the vision of HH Sheikh Mohammed bin Rashid Al Maktoum.”

Therefore, DEWA considers sustainability an established value in its strategy and it has spent years of intensive efforts to promote sustainable development, the thing that enabled it to take a leading position as a recognized world-class utility by implementing the concept of sustainability, which is its main impetus for developing societies at social and economic levels at the long run. Strategic planning at DEWA has witnessed several stages, including the merger stage from 1992 to 1994, the incorporation stage from 1994 to 1996, the development and improvement stage from 1996 to 1998. In 2007, DEWA added two new values and reviewed its strategic plan after the announcement of the Dubai Strategic Plan. Once again, DEWA modified its vision in 2008 and its mission in 2009 in response to developments and changes in the surrounding environment in general and in the global financial situation in particular. Sustainability has become a central value that has its rules



at DEWA as it is based on strong foundations made up of financial, social and environmental strategy.

Financial sustainability

DEWA is characterized by strong performance, surplus cash, and a strong financial situation. This can be clearly seen in the confidence of its customers, suppliers and stakeholders which has positively reflected on the Emirate of Dubai, its solid basis and investment projects.

DEWA’s financial strategy involves providing financial resources required for financing projects and the needs that are planned according to both short-term and long-term priorities to keep abreast with the Dubai Strategic Plan and implement DEWA’s strategic and operational plans, in addition to adhering to governance, adopting the directives of the Government of Dubai and observing the best financial criteria. According to DEWA strategic and investment plan and in line with the program of issuing international medium-term bonds to meet the needs of the capital expenditure, DEWA has promoted a set of bonds that were greatly and successfully received. This process included London, New York and Boston. Reports on DEWA operational and financial performance were presented and potential

investors’ inquiries were answered. Financial success can be remarkably seen through the announcement of Standard & Poor’s to upgrade the rating of issuing DEWA’s insured bond.

Social responsibility

Sustainability has been reflected in the field of social responsibility as a utility with strategic dimension as DEWA is committed to perform its duties towards social responsibility through excellence in the field of business, adherence to legislations and local and federal laws. This leads to serving society, preserving the environment and enhance sustainable development to achieve Dubai’s vision, especially in terms of transparency, fairness and social services.

DEWA’s social responsibility policy aims to join efforts of all concerned parties, especially employees, to the elements by which DEWA runs its operations to reflect its commitment to achieve positive growth and promote sustainable development and institutional integrity.

As part of its social responsibility policy, DEWA is committed to sponsor charitable organizations and promote the development, welfare, culture and health of the society through focusing various factors, including health and educational initiatives, societal care, cash and in-kind contributions as well as sponsoring sports, educational and health activities. Further, DEWA communicates with society through studying its needs and working to meet them to enhance social awareness.

DEWA has set an institutional framework to emiratize technical jobs through a number of agreements, which it has made with prestigious educational institutions to provide valuable educational and training opportunities for youth. For this reason, an agreement has been drawn up for a new academic programme incorporating an Academic Chair in Electric Engineering – the first of its kind in the Emirate of Dubai. This programme aims to create fully aware and specialized Emirati generations in the fields of engineering and technical work.

Environmental achievements

DEWA's environmental achievements are numerous. Its success in the field of performance, efficiency and sustainability cannot be separated from environmental aspect. DEWA has made remarkable results that exceeded international standards of private sector. Percentage of loss from network reached 3.49%, while the loss of customer minutes has reached 5.8 minutes. Also, percentages of improvement of production efficiency have reached more than 20% in 2011. DEWA has also surpassed other similar utilities in the European Union Countries in its reduction of sulfur dioxide emissions to 3.5 parts per million in comparison to 13.4 parts per million in European countries. It also has succeeded in reducing carbon emissions to eleven parts per million in comparison to eighty-seven parts per million in European countries.

In 2011, DEWA made considerable savings during Earth Hour, which witnessed participation by individuals,



businesses, government departments and educational institutions. DEWA celebrated this event at Burj Plaza adjacent to Burj Khalifa, the highest tower in the world. This event attracted more than 6,000 people, who gathered to unite in their support of Earth Hour.

Another example is the launch of Dubai Carbon Centre of Excellence in 2011 through an agreement between Dubai Supreme Council of Energy, which oversees DEWA, and the United Nations Development Program to reduce carbon emissions.

To enhance alignment amongst these above-mentioned pillars, HE Saeed Mohammed Al Tayer said, "The excessive exhaustion of our natural resources in the region has become a great challenge that faces our development plans. So, we have to take necessary precautions to curb this exhaustion and disseminate the concept of sustainability in our societies. This is the objective that stimulates DEWA to adopt and support all international and local environmental programmes to disseminate and promote the culture of sustainability and conservation in all sectors of society."

DEWA's achievements in sustainability

The UAE Vision 2021 emphasizes the fact that achieving sustainable development and building a diversified competitive economy in a future that depends less on oil resources should be implemented through a range of sustainable sources of energy. In this respect, the Mohammed bin Rashid Al Maktoum Solar Park, whose cost exceeds AED 12 billion, and the initiative of HH Sheikh Mohammed bin Rashid Al Maktoum initiative the Green Economy For sustainable Development both fall in line with the vision of His Highness to promote sustainable development of the Emirate of Dubai. DEWA will manage and develop the solar park as part of the Dubai Integrated Energy Strategy 2030, which has set objectives to diversify sources of energy to ensure energy supplies and meet the ever-growing requirements of energy in Dubai.

This project will be a dream-come-true that both present and coming generations will benefit from. Being the largest of its kind in the Gulf, the production-capacity of this project will reach



1,000 Megawatts by 2030. The first phase of this project is expected to be ready by the fourth quarter of 2013, using photovoltaic technology with a production capacity of 10 Megawatts.

This project is very important as it is the first of its kind in terms of production capacity and heralds more projects to use renewable sources of energy to generate electricity in Dubai.

On the other hand, DEWA and Dubai Municipality are implementing the green building criteria in Dubai at various stages. The first stage includes preliminary specifications for the components of buildings that have been built since 2008. The second stage of green building legislation has been prepared and it relates to energy efficiency, water efficiency and renewable sources of energy. Legislation to encourage highly-efficient appliances and equipment, including the usage of the proper control of lifts and escalators, the use of high-efficient lighting equipment both inside and outside buildings, control of lighting, including turning off lights in empty places and encouraging the use of natural lighting during daytime. These

measures also include the proper control of air conditioners and turning them off in empty places or at least to increase temperature and thus save energy.

This legislation also encourages highly-efficient water equipment, renewable energy in systems of water heating and producing electricity, and so forth. This stage of the green buildings legislations has been implemented since April 2011. SmarTech at WETEX will showcase the future of green commerce. Energy conservation must be part of everyone's daily lives and by facilitating best practices in both the commercial and residential sectors through supporting the development of strategies, marketing platforms and opportunities where people can exchange ideas, innovations and information. All of this will drive environmental change, help to combat global warming and build a sustainable future for planet earth.

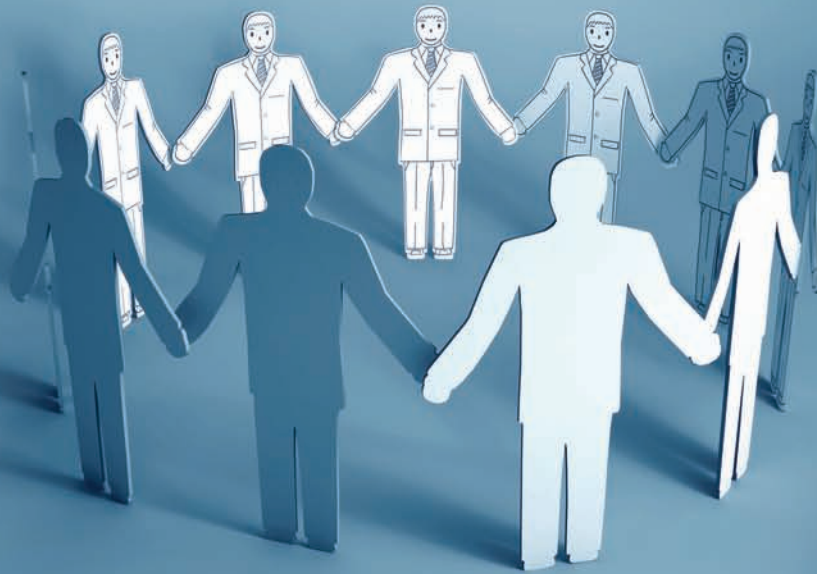
DEWA ... A story of success fueled by efficiency and reliability

The results of the Report on Doing Business 2012, which has been recently

issued by World Bank, shows that The United Arab Emirates is ranked tenth at global level in terms of the ease of getting electricity. Dubai Electricity and Water Authority, is a cornerstone in making this achievement, in its focus on promoting services and performance in all utilities and achieving excellence in scientific ways and the right methodology. That's why DEWA is one of the most distinguished utilities in the world after conducting benchmarks with similar world utilities in advanced countries. DEWA has achieved excellence in efficiency, reliability, sustainability, conservation, demand management, the optimum management of infrastructure investments and operating networks. Also, DEWA won the Dubai Award for Sustainable Transport – Transport Management Category. This award was the result of leading practices and initiatives aimed to secure mass means of transportation for its employees, especially the employees of the Generation Division at Jebel Ali, which led to reducing carbon emissions and traffic congestion in Dubai as well as enhancing employees' satisfaction.

Yousef Mohammed Al Khazragi

Teamwork is the secret of excellence



Our guest for this issue is still in the prime of his life; however he has achieved a great deal of excellence and made considerable achievements. He has a considerable experience with the Dubai Government Excellence Programme (DGEP). Besides, he has been honored more than once in some other occasions. Since he first joined Dubai Electricity and Water Authority, he has realized that working for such a reputable organization requires making tremendous efforts to fulfill his responsibilities and achieve excellence. As such, a position will be of no use if it is restricted merely to attendance and leaving.

These few lines will brief us about Yousef Mohammed Al Khazragi, Acting Senior Manager for Business Re-Engineering at DEWA. We talked with him about the excellence awards he has won, his style of management, the secret of his success as well as his projects at DEWA level.

Could you give us a hint on yourself, academic qualifications, job progression, and most important achievements?

My name is Yousef Mohammed Al Khazragi, I was born in Dubai in 1982. I have got a Diploma of Electrical Engineering, a Higher Diploma in Computer Networks,

a Bachelor Degree in Information Administration which helps me a lot with my current work as it included several methodologies and mechanisms, which we as, including 'Lean Methodology,' ISO, and so forth, as well as mechanisms of business development. these qualifications have helped me a lot in the field of information systems applied at DEWA.

I worked in maintenance at DEWA for five years from 2003 to 2008, and I was graduated as an engineer, then I was transferred to projects management and accounts the at IT Department in February 2009 after a short leave for personal reasons.



I worked there for two months and top management made a decision to transfer me to Business Re-Engineering, as it is a new department that was created at the end of 2008 and I'm still there today. During that period of time, I made some achievements; I've recently obtained the award of distinguished employee in the administrative and financial field at the level of the Government Of Dubai. Also, I was part of the team who won the excellence award for the best administrative experience in 2010 at DEWA Level. In 2006, we won an award as the best technical project at the level of the Government of Dubai.

So, you have won an individual award and two awards as part of a team. Could you tell us about the main reasons for this?

There are several reasons behind these achievements and awards either at DEWA level or at the DGEP level. These reasons include the unlimited support from HE Saeed Mohammed Al Tayer, MD and CEO, the encouragement from the division's head and my line manager. This support is either psychological or by creating the most appropriate environment for excellence. I also work with distinguished colleagues either from my department

Since my start at DEWA, I've worked with several teams.

or from other work teams from other departments. But for their great relentless efforts, we wouldn't have made these remarkable achievements. Further, my previous experience in the DGEP helped me a lot to showcase information and how to convince others of my work, as you have to present in minutes what you have achieved in years and this is not an easy matter. These few minutes are decisive in winning.

How far did this winning influence you both personally and occupationally and to what extent will it reflect on your work?

An award from DGEP is not an easy win. It does not only mean excellence in work field, it is a great responsibility to management and the entire Government Of Dubai as well. This responsibility is endless and accompanies one throughout one's career as winners have to implement their acquired expertise in their workplaces. Also, this winning is a push forward for more successful projects.

Through some initiatives, you have helped DEWA make a saving of more

than 100 million dirhams. We would like you to brief us on these initiatives. The achieved savings reaches 72.5 million dirhams. It has been achieved through implementing LEAN projects at DEWA level. We started these projects in February 2009 and the savings were calculated by the end of 2011. Up till now, we still depend on LEAN methodologies, which focus on customers' needs through improving delivered services and operations at all levels of the department. We have started off with delivery services and ended up with the committee of improving customer services at billing department and customer services.

As for the 33 million dirhams, this amount is a net profit that will be part of DEWA's revenues in the future through a project that will be implemented within coming months as soon as it will be successfully tested. At present, it is in the final testing stages and it is related to billing department (connection and disconnection services)

How were these profits and surplus measured?

These savings were measured based on two indicators; firstly, through improving operations, developing services and enhancing performance indicators without recruiting new employees; the second indicator is not to hire outside consultancy companies, the thing that will cut down costs given to these companies.

DEWA's customer satisfaction rating has increased from 15th

We are about to add finishing touches to Device Handheld Project.

We have reduced service waiting time from 19 minutes to eight minutes.

place to second place. Which role do you play in this committee and in this achievement?

After having got 15th place in DGEP (customer satisfaction category) in 2009, a committee for improving customer services was formed in 2010. This committee comprised a senior consultant, some heads of divisions and managers of departments, especial customer services, including the billing department and customer relations department in addition to the Business Re-engineering and IT Department. We all work as one integrated team and they set action plans and initiatives to improve services delivered to customers. But without everyone's contribution, these achievements wouldn't have been made.

This committee has carried out a lot of successful projects. Firstly, we worked on front desk (front line) and increased their performance indicators and we

have reduced waiting time from nineteen minutes at the beginning of the project to eight minutes now, and waiting time of paying bills from thirteen minutes to 3.5 minutes. Also, at bill department, especially connection where their performance indicators were about 50% and at present they have reached 95%. There are also several

Which method of administration do you prefer?

My preferred method of administration focuses on practicing work, facing real-life situations, providing suitable training as well as providing all tools required to perform and finish our work. I don't hesitate to help when needed. We have to realize that the harder you work at present, the more progress and good results you'll get in the future. Thanks to this method, the team, which we built up in three year's time, has become highly efficient. I've always encouraged the members of this team to meet heads of departments and sections and attend presentations with heads of divisions.



indicators that have been improved by this committee, which has effectively participated in making these achievements.

You have contributed to creating a workplace that encourages excellence and creativity. Could you tell us about it?

All the projects we carry out aim to change the style and method of doing work. So, it was expected that some employees would resist the changes we wanted to make. It is necessary to create a workplace that encourages adopting change, excellence and creativity. One of the most important tasks we performed was to form efficient and skillful work teams at the levels of divisions and departments and to create an appropriate atmosphere for double efforts to achieve aspired results.

Getting employees involved in the process of change, disseminating these initiatives and results and propagate them

to other departments to encourage them to adopt such initiatives. Other factors also include training employees to processes of change and selecting the best of them to be trained in LEAN methodology till they obtain Green Belt Certificate. Also, some employees have been involved in Excellence Programme.

In which area do you find yourself more distinguished and able to achieve most? As an individual or in a team?

Since I joined DEWA, I have moved from one team to another till this has become part of my personality and has its influence on my personal and family life. I so often get involved with my sons as one work team and so does it with friends.

Are there any specific professional projects that influence your work aspirations?

We are looking forward to perform-

ing a lot of current projects which amount to twenty projects to be able to compete in awards of excellence at DEWA level first and then at the Government of Dubai level, especially these projects are of considerable importance. One of these projects is Point Of Sale, which will be implemented at the Bill Payment Section and aims to reduce to half the time of bill payments from three minutes to only one minute and a half at counters.

We are also about to put the finishing touches to another project – Handheld Devices, at the Billing Department, which is synchronized with SAP. There is also another project which is based on installing devices to track DEWA vehicles to enhance their performance. There are also many other projects, which I aspire to properly and optimally fulfill according to the fixed schedules, and this is my obsession at present.



Wafaa Abdelaziz

A talented employee at Talent Acquisition

The world of talents is varied and limitless. Sometimes, talent becomes a source of additional revenue. This applies to Wafaa Abdelaziz, Senior Executive for Recruitment at Talent Acquisition, Human Resources Division at DEWA. She is also a gifted biscuit maker. We had the following interview with her.

Could you tell us about yourself?

I have been working at DEWA since 2005. I'm married with three children. I have a talent in making pastry, including biscuits, cookies and sweet. I have recognized this talent before getting married and when I was living in family house. At first, I was interested in sweets, which we used to make during Eid and other occasions. I have developed this talent gradually and my love of painting has helped me a lot. Afterwards, I applied the saying that 'The eye eats before the mouth,' so I began to make my own varied designs and forms that made pastry, especially biscuits, more liked and

preferred than their traditional forms. I did all this on my own and learned by myself depending on some sources like the internet and the available books. A while after joining work at DEWA, some of my colleagues and superiors briefed me about the Talents Exhibition, which is regularly held by DEWA, and asked me to participate and I did. I participated again in that exhibition and in the National Day (Union Day).

How far did these participations influence you?

These participations gave me a strong push and great confidence in my tal-



ent, especially with pastry, which won the admiration of the exhibition's visitors and expanded my acquaintances. I didn't expect that it will be so welcomed by people. This encouraged me to think of pastry more seriously and not to restrict it only to family and friends. Then, I received much encouragement and showed what I make. Thus, this talent has changed into an independent business.

When did you change from hobby to professional work?

This started when I received orders for pastry, which I make. After that orders have increased, especially orders for special personal occasions for customers, including birth and wedding and other happy occasions.

To ensure meeting these orders, I decided to have my own small lab at home and equipped it necessary equipment like ovens, dishes and moulds. A year ago, I bought a special machine from outside the UAE which can print either words or pictures on biscuits.

How do you get time to do such work, especially as you are married and working in the mean time?

This hobby takes a long time the thing that forced me to stop it for a while; especially I have three children at school. To solve this problem, I resorted to personal assistants to help me meet the increasing orders. I taught them the basics of the work. In this way I have developed from personal manual work

I have recognized this talent since I was child till now.

to do the supervision and now I teach them the process and the design and they finish the tasks. Besides, my husband appreciates and understands what I do. He often helps me with bringing up our children and providing me with things required for making the orders. My family also gives me continuous encouragement.

Do have a plan to develop this work more?

I'm planning to open a coffee shop in the future and make biscuits and pastry part of this business. I hope to fulfill this within one year. I have recognized this talent since I was child.

DEWA honors 45 employees

Dubai electricity and Water Authority (DEWA) has honored forty-five of its distinguished employees, who have won excellence awards and the programme of employees' recognition for the fourth quarter of 2011 during a ceremony held at its headquarters.

HE Saeed Mohammed Al Tayer, MD and CEO of DEWA, honored the employees. Dr. Yousef Al Akraf, EVP-Business Support and VP- Human Resources, EVPs, VPs and a number of DEWA's top officials and employees attended the ceremony.



Distinguished team – category of Administrative Experience



The Distinguished Department



The distinguished team at DEWA's level for Distinguished Administration

The distinguished team from Customer Service Division at DEWA received the award because they succeeded in increasing DEWA's revenues and reducing its outstanding due amounts. The members of the team are: Mohammed Salim Al Maneeh, Ahmed Mohammed Hassan, Maryam Rashid Eid, Khaled Salem Saeed, Mohsen Akeel Mohammad, Saeedullah Mian Muhammad, Sarfraz Khan, Sunil Mirchandani, Afaf Ali, Mohammad Mansour, Dust Mo-

hammad, Mohammad Khalifa, Mirza Othman, Abdullah Al Marzouqi, Jawaher Ismail, Ahmed Faheem, Laila Abdul Kader, Khaled Obaid Al Sweidi, and Nadeem Asghar.

The second team was recognized in the category of administrative experience. It included some employees from two sectors of Customer Service and Information Technology, who received recognition for their success in reducing customer's visits related to inquiring

about municipality fees. They also have automated housing fees and reduced time required to announce housing fees from ten days to only one day. The members of the team are: Mohammed Salim Al Maneeh, Ahmed Mohammed Hassan, Saeedullah Mian Muhammad, Muhammad Asif Malik, Sunil Mirchandani, Sarfraz Khan, Ahmad Abdulbaqi Ahmad, Rizwan Ahsan Siddiqi, Syed Nazimuddin, Syed Mustafa Ali, Hatem Mohamed Ibrahim Mohamed, Samir Michael Labbaci, Laila Ahmed Bandali, Sekkizhar Nagappan, Sathishkumar Selvarajan, Sujith Jacob Mathew, and Suneer Mohamed.

The last team from Power and Water Planning Division has won The Best Technical Team Award. Nine employees were recognized for their work in completing a detailed study, which showed

that separating power generation from phase one of D Substation will not affect DEWA's reserve system, however it will lead to a better and optimum power generation and make a saving of AED 60,000 a day. The members of the team are: Shaban Abdel Gelil S.M.Osman, Mohamed Naceur Marzouki, Mahmoud Abdalla Mohd Ahmed , Salha Ali Saleh Al Dessi, Mohamed Ali Mohamed Ghareeb, Jayakumar Madhavanpillai, Nada Eltukhy Abdelkhalek Badr, Alaa Ahmed Shawky Ibrahim M.O, Vijayan Ayappan.

The winning technical project saves around 60,000 dirhams per day



Distinguished team – technical projects

Members of the Department of Project and Connection Services were honored in the Distinguished Department Category. The department's Vice President, Marwan Al Sabbagh, received the award.

DEWA honors 15 distinguished employees for the fourth quarter of 2011

DEWA has honored 15 distinguished employees, who received excellence awards during a ceremony held at its headquarters to recognize employee achievements during the fourth quarter of 2011, Winners of DEWA's excellence awards for individuals are:

Matar Suhail Al Mehairi, Category of Distinguished DEWA Employee

Fatima Saeed Al Suboosi category of Administration.

Habib Ibrahim Shamsuzzoha category of Specialized Fields.

Ahmad Mustafa Shaban won first place and Aasef Iqbal came second in the category of Technical Engineering.

Adel Elsayed Mohd. E. Elfewi won first place and Navin Kumar Laxman came second in the category of Field Services Badriya Ibrahim Hassan Raisi came first and Basharat Akhter came second in the category of distinguished female employee.

Rab Nawaz Bhurt and Changampalli M P Saidalavi - category of unknown soldier.

Amal Ali Saif Hammoudi – category of new recruitment.

Maktoum Nasser – category of UAE

Nationals.

Sahil Musammil – category of secretary.

Hanadi Bilal Mohd Al Shehi – category of creativity.



Hanadi Bilal Mohd Al Shehi category of creativity.



Maktoum Nasser category of UAE National



Fatima Saeed Al Suboosi category of Administration



Matar Suhail Al Mehairi category of Distinguished DEWA Employee

A visit to Sharjah Natural History Museum organized by Women's Committee at DEWA



The Women Committee in Dubai Electricity and Water Authority (DEWA) organized a visit to Sharjah Natural History Museum as part of its efforts to enhance positive interaction and social relations amongst female staff at DEWA in a multi-cultural work environment. This social activity was organized to support DEWA's strategy to strengthen and support the role of women in all fields. A number of DEWA's female employees participated in this visit and were accompanied by members of the Women Committee including Fatima Deemas, Vice-Chairman of the Committee.

The female employees visited the Botanical Museum and the Arabian Wildlife Center. Fatima Deemas explained that such trips are meant to



enhance social ties among DEWA's female employees within and outside the work environment.

"We are keen to select various educational sites that contribute in increasing the awareness and information of female employees and therefore, to achieve positive influence in increasing the knowledge of their children,"

she added.

"The Women Committee strives always to organize such social activities to put in a friendly work environment in addition to provide cultural information. The WC has organized a large number of events, activities and lectures in different cultural, social and religious issues."

DEWA organizes Contractors' Health & Safety Awareness Day



As part of its strategy to implement the best integrated administrative systems in the field of occupational health, safety and environment and in compliance with the best and most up-to-date international practices, DEWA organized the Contractor's Health & Safety Awareness Day for contractors and consultants at Al Bustan Rotana Hotel, Dubai. Supervised by the Health, Safety and Environment Department at DEWA, it was attended by DEWA's top employees, contractors and consultants.

"DEWA is keen to implement the best integrated administrative systems in the field of occupational health, safety and environment as part of a strategy that encompass the best international practices to promote the culture of main-

taining the standards of health, safety and environment and mitigating the negative environmental effects within the framework of public interest and DEWA's relentless pursuit to provide healthy atmosphere and work environment for all," said HE Saeed Mohamed Al Tayar, MD and CEO of DEWA. His Excellency expressed his pleasure and pride in DEWA's unprecedented achievement, which can be added to its record of distinguished achievements as it has obtained the British 5-Star Certificate in Health, Safety and Environment from the British Safety Council from 2002 to 2010. In 2010, DEWA got 97.8%, which is the highest score among the UAE based companies and institutions during the past five years.

"The Health, Safety and Environment Department at DEWA gives a special attention to management of health, safety and environmental due to its role in protecting lives, properties and environment while setting the rules, dissemi-

nating preventive awareness measures and technical instructions. DEWA keeps pace with the latest developments and updates in all matters related to occupational health and safety and is guided by the best practices for the development of technical instructions to ensure the safety of personnel, premises and the environment as well as the development of rules, whether in training, education and awareness," said Dr. Yousef Ebrahim Al-Akraf, EVP- Business Support at DEWA.

The Health, Safety and Environment Department at DEWA organized in May last year the first annual Contractor Awareness Day for its contractors and consultants. More than hundred and twenty contractor and consultant participated in this event. They praised this initiative and applauded DEWA's efforts in this regard, expressing their willingness to cooperate with DEWA to avoid work risks and achieve occupational health in their works.

DEWA receives delegation from Mazoon Electricity Company of Oman

An official delegation of Omani Mazoon Electricity Company has visited DEWA, to look at the best practices of DEWA and exchange expertise, experience and achievements with DEWA in the fields of customer services, billing, receivables and Customer Call Centres.

The Omani delegation was headed by Salim Said Al Kamyani, Commercial Affairs Manager. The meeting was attended by a number of managers from both sides. The group from DEWA presented a comprehensive explanation of its experiences in applying best practices in the field of service and customer care, billing and receivables, and also provided an explanation of the methodologies used in the body.



The team stressed during the meeting the importance of strengthening various channels and means of cooperation to exchange experiences and also improve relations and collaboration between DEWA and Mazoon Electricity Company of Oman.

At the end of the visit, the visiting delegation praised the achievements of DEWA and its practices, hoping to continue cooperation and exchange of experiences between DEWA and the company in various fields.

DEWA delegation visits Masdar



DEWA representatives from the Solar Power Park project visited Masdar, Abu Dhabi's multi-faceted renewable energy company to expand the areas of cooperation between the two organizations in the field of solar energy, and the DEWA team was led by Fatima Al Shamsi – Senior Manager of New Business Development (S&BD). Dr. Sultan Ahmed Al Jaber, Chief Executive Officer of Masdar, and other senior officials of the renewable energy company welcomed the representatives of DEWA and presented a brief about Masdar's Solar Power Projects in the UAE and worldwide.

Also the representatives were taken for a tour around Masdar City, whereas firstly they arrived at the K13 Masdar City Personal Rapid Transit (PRT) station by EV, and then to the MI PRT station. The tour also in-

cluded a visit to the 'Wind tower', inspired by the traditional Barjeel, the tower captures upper level winds and cools the open-air public square below.

Masdar officials also escorted the representatives to the 10MW solar power plant. Currently, the power generated by the 10MW power plant and the 1MW rooftop panels on Masdar Institute is in surplus of what is consumed within Masdar City. The state-of-the-art PV plants achieve annual carbon savings of approximately 15,000 tons – the equivalent of taking 3,300 cars off Abu Dhabi's roads each year.

The visiting representatives were also briefed on other ongoing Masdar projects, including the 100MW concentrated solar power plant (CSP) Shams One and CSP plants in Spain.

MD and CEO of DEWA signs an MOU with Minister of Electricity and Renewable Energy of Libya



HE Saeed Mohammed Al Tayar, MD & CEO of DEWA, has received today HE Dr. Awad Ibraik Ibrahim, Minister of Electricity and Renewable Energy of Libya with his accompanying delegation visiting the UAE, in the presence of a number of DEWA's senior officials.

"We are pleased to welcome the kind visit of the Libyan delegation headed by HE Dr. Awad Ibrahim Ibraik, a dear colleague with whom we all worked with for many years at DEWA. His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai has called for the provision of all possible support and assistance for the people of Libya and the National Transitional Council. Also, our wise leadership is keen to enhance and promote cooperation and close ties between two the nations. This visit will add further value to our relations between the two countries in the field of energy and sustainability," said Al Tayar.

The Libyan Minister of Energy expressed his appreciation for allowing this opportunity for this visit and stressed the importance of utilizing his suc-



cessful experience at DEWA as one of the leading utilities worldwide in terms of availability, efficiency and reliability in order to regulate, enhance and assist the energy sector in Libya to overcome the persistent challenges it faces, and the role of the UAE in supporting the National Transitional Council and the people of Libya.

The event witnessed the signing of a Memorandum of Understanding between the DEWA and the Libyan Ministry of Electricity and Renewable Energy, which provides for the mutual cooperation and exchange of information in various fields.

DEWA participates in Jebel Ali Free Zone Authority Annual Strategic Partner Forum



DEWA has participated in Jebel Ali Free Zone Authority annual Strategic Partner Forum. This forum was called for by JAFZA and other economic government bodies as a testament of DEWA's strong belief in the necessity to combine efforts of government authorities and organizations to deliver the best services according to the highest international levels and practices.



“For the last two decades the Emirate of Dubai has witnessed a phenomenal growth and development in many fields, including business and finance, trade, tourism, aviation, and construction. As a result of this, the urban areas of Dubai and the associated infrastructure have substantially grown. DEWA, as the supplier of electricity and water services in Dubai, has always met the demands that

are essential to support Dubai development. It is noteworthy that the cost of electricity and water infrastructure, including production, transmission and distribution, made by DEWA to serve the free zone authority amounts to AED 4.62 billion. I am happy that we have always met the growing demands of the free zone and will continue to do so in the future as a commitment to DEWA's strate-

gic partnership,” said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Waleed Salman has participated in a seminar on ways to strengthen collaboration among local authorities and organizations as well as the challenges faced by DEWA as a strategic partner. At the end of the forum, DEWA was honored for its important role as a strategic partner.

At a cost of AED 106 million DEWA launches main substation at Al Kafaf

Dubai Electricity and Water Authority has launched on 1 May a 132/11 kV main transformation substation with transformation capacity of 150Mega-volt/Ampere at Al Kafaf. The cost of the substation is AED 96 million. The project includes laying ground cables of 132 kV at a total cost of AED 10 million to secure the growing demand for electricity for different purposes.



DEWA ranked first amongst Dubai Government organizations DEWA obtains international recognition as a training centre of projects management

DEWA has obtained the requirements of training necessary for managing projects from the American PMI located in Pennsylvania, USA, after a team from DEWA composed of employees from Transmission Power, Business Support and Human Resources succeeded in passing exams to the required standards.

“We have become part of the international system of project management standards. So, we have now the opportunity to share knowledge and communicate at the global level through the American Project Management Institute. This will enhance DEWA’s performance and achieve its objects and projects both nationally and internationally,” said HE Saeed Mohammed Al Tayer, MD and CEO of DEWA.

This initiative will help DEWA re-



Tariq Tawfiq

duce training expenses by providing international training courses inside its premises and obtain the training manuals from the Project Management Institute. DEWA will be able to design training courses according to international standards with no need to bring in training services providers. This

recognition will also help the team to manage DEWA projects to obtain specialist certificates in Risk Management Programme, Project Management Programme, Programme Management Programme, Project Planning Programme, Standards Scheduling Programme in addition to 3OPM.

Tariq Tawfiq, Specialist in Project Management, said that training courses have started immediately after DEWA obtained that recognition as a training course in Project Fundamentals Management was initiated. The ultimate goal is make DEWA a provider of training services either for its staff or for outside bodies, especially in the public sector.

Tawfiq also said that training will be conducted at DEWA premises, including its headquarters.