



AL MASDAR

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**HH Sheikh Hamdan bin Rashid Al Maktoum
opens DEWA's Warsan Complex and Al Qusais
Control Centre**

DEWA wins 4 awards in DGEP

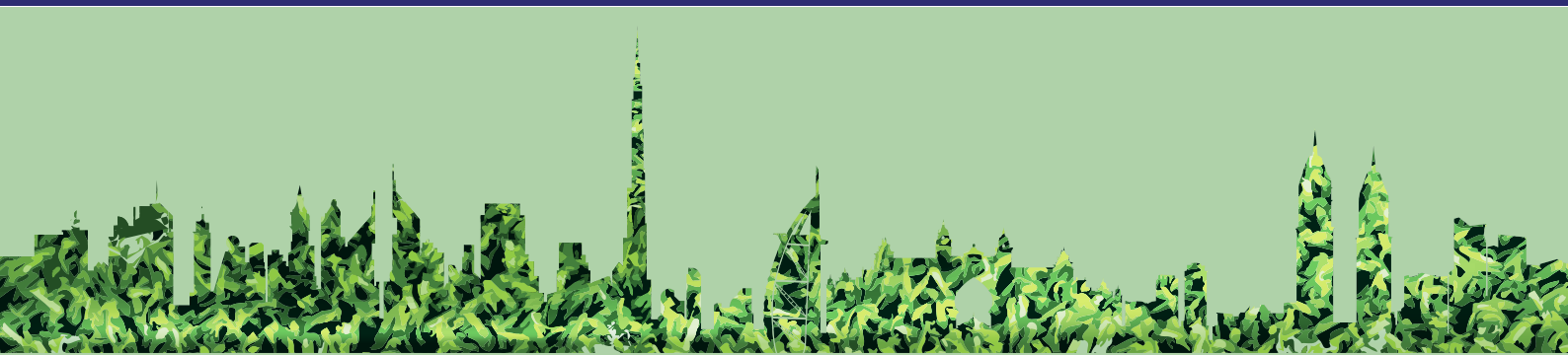
**DEWA's three initiatives to
Support Smart Dubai**

The 16th WETEX witnesses a four-foldrise
in the number of exhibitors and is expected
to attract over 20,000 visitors

**WETEX 2014: World's best renewable
energy exhibition**

Smart Appliances for a Better Life

**SmarTech at WETEX 2014 to
exhibit wide range of eco-friendly
household appliances**



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Dubai Electricity and Water Authority extends its most sincere thanks and gratitude to

His Highness Sheikh Mohammed bin Rashid Al Maktoum

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

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum

Crown Prince of Dubai and Chairman of the Dubai Executive Council

His Highness Sheikh Hamdan bin Rashid Al Maktoum

Deputy Ruler of Dubai, and Minister of Finance, and President of DEWA

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum

Deputy Ruler of Dubai

and dedicates the awards of the 17th Dubai Government Excellence Program to Their Highnesses



Distinguished Government Department in Customer Satisfaction



Distinguished Financial Government Department



The Unknown Soldier



Joint Government project with Dubai Municipality for - Improvement of Building Licensing Procedures in the Emirate of Dubai

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"We seek hard to diversify energy sources and preserve the environment so as to be a model for all countries that seek to achieve the same goal."



HH Mohammed bin Rashid Al Maktoum

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



Our Vision

A Sustainable World-Class Utility.

Our Mission

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

Our Values

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

Our Motto

For Generations to Come.



SAEED MOHAMMED AL TAYER

MD & CEO OF DEWA

As per the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and implementing his vision and initiatives, DEWA contributes to Dubai Smart City with three new initiatives for sustainable development in Dubai. These three initiatives will achieve the objectives of the Dubai Integrated Energy Strategy 2021, promote the UAE's position globally, and enhance Dubai's remarkable standing as a global hub for trade, finance, tourism and green economy. These three initiatives are:

Firstly, to encourage households and building owners to install photovoltaic solar panels to produce electricity. We will connect it to the grid and buy the excess generated electricity: encouraging the use of renewable energy and increasing its share in the energy mix as per the Green Economy For Sustainable Development initiative of His Highness.

Secondly, Smart Applications will speed up connections and ensure faster responses, while reducing consumption by using smart meters to enhance the peace of mind and convenience of all Emiratis and residents, promoting resources sustainability.

Thirdly, building the infrastructure and charging stations for electric vehicles. Their locations will be identified in coordination with the relevant authorities. This initiative puts Dubai as the first in the region and promotes its role in energy sustainability.

Earlier in April, DEWA won awards at the 17th Dubai Government Excellence Program: a clear testament of its successful journey. These awards are first place in Distinguished Government Entity, Best in Finance, first place in Customer Satisfaction, Distinguished Inter-governmental project and Unknown Soldier.

Based on the Green Economy for Sustainable Development initiative, DEWA is adopting Smart Grids to integrate stakeholders such as service providers, end-users and consumers to deliver services, ensure uninterrupted and reliable supplies and secure sustainable services that minimise environmental damage and carbon emissions as part of its vision: 'A Sustainable World-Class Utility.'

We are also organising the 16th Water, Energy, Technology, and Environment Exhibition (WETEX) 2014, from 14-16 April at Dubai International Convention and Exhibition Centre, one of the world's largest exhibitions of renewable

energy technologies, alongside World Green Economy Summit (WGES 2014).

We are also hosting SmarTech, which focuses on eco-friendly solutions, and SmarTech Shopper - the Middle East's largest consumer platform for green technologies. DEWA will also put the global spotlight on Dubai with WGES 2014 alongside WETEX. Another key attraction is the first Green Week from 14-20 April, which will strengthen awareness about greener lifestyles for children and students. All these events and activities will promote public awareness on the importance of environmental sustainability and energy and water conservation to conserve our natural resources for generations to come.

Last year, DEWA made remarkable achievements and success to pursue our journey towards development and growth to meet all the requirements of projects in the Emirate for coming years.

Thanks to the directives of our visionary leadership and our employees' dedication and hard work, these achievements have become reality.



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exhibitors and is expected to attract over 20,000 visitors
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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 dialogue and communications. Please accept our sincerest best wishes and thanks for your continued support and input.

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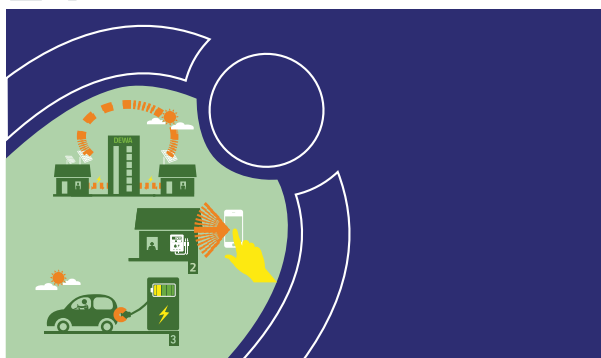
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HH Sheikh Hamdan bin Rashid Al Maktoum opens DEWA's Warsan Complex and Al Qusais Control Centre



HH Sheikh Hamdan bin Rashid Al Maktoum listens to a demonstration about the Control Centre

DEWA has opened its new Warsan Complex and Al Qusais Control Centre to scale up its infrastructure as part of its commitment to its vision to become a sustainable world-class utility.

HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance, and President of DEWA, officially opened the new centres in the presence of HE Matar Humaid Al Tayer, Chairman of DEWA, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, HE Juma Al Majid, HE Saeed Al Kindi, Dr. Rashid Ahmed Bin Fahad, Minister of

Environment & Water, HE Mohammed bin Khalifa Al Habtoor, HE Mattar Mohammed Al Tayer, Chairman of the Board and Executive Director of RTA, Abdullah Al Shibani, Secretary-General of the Dubai Executive Council, HE Essa Al Haj Al Maidoor, Director-General of Dubai Health Authority (DHA), Dr. Hamad Al Shaikh Al Shaibani, General Director of the Islamic Affairs & Charitable Activities Department (IACAD), HE Buti Saeed Al Ghandi, HE Ahmed Butti Al Muhairbi, Secretary General of the Dubai Supreme Council of Energy, HE

Dr. Abdullah Al Karam, Chairman and Director General of Knowledge & Human Development Authority (KHDA), HE Ahmad bin Shafar, CEO of Empower, Majid Hamad Al Shamsi and Saeed Mohammed Al Sharid, Board Members of DEWA, and senior officials from ministries, directors of government departments, and members of the press.

Backbone of Dubai's Infrastructure

"DEWA's projects are the life, essence and backbone of Dubai's infrastructure. DEWA provides



HH Sheikh Hamdan bin Rashid Al Maktoum reviews the map of Warsan Complex



HH Sheikh Hamdan bin Rashid Al Maktoum listens to a demonstration about the testing lab for generator oil

world-class services at the highest levels of reliability, quality and best international practices and technologies, to ensure the continuity of electricity and water services and achieve sustainable development in the UAE," said HH Sheikh Hamdan bin Rashid Al Maktoum.

"The opening of the Warsan Complex updates and automates our systems and meets the needs of urban expansion projects and growing demand for electricity and water services, which we provide at the highest levels of quality, reliability, and sustainability. This is in line with the Green Economy for Sustainable Development initiative launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to drive the sustainable growth of Dubai," said Saeed Al Tayer.

"Led by our vision to become a sustainable world-class utility,

DEWA is committed to achieving the highest levels of efficiency, quality, and sustainability across its current and future projects. The transmission and distribution control systems have been designed to meet the expansion of transmission and distribution networks, and manage the needs of the increasing number of substations. We have conducted several voltage capacity tests to achieve the best performance of the networks. Besides, we have implemented a 'Multi-Site System' that provides alternative technical and geographical systems, in case of emergency, to minimise the impact of any unwarranted outages," continued Al Tayer.

Seamless monitoring

Al Tayer said that the separation of the control centres facilitates seamless monitoring of the overall performance of the electric voltage to meet the technical requirements at the highest international standards. The control

centres are equipped with training and simulation systems for providing specialised training for DEWA specialists who work in transmission, generation, and distribution control. "Separating the control centres has enabled us to adopt two smart programmes for transmission and distribution. This will help us to complete the Smart Grid project efficiently, and meet the requirements of transmitting power through the National Emirates network according to the (NERC Standards)."

Warsan Complex

Warsan Complex spreads over 650,159 sq ft, and includes two transmission and distribution control centres, and a 430,630 sq ft administrative building capable of accommodating up to 2,350 employees, among other facilities. The administrative building comprises the ground floor, two storeys of parking and three floors, and houses the Transmission Maintenance



Department, the Power Transmission Safety Department, the Transmission Network Installation Department, the Engineering Department, the Transmission Project Management Department, and the SCADA Network Management Department, and the Office of the EVP of the Power Transmission Division. The Warsan complex features two control centres. The first controls power generation and transmission of the 132/400 kV networks in coordination with Jebel Ali Power Station. The second control centre monitors and manages the networks to maintain continual improvement. The Complex includes the first ISO/IEC 17025 certified testing lab for generator oil in the UAE, a mosque, and warehouses. The administration building features training and meeting halls, a library, a gym, a nursery, and a coffee shop.

Al Qusais Control Centre

From Warsan, HH Sheikh Hamdan bin Rashid Al Maktoum

remotely-opened the Control Centre at Al Qusais, which cost AED 29 million. It consists of two floors and includes distribution, planning, and coordination departments, a library, the Distribution Research & Development department, a simulator, and on-site distribution management.

“The control centres will ensure the efficiency, safety, and sustainability of Dubai’s power supply, maintain the required electricity reserves for emergency cases, provide quick intervention to solve blackouts, and coordinate with various departments for swift power recovery, power exchange coordination with other Emirates, as well as monitor quality indicators and network performance to achieve sustainability and reliability,” said Saeed Al Tayer.

Ensuring Continuous Power Supply

“The two control Centres in Warsan control all strategic, eco-

nomic and industrial expansion zones of the Emirate of Dubai, in addition to ensuring power supply continuity through Dubai networks in coordination with adjacent Emirates. The implemented systems in the control centres can exchange data and tasks in case of emergency, achieving 100% in terms of availability and reliability. The systems meet the future expansion of the network as it has more six times more capacity when compared to the old systems. This will enable us to meet the requirements of the urban and economic growth of Dubai.”

“The centre is equipped with the most advanced remote control and monitoring programmes using German technology including potential expansion opportunities. The latest programmes enable full control over the network in Dubai, its operations, in addition to monitoring generation process automatically in coordination with various stations to the highest international



Group photo with HH Sheikh Hamdan bin Rashid Al Maktoum

quality, efficiency, and sustainability standards,” added Al Tayer.

“The control centres adopt smart applications to help control engineers to analyse the process and ensure best execution, in addition to a training simulator programme to enhance staff experience and efficiency. They also implement monitoring generation process automatically in coordination with various generation stations using the highest possible international quality, efficiency, and sustainability standards,” concluded Al Tayer.

History of DEWA's Control Centres

1979: New Control centre was established in two portacabins, each for Transmission and Distribution

1980: Introduced new SCADA System for the control centre at Mushrif, manufactured by Siemens.

1982: The new SCADA Project is launched at Mushrif Control Centre

1988: Improvements made to Mushrif Control Centre to develop its capacity

1995: SCADA Temporary System introduced

1997: New Ranger SCADA System at Mushrif introduced to support the existing Siemens System

1999: New Global Ranger System (GRS) commissioned at Al Quoz; Mushrif kept as Emergency control centre (back-up) for Al Quoz

2005: Distribution Dispatch operation separated from Generation and Transmission operations

2012: New SCADA System implemented at Transmission Control Centres in Al Quoz and Warsan

2013: New SCADA System implemented at Distribution Control Centres in Warsan and Al Qusais.

Powering the future of energy innovation and investment DEWA marks impressive show at World Future Energy Summit 2014

DEWA recorded an impressive show with strong visitor turnout at its participation at the seventh World Future Energy Summit (WFES) 2014, held under the patronage of HH Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, and organised in Abu Dhabi from 20-22 January at the Abu Dhabi National Exhibition Centre. Visitors to DEWA's pavilion, including several high-level dignitaries, expressed their admiration of DEWA's achievements in the fields of sustainability and renewable energy.

Official delegates and decision-makers discussed ways to strengthen collaboration with DEWA to execute future projects in the areas of energy, water, en-

vironment, sustainability, and renewable energy to further boost the clean energy sector in the UAE.

"The participation also provided us the opportunity to evaluate the latest technologies and their implementation, and to exchange expertise and viewpoints with diverse stakeholders to identify sustainable energy solutions, thus ensuring a sustainable future for all. We believe in building partnerships through workshops and meetings to drive collaborative efforts to face the challenges that affect the energy sector," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Welcoming Ethiopian PM

A high-profile delegation from

the Federal Democratic Republic of Ethiopia visited DEWA's stand. Waleed Salman, Executive Vice President of Strategy & Business Development at DEWA, and Khawla Al Mehaairi, the Vice President of Marketing & Corporate Communication received the delegation which was headed by Hailemariam Desalegn, Prime Minister of Ethiopia. The delegation was accompanied by HE Dr Abdullah bin Mohammad Bel Haif Al Nuaimi, Minister of Public Works.

The Ethiopian delegation viewed a model of the Mohammed bin Rashid Al Maktoum Solar Park, which is one of the largest renewable energy projects in the region and will generate 1,000MW upon completion in 2030, totalling 5% of Dubai's total power out-



put. Waleed Salman provided the delegation with an overview of the Dubai Integrated Energy Strategy 2030, which aims to diversify the energy mix to comprise a mix of natural gas (71%), nuclear power (12%), clean coal (12%), and solar energy (5%), and reducing demand for energy by 30% by 2030. He also explained about the M Station in Jebel Ali and DEWA's Sustainable Building in Al Quoz.

Solar Park Model on Display

HH Sheikh Mohammed bin Rashid Al Maktoum, opened the first project of the solar park, which uses photovoltaic technology to produce 13MW, and is linked directly to DEWA's grid, which covers all areas of Dubai. His Highness has initiated the second project, a 100MW photovoltaic plant. This is a leading sustainable project, and a centre for the production of energy from solar power, and a comprehensive innovation and research centre that supports the promotion of renewable energy technologies and energy efficiency. The project will also include a Renewable Energy Academy to advance the skills of future professionals.

Focus on M Station

DEWA also highlighted its M Station for electricity generation

and water desalination in Jebel Ali, which is equipped with the latest technologies and superior systems at a total cost of AED 10 billion. M Station has a capacity of 2,060MW of electricity, and 140 million imperial gallons of desalinated water per day. M Station is now being expanded with new substations that have a capacity of 400MW, increasing the installed capacity of the station to 2,460MW, upon completion in 2018.

Presentations

DEWA officials delivered presentations on DEWA's Sustainable Building in Al Quoz, which is the first public sector sustainable building in the UAE, and the largest government building in the world with a Platinum rating for green buildings from Leadership in Energy and Environmental Design (LEED), the US Green Building Council institute, which has a set of rating criteria for the design, construction and operation of high-performance green buildings, homes and neighbourhoods in the world.

The DEWA Sustainable Building achieved 98 out of 110 points. The Sustainable Building reduces consumption of energy by 66% and water by 48%, and houses a 660kW onsite solar power plant.

Sustainable Living Expo

DEWA also participated in the Sustainable Living Expo being held on the sidelines of WFES. Sultan Al Zaabi, Project Manager of Conservation, Outreach & Engagement at DEWA delivered a presentation on DEWA's sustainable campaigns and initiatives aimed at achieving its vision to become a sustainable world-class utility, and supporting the Green Economy for Sustainable Development initiative, launched by HH Sheikh Mohammed bin Rashid Al Maktoum. Al Zaabi emphasised the significance of designing special campaigns to communicate the conservation and awareness messages to the various community segments effectively. He highlighted the Neighbourhood Campaign, which aims to spread environmental awareness using innovative and creative means. The campaign recorded an overwhelming participation from the community members. Al Zaabi demonstrated the initiatives and campaigns which were designed for particular community segments such as the 'Conservation Award' themed 'For a Better Tomorrow' for the educational sector, 'Best Consumer Award' and 'Be Water Smart' campaign.

WETEX 2014

World's best renewable energy showcase



The 16th Water, Energy, Technology, and Environment Exhibition (WETEX) 2014, which will be held from 14-16 April at the Dubai International Convention and Exhibition Centre, is billed as the world's renewable energy showcase, highlighting the thought leadership of its organiser, DEWA.

WETEX is held under the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and under the patronage of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance of the UAE and President of DEWA. It will focus on a wide array of advanced renewable energy solutions at a time when the UAE and the Gulf countries are investing significantly to meet a major proportion of their energy needs through renewable energy by 2020.

Towards a green economy

"WETEX 2014 will highlight the latest renewable energy solutions deployed in the region and the world due to the major role of such energy solutions in establishing a green economy. At WETEX 2014, we will help to implement the Green Economy for Sustainable Development initiative of His Highness Sheikh Mohammed bin Rashid Al Maktoum. Renewable energy is one of the pillars to reach the green economy and sustainable development," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Four-fold increase

The number of exhibitors at WETEX 2014 crossed 1,500, and has recorded a four-fold rise since its launch in 1999, consolidating its position as one of the world's major specialised exhibitions. The exhibition area has also in-

creased four-fold since 1999, with a total area of 47,230 sq m spread across 9 halls of the Dubai International Convention and Exhibition Centre. WETEX has seen over 56 times increase in its visitors' numbers between 1999 and 2013. The exhibition is expected to attract 20,000 visitors in its 2014 edition.

Strong contribution

WETEX has significantly contributed to promoting the energy sector in Dubai on the global level, giving the Emirate opportunities to support and adopt major energy-focused events, such as the World Energy Forum in 2012 and the World Green Economy Summit in 2014, which will be held concurrently with the exhibition in collaboration with Dubai Green Economy Partnership under the theme 'Global Partnerships, Sustainable Future.'

DEWA to hold Green Week on 14-20 April

Community activities and awareness campaigns on environmental sustainability

DEWA will hold its first Green Week event to raise awareness on the rational use of electricity and water from 14-20 April.

The inaugural Green Week will coincide with leading environmentally-focused events such as WETEX 2014, the World Green Economy Summit 2014 and the launch of SmarTech Shopper for consumers.

Green Week is part of DEWA's campaign to spread a culture of sustainability and green solutions amongst society. DEWA will organise a series of activities and educational programmes to highlight sustainability solutions and demonstrate optimal methods of rationalising the consumption of energy resources.

Green Week includes social, education and entertainment activities, workshops, and presentations to raise awareness about the conservation of electricity and water. DEWA will launch the Green Ribbon sustainability pledge campaign to disseminate a culture of conservation and best conservation practices.

Participants will choose some daily green practices and will pledge to abide by them all year long. This will support the reduction of electricity and water production, and cut down carbon dioxide emissions.

A number of activities organised by government bodies, institutions and schools in the UAE, will take place during Green Week at the Dubai International Convention and Exhibition Centre, Al Ittihad Private School in Al Mamzar, Hamdan bin Mohammed Smart University, the Higher Colleges of Technology, Greenwood International School, Dubai Modern Education School, Gulf Buds Private School, Willow Children's Nursery Dubai, and others will showcase projects highlighting the importance of preserving the natural resources and the environment. Also, Ambassadors of Sustainability, a part of Dubai Municipality, will showcase sustainable solutions and projects.

Engineers from DEWA will also give explanations on conservation programmes.

The Green Week activities will move to Mirdif City Centre on Thursday, 17 April, and continue for three days, featuring an art exhibition offering drawings and paintings on rational consumption and sustainability. There will also be graphics on conservation of water and electricity and its social impact. The exhibition is expected to draw a large number of visitors. DEWA has also launched a special competition for Green Week over Instagram and other social media sites to send photos related to conservation and sustainability. DEWA will re-publish the best photos through Instagram and the best three photos will win a camera.



Smart Appliances for a Better Life

SmarTech at WETEX 2014 to showcase wide range of eco-friendly household appliances

One of the central pillars of the Dubai Integrated Energy Strategy is to reduce energy demand in the Emirate by 30% by 2030. In achieving this and to promote the rational use of energy and water, DEWA is conducting consumer awareness campaigns to use eco-friendly appliances and solutions.

To further highlight the importance of incorporating green appliances on a daily basis, at the 16th Water, Energy, Technology and Environment Exhibition (WETEX) 2014, DEWA is organising SmarTech, an event showcasing solutions, products and green buildings related technologies targeting the commercial and industrial sectors.

WETEX 2014 will be held from 14–16 April 2014, at the Dubai International Convention and Exhibition Centre. The global event is organised under the directive of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai and under the patronage of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and President of DEWA.

Promoting a 'Better Life'

SmarTech is the only trade plat-

form in the Middle East dedicated to help showcase, promote and market green-centric technologies, goods and services. The event has been attended by brand owners, manufacturers, dealers, distributors, and retailers from around the world who come to introduce energy-efficient and water-efficient technologies to customers through product demonstrations and high quality industry seminars.

This year, for the first time ever, SmarTech Shopper which targets the consumer sector, will be held under the theme 'Better Life' alongside SmarTech, where exhibitors will showcase various eco-friendly household appliances and solutions.

SmarTech Shopper will be open to the public, and will offer special discounts on household appliances and products.

Commitment to Smart City initiative

"SmarTech is in line with our vision to become an international

sustainable entity. At DEWA, we adopt best technology solutions that contribute to enhancing our operational efficiency and raise quality of services. The event offers an ideal platform to enhance awareness and highlight eco-friendly solutions. Moreover, it opens dialogue channels with all society segments which are major electricity and water consumers and enhance their awareness about the importance of rationalising consumption," said HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council



of Energy and MD & CEO of DEWA.

The hosting of SmarTech Shopper is led by DEWA's commitment to the 'Smart City' initiative that seeks to manage the Emirate's facilities and services through intelligent and interconnected systems compatible with smart home-appliances to ensure the highest standards of environment sustainability.

"SmarTech is part of DEWA's relentless efforts to rationalise electricity and water consumption. We organise awareness campaigns and social communication targeting all segments of

the society including different ages and cultures to highlight the society's' responsibility in rationalising electricity and water consumption. SmarTech works on spreading technologies and tools that help in rationalising consumption of electricity and water to preserve environment resources," said Al Tayer.

He added that electricity, water, and environment companies are looking at SmarTech Shopper as an ideal opportunity to enhance communication with customers and acquaint themselves with latest solutions for reducing consumption of electricity and water. "We recognise the importance of providing environmental friendly appliances as part of our vision to raise awareness among consumers about the importance of sustainable environment for future generations."

Educational Role

This year, SmarTech showcases the latest products and technologies related to energy efficiency, water green technology and customised solutions for residential buildings and institutions.

The event aims to highlight the region's environmental strategies and raise awareness of creating a culture of sustainable development, conservation of natural resources as well as minimising depletion to the lowest level possible.

Targeting consumers and business sectors, SmarTech provides over three days series of lectures and educational seminars, as well as specialised workshops, to enable exhibitors to discuss the latest developments, technology solutions, innovation, and research in the field of efficiency and rational use of energy and water consumption.

Exhibitors at SmarTech benefit from being part of the fast-growing industry for new environmentally-friendly technologies and gain access to global leaders, and both policy and decision makers who visit the event.



DEWA organises Annual Partners' Appreciation Ceremony Saluting the Strategic Partners

Saluting the cordial relations built over the years and to further strengthen cooperation and joint work with other government departments and key strategic partners, DEWA has organised the Annual Partners' Appreciation Ceremony.



The glittering event was attended by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and HE Abdullah bin Mohammed bin Butti Al Hamid, Under-Secretary of Ministry of Foreign Affairs, Major General His Excellency Khamis Mattar Al Mezaina, Commander General of Dubai Police, HE Engineer Hussain Nasser Lootah, Director General of Dubai Municipality, Major General Mohammed Ahmed Al Marri, Director of General Directorate of Residency & Foreigners Affairs of Dubai, HE Dr. Ahmed Saeed bin Hazeem,

General Manager of Dubai Courts, HE Ahmed Mohammed Bin Humaidan, Deputy Director General of Dubai Ruler's Court & Director General of Dubai Smart Government, Khalifa Al Draï, Executive Director of Dubai Corporation Ambulance Services, Ahmed Al Nusairat, Coordinator General of Dubai Government Excellence Programme. Also present at the meeting were directors of Government Departments, DEWA's strategic partners, and a number of ambassadors and consuls.

Strengthening cooperation

The ceremony, which took place at the Atlantis, The Palm hotel in Dubai, was part of DEWA's efforts to strengthen existing ties and cooperation with its partners, provide services at the highest level of excellence, and drive joint efforts to contribute to the successful implementation of Dubai's Strategic Plan. During the event, DEWA presented its future plans and developmental projects which aim to promote Dubai as a global hub for finance, trade, and



tourism. A video highlighting DEWA's achievements in management, operations, and service was screened. It underlined the role of DEWA's partners in supporting its journey towards success and being one of the best utilities worldwide.

Pillars of success

"The Annual Partners' Appreciation Ceremony supports the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to strengthen relationships with partners and stakeholders to achieve mutual growth objectives. We, at DEWA, continuously interact with our partners to provide them with an overview on our achievements, future plans, and strategic directions," said Al Tayer. "Led by our vision to become a sustainable world-class utility, DEWA places the highest emphasis on collaborating with its partners who are one of the main pillars in our journey to success," he added.

e-Portal for Partners

"In fulfilment to the Smart Government initiative launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to transform Dubai to a 'Smart City' and achieve a quantum leap by providing high-end services to partners and customers, we are proud to announce the launch of our all-new DEWA's Partners' e-Portal in the first quarter of 2014. This new e-Portal aims to enhance communications and interaction with our strategic partners and concerned parties, providing them with information and opportunities to enhance their awareness on DEWA's initiatives and projects," added Al Tayer.

"At DEWA, we consistently underline the vital role of our strategic partners in improving the services and simplifying the transactions. With this in mind, I extend my sincere appreciation



to all our partners, and I look forward to boosting our existing alliances and joint work to achieve growth and prosperity. Such partnerships contribute to accomplishing our mutual objectives, and promote the pivotal role of Dubai nationally, regionally, and globally," concluded Al Tayer.

DEWA marks ambitious achievements in 2013 Celebrating New Milestones

DEWA marked impressive milestones in 2013, underlining its successful growth journey to achieve the vision of being a truly sustainable global utility.

Announcing the ambitious growth achieved last year, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, said the remarkable development and improvement in the Emirate's electricity and water infrastructure in 2013 was in line with the directives and guidance of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

"By enhancing the infrastructure and executing developmental projects, DEWA aims to provide its services at the highest levels of efficiency and reliability. Led by its vision to become a sustainable world-class utility, DEWA contributes to the economic, social, and environmental development of Dubai, by providing stable and uninterrupted supplies of electricity and water to achieve its vision and promote the emirate as a global hub for finance, business, and tourism," said Al Tayer.

Boosting Infrastructure

In 2013, DEWA recorded quantum leaps in its infrastructure and capacity, underlining its commitment toward fulfilling consumers' needs for electricity and water. The following are the key highlights of DEWA's growth last year:

- 1 DEWA's desalinated water production capacity reached to 470 million gallons per day (MIGD)
- 2 DEWA's water consumers reached 580,678 compared to 554,985 in 2012, achieving a growth of 4.6%
- 3 The number of electricity consumers increased to 652,200 compared to 624,445 in 2012, recording a growth of 4.4%
- 4 DEWA increased its installed capacity to 9,656 Megawatts (MW) compared to 9,646 MW in 2012
- 5 The system requirements of electricity reached 37,478 Giga watts/hour (GWH) compared to 36.299 (GWH) in 2012, an increase of 3.2%
- 6 The system requirements of water reached 100.114 million gallons compared to 96.380 million gallons in 2012, an increase of 3.9%
- 7 The number of DEWA's 400 KV substations reached 19 compared to 18 in 2012
- 8 The 132 kv main substations reached 194 compared to 184 in 2012
- 9 The number of 11 kv and 6.6 kv power transformers increased to 27,795 compared to 26,756 in 2012
- 10 Total length of 11 kv and 6.6 kv medium voltage cables reached 27,961 kilometres compared to 24,942 kilometres in the previous year

**Corporate Social
Responsibility**



Integrity



Fairness



**Customer
Focus**



Teamwork

**Industry
Leadership**

Professionalism

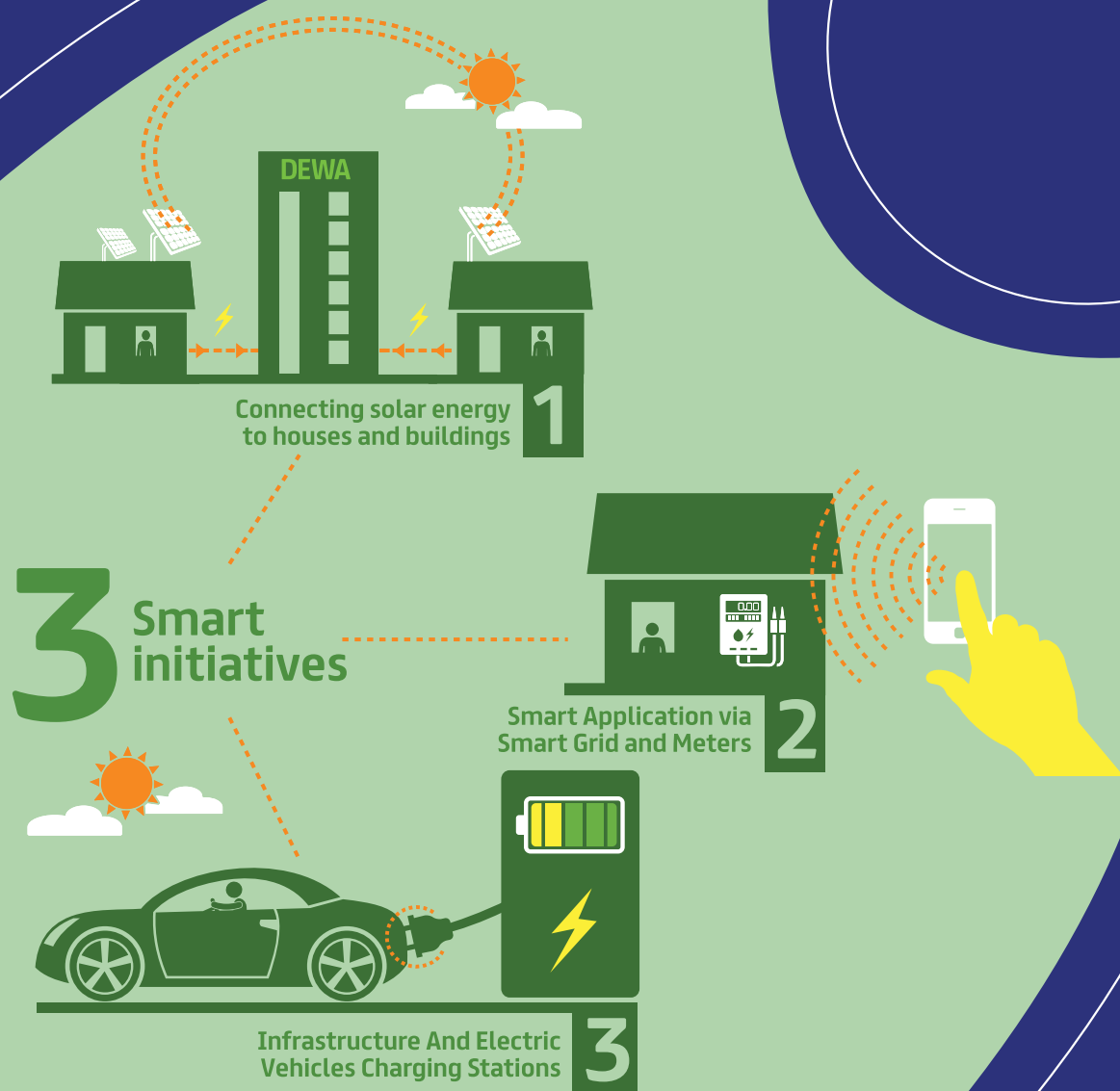


Sustainability



Transparency





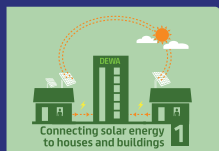
TOWARDS A SMARTER FUTURE

'Hadhreen' – At Your Service

In support of the vision of **HH Sheikh Mohammed bin Rashid Al Maktoum**, Vice President and Prime Minister of the UAE and Ruler of Dubai, to make Dubai the Smartest City in the world, DEWA is fully committed to support Dubai's vision.

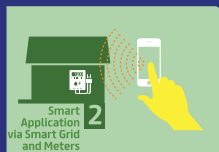
DEWA is fully prepared to turn this vision into reality by offering new smart initiatives and services to the community of Dubai through the Solar Panel drive which will supply all homes and buildings with renewable energy, the Smart Applications initiative which will give customers access to the Smart Grid and meters, and the infrastructure & electrical car charging stations.

Together, we can make this vision a reality.



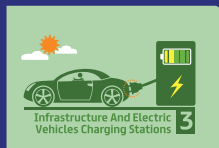
Generate Your Own Electricity With Solar Panels

The Distributed Renewable Resource Generation Programme will allow you to install solar photovoltaic panels and generate electricity for your own consumption. Don't worry when the sun is shining and you don't need the power, any surplus generation may be fed into the DEWA power distribution grid. By installing solar panels you will contribute to diversifying Dubai's energy sources and supporting the Green Economy and Sustainable Development of Dubai, in line with the Vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.



Smart Applications & Your Home

The deployment of smart meters in combination with making the electricity and water systems smarter will provide additional services, that will be available to you at your fingertips. Your computer or smart phone will allow you to monitor your electricity and water consumption and assist you in controlling your in-home systems to save energy.



Drive The Next Generation Car

Get your electric vehicle and drive! Then when the battery needs a charge at your office parking, at your home or at the mall. The nearest electric vehicle charging station may be just around the corner. Plug in your electric vehicle and take a deep breath as you will be helping to improve the air quality. DEWA's commitment to deploy an infrastructure and charging stations for electric vehicles is another area of sustainability in which Dubai is taking a leadership role.

Dubai Supreme Council of Energy signs MoU with Dubai Green Economy Partnership



The Dubai Supreme Council of Energy and the Dubai Green Economic Partnership signed an MOU at the 25th regular meeting of the Dubai Supreme Council of Energy, chaired by HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy.

The meeting discussed the upcoming agenda and latest updates on the Mohammed bin Rashid Al Maktoum Solar Park and the strategy for carbon reduction in Dubai. During the meeting, the Supreme Council of Energy, represented by HE Ahmed Butti Al

Muhairbi, and the Dubai Green Economy Partnership, represented by Waleed Salman, signed a Memorandum of Understanding (MoU) to strengthen collaboration and establish a strategic partnership to reduce carbon emissions, promote sustainable trade, and boost investments in the green economy across national, regional, and international markets.

HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Dubai Executive Council, had launched the 'Dubai Green Economy Partnership, which sup-

ports the Green Economy for Sustainable Development initiative. The Council members reviewed a presentation on the World Green Economy Summit 2014 which will take place on 14-16 April in conjunction with the Water, Energy, Technology & Environment Exhibition (WETEX 2014).

The Summit aims to promote the global position of Dubai, and provide a platform for leaders and experts to discuss the strategies, policies and plans for the green economy and explore its potential in the region.



Dubai Supreme Council of Energy discusses achievements during 2013

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, launched a new dedicated website for smartphone users and oversaw the signing of memorandums of understanding (MoUs) between Dubai Carbon Centre of Excellence (Dubai Carbon) and Dubai Municipality and Empower at the 26th meeting of the Supreme Council of Energy held at its headquarters.

The participants discussed various topics including the achievements of the Supreme Council of Energy and its affiliated bodies during 2013.

In the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, Al Tayer, and Al Muhairabi, Dubai Carbon signed the two MoUs

with Dubai Municipality and Empower. As per the MoUs, Dubai Municipality and Empower will work to reduce carbon emissions in its buildings and facilities thus reducing carbon footprint.

This is in line with the Green Economy for Sustainable Development initiative launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to consolidate the foundations of sustainable development by facilitating and supporting various initiatives that promote green technology to increase energy efficiency, promote conservation of natural resources, and reduce carbon footprint. HH Sheikh Ahmed Al Maktoum

launched the new website that enables public access to the site through their smartphones. The website provides extremely fast access to information, and can be surfed using any smartphones including iPhones, BlackBerry and Android phones. At the meeting, the Supreme Council of Energy members reviewed an offer presented by Etihad Energy Services (a Super ESCO), and its plan to conserve energy. Abdullah Rafee, Assistant GM of Engineering & Planning at Dubai Municipality presented the Municipality's plans to apply green building standards. The Council celebrated the winners of the Emirates Energy Awards during World Energy Day on 22 October.



DEWA marks ambitious achievements in 2013 5th annual gala dinner of DEWA honours staff for hard work



DEWA has honoured its staff for their hard work and commitment, and celebrated its achievements during 2013 by saluting the visionary leadership of the UAE and Dubai, at its fifth annual gala dinner held at the Madinat Arena, Madinat Jumeirah.

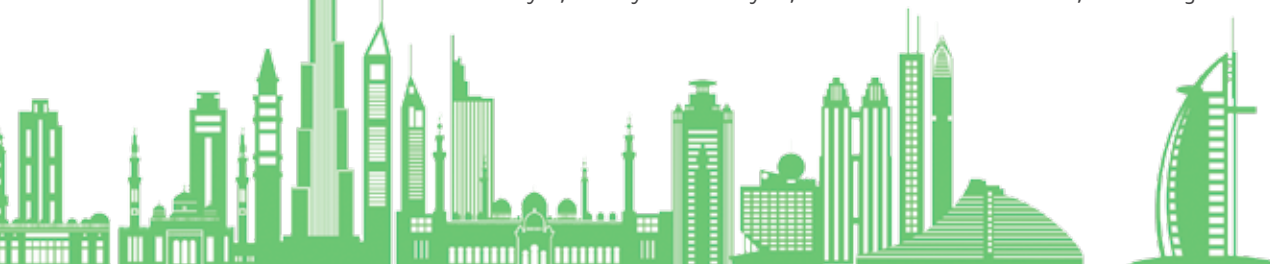
Organised under the theme 'Thank You, We are Proud,' the annual gala get-together included HE Matar Humaid Al Tayer, Chairman of the Board of Directors of DEWA, HE Saeed Mohammed Al Tayer,

MD & CEO, HE Ali bin Abdullah Al Owais, Chairman of the Regulatory & Supervisory Bureau, Majid Al Shamsi, Board Member of DEWA, EVPs, VPs, and other DEWA staff. It enhanced the multicultural solidarity and teamwork with over 1,500 DEWA employees participating.

"We had an exceptional year in 2013 with great achievements that helped accomplish the vision of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the

UAE, and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai," said Saeed Al Tayer.

"We are on track to achieve the Dubai Integrated Energy Strategy 2030 and the UAE Vision 2021. As the UAE marks its 50th National Day, we are confident that our nation will rank among the top nations of the world highlighted by its capabilities, and smart services, and recognised as one of the



most advanced, developed and happiest countries in the world," he added.

"In line with our vision to become a sustainable world-class utility, DEWA has introduced several ground-breaking activities that complement the Smart Government strategy and Green Vision for Sustainable Development initiative announced by HH Sheikh Mohammed bin Rashid. We achieved remarkable success in 2013, further contributing to establishing Dubai as a global hub for business and tourism. We owe this success to our glorious nation, our visionary leaders, Dubai's residents and our fantastic team of employees."

"Through the annual gala dinner, we are expressing our Thank You to the UAE, our leadership and our employees. We are committed to HH Sheikh Mohammed bin Rashid Al Maktoum overarching mission of achieving the happiness of our people, because we believe in his words that 'It is necessary to ensure employees' happiness in order that they in turn can bring happiness to others.' With our annual celebration, we are not only bringing joy to our employees, but also honouring them for their exceptional work and dedication to achieving DEWA's goals."

Al Tayer urged employees to continue their work, adding that teamwork, service efficiency, innovation, and community engagement are fundamental to DEWA's

success. The annual gala event featured several activities celebrating the UAE's rich heritage. Along with traditional Emirati hospitality, there was also a Water Photo Wall and the Liwa activity.

"DEWA's Marketing and Corporate Communications Division organises this annual meeting as part of its internal communication initiatives to enhance employee loyalty and a positive working environment. The theme of this year's event, 'Thank You, We are Proud,' celebrates our successes and achievements over 2013. Building on last year's theme of 'Be Proud,' the theme reflects the principles of leadership and excellence that we have maintained with the support of our leaders. We want you to be proud of the achievements of our employees. We chose 'Thank You, We are proud' to emphasise our achievements at the local and international levels, which we have continuously met year after year. This is based on our strategy to invest in the future to achieve goals by harnessing our resources judiciously, for generations to come," said Khawla Al Mehairi, VP of M&CC.

The celebrations were hosted by Hamad Rajab and Maha Al Masoum. A video screened the achievements of DEWA's support for staff and various corporate social responsibility initiatives. Entertainment, including poetry recitations by Mohammed Al Suwaidi, Hamad Rajab and Abdulla Alshaibani, and Abdulla Ismail presented a raffle draw.



Poetry Session



Side activities



Khawla Al Mehairi delivering speech during the Gala Dinner



DEWA's top management during the event

شكراً
نحن فخورون
THANK YOU
we are proud

DEWA and Dubai Police perform successful mock drill



DEWA and Dubai Police successfully performed a mock drill of a plane falling over a power grid in Dubai. This drill, which was initiated by DEWA with the participation from Dubai Police, Civil Defence, Dubai Ambulance, and Roads & Transport Authority

aimed to raise readiness to face and deal with contingencies and crises that might occur. The drill focused on the successful response to contingencies and crises in all aspects. It also included the tracks of integrated management of contingencies

and crises, evaluating infrastructures during emergencies, building up response capabilities, preparing media strategy for crisis management and strategic planning.

DEWA participates in EFG Hermes 10th Annual One-on-One Conference in Dubai



Dubai Electricity and Water Authority (DEWA) participated in the 10th Annual One-on-One Conference under the patronage of HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, organised by EFG Hermes the leading investment bank in the Arab world. DEWA's participation is part of its strategy to share its experiences and knowledge, while enhancing cooperation with various global organisations to achieve the vision of Dubai.

The conference was attended by HE Mohammad Abdullah Al Gergawi, Minister of Cabinet Affairs of the Federal Government of the UAE, HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, HE Abdullah Al Shaibani,

Secretary General of the Dubai Executive Council, and HE Essa Kazim, Governor and Chairman of DIFC Authority.

"Dubai provides a very reliable, efficient and high quality electricity and water supply, which played a key role in winning the UAE's bid to host the World Expo 2020 in Dubai. We are committed to deliver on the promise of HH Sheikh Mohammed bin Rashid Al Maktoum to host the best Expo the world has seen. We are therefore enhancing our energy infrastructure to ensure it meets Dubai's future needs. For more than five decades of operations, DEWA has continuously provided its services at the highest levels of availability, and today we have 9,656MW of

power capacity and 470 MIGD of water capacity with over 9,674 employees serving 652,000 customers in Dubai," said Al Tayer.

"We are transforming Dubai into one of the world's smartest cities. We will encourage households and building owners to install solar panels to produce electricity, to connect them to the grid. We will buy any excess electricity generated, encouraging the use of renewable energy and increasing its share in the energy mix. We will also build charging stations for electric vehicles," concluded Al Tayer.

Dubai launches first ESCO regulatory framework in the Middle East



HE Saeed Mohammed Al Tayer, Vice Chairman of the Dubai Supreme Council of Energy and MD & CEO of DEWA said that DEWA supports partnerships and innovation in energy sector to reach the best global standards in terms of efficiency of use, demand side management and diversification of energy resources during the launch of the first ESCO regulatory framework in the Middle East, in support of the initiatives and directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, as well as the strategies of the Government of Dubai. DEWA made several achievements that promote transformation to green economy in the Emirate of Dubai and contribute achieving the objectives of the UAE Vision 2021 under the umbrella of the Dubai Supreme

Council of Energy, chaired by HH Sheikh Ahmed bin Saeed Al Maktoum, to push forward its journey towards sustainable development and make Dubai a global model to follow in the fields of energy security and efficiency. Al Tayer gave this speech in the presence the companies working in the field of energy services on the occasion of launching the regulatory framework of energy service companies – the first of its kind in the Middle East – by the Regulatory & Supervisory Bureau for Electricity and Water Sector. “It is important to put into effect the regulatory framework that reflect the commitment of the Government Of Dubai and the Dubai Supreme Council of Energy to promote the leadership and competitiveness of Dubai at global level, as well as encour-

aging and supporting partnerships with private sector through Etihad Energy Service Company (Etihad ESCO), which aims to create new business and investment opportunities to contribute to transforming Dubai into a smart and sustainable city.” “By launching the regulatory framework of market of energy performance contracting in the Emirate of Dubai, we are highlighting the importance of the objective of Dubai Integrated Energy Strategy aiming to reduce energy demand by 30% in 2030. This emphasises the commitment of the Government of Dubai to provide the proper regulatory environment that supports the growth, expansion and sustainability of business,” concluded Al Tayer.

DEWA signs MoU with Dubai Healthcare City Authority

DEWA signed a Memorandum of Understanding (MoU) with Dubai Healthcare City Authority (DHCA) whereby DEWA will build, manage and operate a 132/11 kV substation that support the expansion of Dubai Healthcare City, as part of its strategy to build close ties with other government departments in Dubai. "The MoU supports our vision to be a sustainable world-class utility, and reflects our mission to drive social and economic development in Dubai by ensuring an uninterrupted and seamless supply of electricity and water, further defining Dubai as a leading business, finance, tourism and green economy hub," said Al Tayer.

"DEWA will build, manage and operate the power station to support Dubai Healthcare City's expansion. To be built at a cost of AED 85 million, the station is part of DEWA's ongoing efforts to raise the efficiency of networks to meet the growth in demand for its services. It also underlines our commitment to support the implementation of vital projects, especially in infrastructure development, to cope with the growth in demand, to the highest standards of efficiency and reliability," added Al Tayer. "Dubai Healthcare City continuously supports successful government partnerships that enhance Dubai's position in the services sector, in line with

the UAE Vision 2021 to enhance the standard of service offered to the public. This further demonstrates the importance of cooperation and coordination between different sectors of the UAE. The agreement will drive the second phase of Dubai Healthcare City to provide the best services for hospitals and medical centres, strengthening the quality of its services," said Al Gurg.



DEWA hosts Annual Strategy Launch Workshop 2014-2018



Al Tayer heads the Annual Strategy Workshop 2014-2018

DEWA organised its Annual Strategy Launch Workshop 2014-2018 as part of its commitment to fulfil the UAE Vision 2021 and the Green Economy for Sustainable Development initiative announced by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, as well as to support long-term economic growth.

Led by HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, and attended by Executive Vice Presidents, Vice Presidents, and Divisional Heads, the Annual Strategy Launch Workshop 2014-2018, held at the Burj Al Arab hotel, served as a key step in defining DEWA's goals for the next five

years and in creating effective strategies for achieving them. "In his book, *Flashes of Thought*, His Highness Sheikh Mohammed bin Rashid Al Maktoum, writes that, "When governments evolve and develop services to make people's lives easier, they contribute to their comfort and happiness." DEWA is already at the forefront in all these, and our goal is to achieve His Highness's vision," said Al Tayer.

DEWA's Annual Strategy Launch Workshop of 2014-2018 was based on five basic themes: Competent Capabilities and Effective Emiratisation, Operational and Service Excellence, Stakeholder Engagement, Strategic Innovation, and Sustainable Growth.

The discussions focused on identifying strategies and action plans to enhance the transformation of Dubai into a 'Smart City' and to manage all facilities and services through intelligent systems to enhance the quality of life for all residents and visitors of Dubai.

"DEWA's approach is also aligned with the Dubai Integrated Energy Strategy 2030, which aims to reduce demand for water and energy by 30% and increase the share of renewable energy sources," said Al Tayer. The workshop focused on developing integrated plans and development programmes to drive DEWA's activities and to ensure excellence in all tasks. The strat-



Discussion on Smart Government



During the presentation

egy focuses on positive growth opportunities and in exploring ways for further improvement.

"We are committed to launching initiatives and organising events, conferences and international exhibitions that will drive sustainable development. We will also continue to facilitate the development of e-services provided by DEWA to our customers through advanced IT infrastructure, encourage the use of electronic services and simplify the procedures for transactions, to provide efficient and high-quality customer services. Our efforts have resulted in recognition and rewards: DEWA has won the best electronic gate award and best smart phone app recently during the third GCC Electronic Government Conference and Award organised in Dubai."

"By planning our strategy for the next five years, we are also highlighting our focus to achieve His Highness's promise to host the best Expo in 2020 that the world has ever witnessed. Through our

infrastructure enhancements, we will have a seamless energy and water infrastructure for the expected 25 million visitors as well as support the massive infrastructure projects to host the Expo," said Al Tayer.

"Organising the workshop was part of DEWA's plans to launch its strategic plan and meet the goals of sustainable development through detailed discussions. We reviewed institutional mechanisms, strategic plans, performance indicators and improvement initiatives to achieve our goal of becoming a sustainable world-class utility," said Waleed Salman, Executive Vice President of Strategy and Business Development. The workshop focused on demand side management, smart services and sustainability. Work teams were formed to discuss opportunities for improvement and develop new creative solutions through brain-storming sessions based on the outcomes of the DEWA campaign on social networking sites. These groups also

reviewed the surveys and replies of the audience to the three aspects, as well as the internal discussions with divisional experts and DEWA scholarship students.

This involvement helped to enrich the discussions and the outcomes. The workshop adopted and approved ideas and suggestions for improvement that are aligned to the Dubai Integrated Energy Strategy 2030, the Green Economy for Sustainable Development initiative, and the National Agenda launched recently by His Highness. On the side-lines of the workshop, the winners of the DEWA Awards of Excellence programme were honoured for their committed efforts to spread awareness about corporate strategy during 2013.

DEWA organises Health & Safety Awareness Day for contractors



HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, launched DEWA's Health and Safety Week as part of its strategy to enhance health, safety, and sustainability standards amongst all segments of the society. The event was attended by DEWA's Executive Vice Presidents, and

top management, and featured various initiatives and competitions to raise awareness and highlight best international standards and practices in health and safety sectors. "The effective commitment of DEWA's employees towards health

and safety and its implementation to enhance our utility services with the highest levels of availability, efficiency and reliability, along with its maintenance and sustainability, has played a pivotal role in our efforts to achieving our corporate objectives," said Al Tayer. The Health and Safety Week included a number of programmes and competitions designed for DEWA's employees to raise and spread awareness about corporate health and safety measures, and highlight best international standards.

... & organises Health & Safety Week



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"The Health and Safety week organised by DEWA adopts highest international standards as part of our integrated strategy to

promote health, safety, and sustainability. In the last few years, DEWA has recorded numerous notable achievements. The effective commitment of DEWA's employees towards health and safety and its implementation to enhance our utility services with the highest levels of availability, efficiency and reliability, along with its maintenance and sustainability, has played a pivotal role in our efforts to achieving our corporate objectives," said Al Tayer.

DEWA shortlists first group of Emiratis to study Solar Energy



DEWA, and First Solar, Inc. have announced the selection of the first group of Emirati engineers, through a solar energy study, launched by Arizona State University (ASU). DEWA nominated 15 engineers to attend a two-day training programme focusing on the latest technological trends in renewable

energy, in addition to participating in a 15-day programme at the ASU campus, aimed at enhancing their skills in the best technologies of solar energy.

DEWA will work with ASU to shortlist three engineers who will attend an intensive six-month academic programme, as part

of DEWA's new knowledge-based initiative, which serves as an important component of its plans to support the goals of the Dubai's Integrated Energy Strategy 2030 to generate electricity through diverse sources including solar energy, by 2030.

Eight engineers participated in the training programme, all of whom will join DEWA upon completion, embodying DEWA's commitment to Emiratisation and to empowerment of its people. The engineers chosen were responsible for the development and management of solar energy initiatives in the Emirate of Dubai.

DEWA awards IPP Advisory Service tender for Phase 1 of Hassyan Clean Coal Power Plant

DEWA has awarded the contract for Independent Power Producer (IPP) Advisory Services for the first phase of the Hassyan Clean Coal Power Plant to an international consultancy firm. DEWA had received eight bids for IPP advisory services for the project, which is developed in line with the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to promote the sustainable development of the Emirate of

Dubai, and to complement the Dubai Integrated Energy Strategy 2030 outlined by the Dubai Supreme Council of Energy to diversify energy source by 2030. Further underlining DEWA's vision to become a sustainable world-class utility, the Hassyan project will use clean coal as feedstock for electricity generation. The first phase of the project has a capacity of 1200MW, and is expected to be operational by 2020. "The scope of the advisory ser-

vice includes reviewing existing legislation and regulatory framework, recommend and amend it if required, IPP tender preparation, tendering and evaluation, negotiation, signing PPA and financial closure with IPP developer. It also includes the preparation of project marketing plan, and participating in marketing activities, local and international road shows, workshops and training on the IPP concept," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Smart App Campaign



As part of its efforts to encourage its customers to use its smart services on a large scale, DEWA launched a campaign to promote its updated smart application, which provides easy and varied features for its customers.

The campaign builds on the efforts by DEWA to brief customers about its different services and to improve the quality of smart services in line with the vision and directives of the leadership to develop all services and transform them into smart ones to promote the UAE's position as one of the best advanced countries globally.

Through this updated application, DEWA provides customers with easy-to-use features, including quotes of HH Sheikh Mohammed bin Rashid, Vice President and Prime Minister of the UAE and Ruler of Dubai. Users can also connect to the website, Facebook, Twitter and Instagram pages of His Highness. The application also provides customers

an account to access to DEWA's services, including bill inquiry, re-connection services, locations of customer service centers, tips on conservation, lodging complaints, how to read the bill, etc, with no requirement to register.

Underlining its commitment to adopt best international practices in customer service, DEWA has won three awards at the Hamdan bin Mohammed Award for Smart Government including Best Mobile Phone Government Service, Best Service Centre Manager, and Best Service Star amidst strong competition from other government entities.

DEWA also won first place in the category of 'The Best Government e-Portal' and 'The Best Smart-Phone Application' at the 3rd GCC eGovernment Award, Conference and Exhibition organised in Dubai.

DEWA is keen to facilitate transactions processes for customers, including lodging applications,

submitting queries, complaints and suggestions through smart devices, in accordance with the most cutting-edge and convenient methods to ensure their satisfaction and comfort. In this regard, DEWA launched its first smart application in 2010, and all its applications are compatible with all operational platforms like Apple IOS, Google Android, Blackberry OS, Blackberry 10, Windows 8, Windows Phone, and Samsung home applications.

Also DEWA is one of the first government departments to apply 'the Internet Things', which links all physical objects to the Internet. This application can be installed on any smart device. DEWA launched its application on the Ouya, Samsung smart Gear, and this application can also be installed on devices that convert traditional TV's into smart TV's (Android HDMI Stick) and all car vehicles that use navigation system compatible with Android System.

DEWA wins Emirates Appreciation Award from Zayed International Foundation for Environment



DEWA has won the Emirates Appreciation Award for environment from the Zayed International Foundation For Environment. The Innovation, Invention and Environmental Research Award is for successfully implementing the two projects to raise the efficiency and capacity of four gas turbines in power production by applying Wet Compression technology at G-Station, and three gas turbines by using the Inlet Air Chilling technology in the first phase of L-Station. These two projects are considered to be one of the most important that DEWA has completed in the last few years as a means of enhancing efficiency, capacity, production and minimising environmental pollution.

These two achievements align with DEWA's drive to applying

cutting-edge technologies and global practices in power generation and water desalination stations, and to enhance the efficiency and reliability of power and water stations and their relevant networks and grids. They also pay considerable attention to the environment by keeping pace with latest applications, engineering programmes and participation in national and international conferences.

Gas turbines are highly-reliable and efficient power generators, and their operational efficiency in the combined power generation cycle make them the ideal choice for companies and developers of power generation and water desalination plants. However, the efficiency and productivity of this kind of power generator is adversely affected by

air temperature, as productivity falls down in summer because of the rise of air temperature to 46 degrees centigrade in our region.

DEWA has been relentlessly working to resolve this operational limitation by applying the two above mentioned technologies to gas turbines inlets. In Wet Compression, turbines are cooled by pumping and spraying specific and continuous quantities of compressed water, which spread and vaporise in the air compressor section of the gas turbine. In central cooling and thermal storage technology, air is cooled by passing it through cooling units specially made for this purpose and installed at air inlets of the turbine. This leads to enhancing efficiency and production capacity of gas turbines and minimising gas emissions.

DEWA wins 4 awards in DGEP



Dubai Electricity and Water Authority won 4 awards in the 17th session of the Dubai Government Excellence Programme 2014; the first place in the category of Distinguished Government Entity, Best in Finance, the first place in category of Best in Customer Satisfaction, the award of the category Distinguished Inter-governmental project, and the fourth award in the category of Unknown Soldier.

DEWA won the first place in the category of Distinguished Government Entity, Best in Finance as it has made development in the budget from AED 13.8 billion

in 2013 to become AED 20.5 billion in 2014, which is the biggest government budget. In terms of revenues and cutting down expenditures, DEWA made a revenue of AED 7.86 billion (2011-2012). Regarding legislations and regulatory frameworks, it has effectively implemented all the applicable laws and regulations, while having a specialized department for internal audit for financial, administrative and technical audit in all its divisions and departments.

The high accuracy of achieving estimated revenues reached 100.4%, while the percentage of revenue collection reached

99.1%. Regarding credit rating, DEWA's rating improved to Baa3 according to Moody's and to BBB according to Standard & Poor's. DEWA has successfully issued (one billion dollar) Islamic Sukuk (bonds), the thing that made NASDAQ honor DEWA in 2013.

The second award was the first place in category of Best in Customer Satisfaction achieving 94.3%, which is the highest score at global level.

Also DEWA won the award of the category of Distinguished Inter-governmental project, in ad-

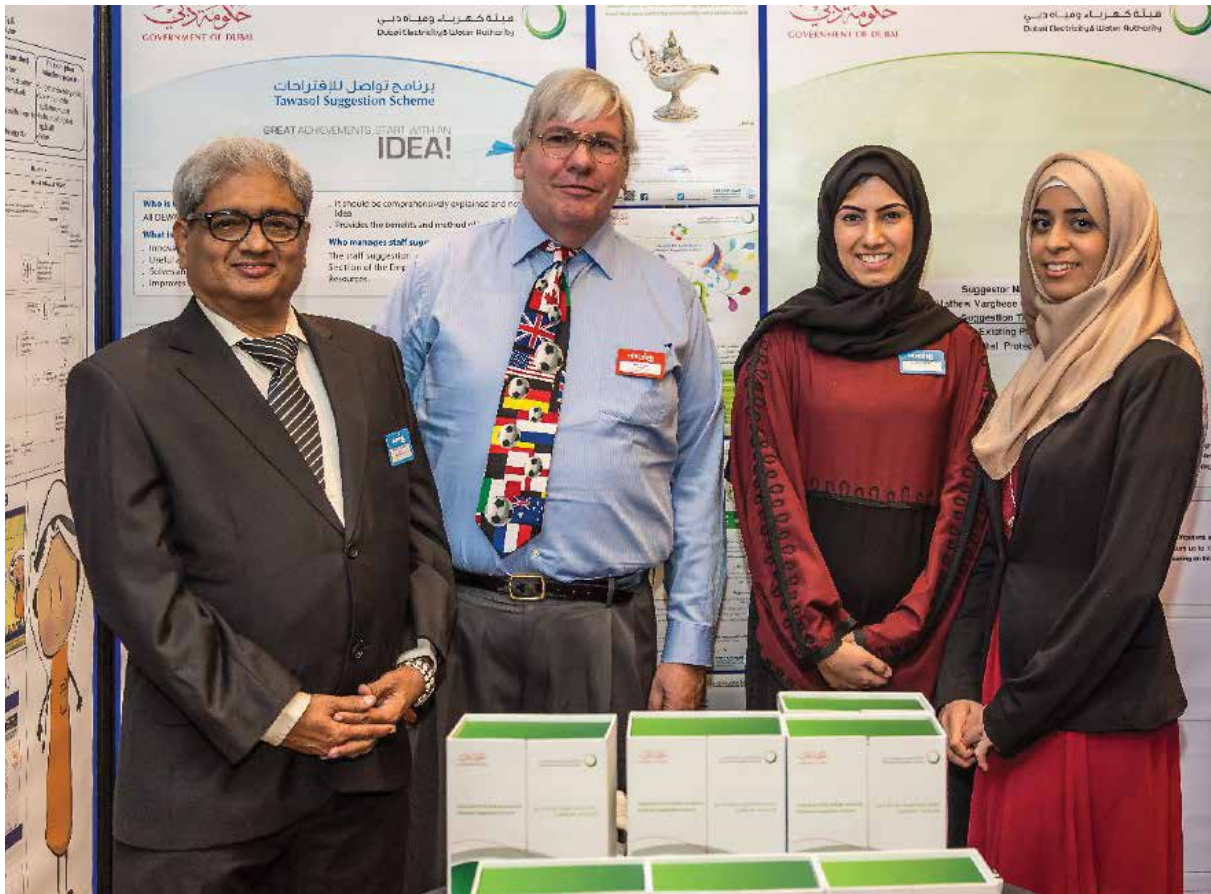


dition to Dubai Municipality and other government departments under the title “Improving the procedures of Building permits in Dubai”

DEWA employee Motahir Ghulam Rasool Shah, office assistant – water & Civil Division, was honored in the category of Unknown Soldier.



DEWA wins awards at Ideas UK and Ideas America 2013 Conferences



DEWA has won the Best Suggestion Scheme for 2013 award in the finance category at the 27th Ideas UK conference held in Cardiff, UK, in addition to DEWA clinching the Advocate of the Year Award 2013 and Best Programme Administrator of the year 2013 at the 71st Ideas America Annual Conference 2013, held in Orlando, Florida, U.S.

The suggestion scheme, Tawasol, submitted by DEWA demonstrated practical and financial efficiency and led to savings of AED 12 million. Ta-

wasol won the award in the face of stiff competition from several high-profile organisations across the globe that presented their suggestion schemes.

The two conferences aim to honour the best practices in systems suggestions, and enable organisations to take advantage of the individual and collective ideas submitted by employee.

"In line with the vision, of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the

UAE and Ruler of Dubai, to promote innovation culture across government entities, DEWA adopts an innovative strategy to reinforce a culture of creativity by encouraging and developing our employees' capabilities and talents. As a part of our developmental plans we are committed to motivating our staff and promoting a culture of innovation and suggestion at DEWA to improve our overall operations," said HE Saeed Mohammed Al Tayer, MD & CEO of DEWA.

Key Account Management plays strategic role in enhancing DEWA's customer satisfaction



In line with its vision to become a sustainable world-class utility to enhance customer satisfaction, DEWA has announced an initiative to strengthen its Key Account Management unit, part of DEWA's Customer Service De-

partment, to provide the highest standard in customer services, and to exceed their expectations by following global best practices.

DEWA is the first government utility to adopt Key Account

Management when it launched this concept in 2009 to establish long-term commercial relationships with its key customers to achieve their expectations.

The Key Account Management unit has conducted several intensive studies on best practices in collaboration with officials of various sectors to improve the services provided by DEWA. Since 2009 a dedicated trained team has been assigned to provide innovative services to key customers, with the team members frequently visiting the clients to understand their views, needs, and expectations.

DEWA honours 25 distinguished employees

DEWA has honoured 25 distinguished staff members as part of its efforts to recognise its employees for their dedicated service.

Al Tayer praised the dedicated work of DEWA's employees and assured that DEWA has launched new awards and rewards programmes, to promote a culture of creativity, and urged its staff to strive for excellence, and improve their skills, to optimise overall operations.

Al Tayer called upon DEWA associates to exert more efforts to keep up their distinction at DEWA, and maintain its achievements that surpass its counterparts worldwide.



Al Tayer, accompanied by Dr. Al Akraf, honoured the winners in various categories: Distinguished Employee of DEWA; Administration and Finance; Specialised Fields; Technical and Engineering; Field Services; Supervisory Jobs; Unknown Soldier category. Distinguished

Employee - New Recruit category; Distinguished Employee UAE National category, Creativity category. Creative Emergency team from Distribution Power Division.

DEWA hosts 7th mass wedding 'Anwar Dubai' for 45 employees



Under the patronage and in the presence of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and President of DEWA, DEWA hosts 7th mass wedding

DEWA organised its seventh mass wedding initiative with over 45 DEWA employees marrying at a ceremony held under the patronage and in the presence of HH Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and President of DEWA, at Za'beel Park in Dubai.

The ceremony was attended by HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Supreme Council of Energy, HE Matar Humaid Al Tayer, Chairman of DEWA, HE

Saeed Mohammed Al Tayer, MD & CEO of DEWA, HE Saeed Al Kendi, HE Mohammed bin Khalifa Al Habtoor, HE Hussain Nasser Lootah, Director General of Dubai Municipality, HE Abdullah Jasim Bin Kalban, CEO of Dubal, HE Butti Saeed Al Kindi, HE Ahmed Butti Al Muhairbi, Secretary General of the Dubai Supreme Council of Energy, HE Abdullah Salem Al Mana, General Manager, Etisalat – Dubai Region, Dr Ahmad Eid Al Mansouri, Director of Dubai Educational Zone,

Majid Al Shamsi, member of DEWA's Board, HE Salem Al Moosa, DEWA Executive Vice Presidents, senior officials, employees and relatives of the grooms and brides.

Through each new mass wedding, DEWA is fostering stronger relationships, while underlining its commitment towards its employees and their families. Al Tayer congratulated the employees involved in organising the mass wedding and wished the young couples a happy family life.



Photo Gallery



The mass wedding witnessed several outstanding moments including a poetry recital by eminent poet Rashid Sharar with poet Misbah Ali Al-Kaabji, demonstrations of UAE folklore such as Al Ayalah and Al Harbiya and popular activities presented by a group of students. A draw was also conducted with an Umrah trip as a prize.

Personally congratulating each bride and groom, Al Tayer wished them the best of luck on the new journey they are embarking on, in addition to providing each of

them with gifts from YAS - The Royal Name of Perfumes, Cesare Paciotti, Alwajaha Tailor for Men, Nabrman Fashion, Grand Hyatt Dubai, Papyoon Abayas, Clinica and Janti. DEWA provided the free Umrah trip.

The annual mass wedding is a one of DEWA's most significant social initiatives. In the past seven years, the mass weddings have helped 286 grooms and brides to complete their wedding ceremony by reducing associated expenses.

"We extend our gratitude to His Highness Sheikh Hamdan bin Rashid Al Maktoum for his kind patronage towards the annual mass wedding. Upholding DEWA's aspiration to be a socially responsible company, the mass wedding is a celebration that further unites our employees and fosters a spirit of solidarity and camaraderie in the community," said Al Tayer.

**- SAEED AL TAYER-
DEWA MD & CEO**

DEWA hosts delegation from Singapore National Water Agency



HE Saeed Mohamed Al Tayer, MD & CEO of DEWA, received a delegation from PUB, Singapore's National Water Agency. The delegation included Maurice Neo, Director of the Industry Development Department, Tan Kok Tian, Deputy Director, and Ong Chee Siong, Senior Manager.

The meeting was attended by DEWA officials including Abdullah Obaidullah, EVP of Water & Civil Engineering, Hussain Lootah, EVP of Power Transmission, Waleed Salman, EVP of Strategy & Business Development, and Rashid Humaidan, EVP of Power Distribution.

Al Tayer discussed with the delegation ways to promote mutual cooperation in the water sector

to support the development projects that DEWA is implementing to further strengthen Dubai's electricity and water infrastructure. The meeting was held on the sidelines of the opening ceremony of DEWA's Warsan Complex. The Singaporean delegation commended DEWA's success in scaling up its Dubai infrastructure according to the highest standards of environmental sustainability.

"DEWA has increased its production capacity to 470 million gallons of desalinated water per day, to meet Dubai's current and future water demand, and complementing the Emirate's urban expansion and socio-economic growth," said Al Tayer.

The Singaporean delegation provided an overview of the expansion projects PUB is currently undertaking to meet the growing demand for water. The two sides emphasised the importance of exchanging knowledge and expertise to help rationalise the consumption of water resources and to promote its sustainability for future generations. The PUB delegation also invited DEWA to participate in Singapore International Water Week 2014, which will be organised from 1 to 5 June 2014.

The PUB delegation congratulated DEWA for opening the Warsan Complex and Al Qusais Control Centre, and thanked Al Tayer for his warm hospitality.

MD & CEO receives Canadian Consul General

HE Saeed Mohammed Al Tay-er, MD & CEO of DEWA, received at his office Ross Miller, Consul General of Canada to Dubai, and Vicky Sharpe, President and CEO of Sustainable Development Technology Canada (SDTC).

The visit is part of DEWA's efforts to enhance collaboration & joint work with various organisations nationally, regionally, & globally.

The meeting was attended by DEWA officials including Dr. Yousef Al Akraf, Executive Vice President of Business Support & Human Resources, Waleed Sal- man, Executive Vice President

of Strategy & Business Develop- ment, Ahmed Abdulla, Senior Manager of External Communi- cations, and Arif Julfar, Media & Marketing Manager.

Al Tay-er welcomed the Consul General and said the meeting served as an important oppor- tunity to exchange views and expertise. He highlighted the importance of boosting coop- eration between DEWA and spe- cialised Canadian companies working in the clean energy, sustainability, and green tech- nology sectors.

Al Tay-er discussed and outlined DEWA's strategic infrastructure and sustainability projects to achieve sustainable development for the UAE. He also talked about enhancing Dubai's position as an international centre for trade, finance, tourism and a green economy. Discussions also includ- ed the Mohammed bin Rashid Al Maktoum Solar Park, which is planned to have a production capacity of 1,000MW by 2030 to generate 5% Dubai's total power output by then.



DTCM discusses development strategy with DEWA

HE Saeed Mohammed Al Tay-er, MD & CEO of DEWA, received a delegation from the Dubai De- partment of Tourism & Com- merce Marketing (DTCM) head- ed by HE Helal Saeed Al Marri, Director General, accompanied by Hamad bin Migrin, CEO of Business Tourism Division, and Ahmad Khalifa Al Flassi, CEO of Corporate & Supporting Servic- es. Hussein Lootah, EVP of Power

Transmission Division, and Yousef Jebiril, EVP of Power & Water Plan- ning Division, from DEWA took part in the meeting, which was part of a regular exchange of expertise, collaboration and existing partnerships between DEWA and different Government Depart- ments in Dubai.

The meeting focused on differ- ent aspects of collaboration be-

tween DEWA and DTCM. During the meeting, DTCM presented its strat- egy for 2021 and the different initia- tives to promote Dubai as a global- ly-preferred destination for trade, finance, tourism, and marketing, especially as Dubai prepares to host the World Expo 2020, which will strengthen Dubai's global position.

DEWA receives delegation of Emirates Transport



DEWA received members from Emirates Transport's Strategic Relationships Team at DEWA's main headquarters. The visit is in line with DEWA's framework to exchange expertise and experiences and strengthen efforts to further drive cooperation among public and private institutions, while enhancing joint work to achieve the mutual goals and aspirations that contribute to serving public interest.

HE Saeed Mohamed Al Tayer, MD & CEO of DEWA, received the delegation headed by HE Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, along with the Strategic Relations team. The delegation consisted of Abdullah Mohammed Al Kindi,

Executive Director of the Business Development Department, Amer Ali Harmoudi, Executive Director of the Technical Services Department, Badr Mahmoud Attar, Executive Director of the Logistics Department, Walid Salem Al Muhairi, Executive Director of the Transport & Leasing Department, and Arif Hassan Al Balushi, Director of the Marketing Department.

Present from DEWA side were Waleed Salman, Executive Vice President for Strategic Business Development, and Dr. Yousef Ibrahim Al Akraf, Executive Vice President for Business Support & Human Resources. Maryam Althani, Senior Manager of Corporate Partnership and Shamma Essa Lootah, Assistant

Manager of Strategy Awareness were also present.

DEWA officials gave presentations on its methods of communication and outreach to its partners, customers and the public, as well as various mechanisms and strategies led by innovation, creativity, services, and institutional excellence. The officials also reviewed DEWA's achievements in customer services, which included the reduction of waiting time for frontline services from 15 minutes to 10 minutes, strengthened further to just 8 minutes, while time for bill payments dropped from 10 minutes to 7 minutes, and currently stands at 5 minutes.

DEWA explores opportunities to promote collaboration with Emaar Properties

HE Saeed Mohammed Al Tayer, MD & CEO of Dubai Electricity and Water Authority (DEWA) received at DEWA's headquarters Ahmad Al Matrooshi, Managing Director of Emaar Properties, who was accompanied by Abdulla Lahej, Group CEO, Emaar Properties. The meeting was also attended by Hussain Lootah, EVP-Power Transmission Division, and Yousef Jebri, EVP-Power & Water Planning Division of DEWA.

The visit was in line with DEWA's efforts to strengthen mutual collaboration with its partners from various sectors. During the meeting, the two parties discussed Emaar's future projects

and plans that cover several areas in Dubai as well as all the requirements being met by DEWA.

"The visit underlined our focus to follow-up our partners' projects, keep in close touch with them and discuss their future projects and requirements. DEWA holds regular meetings with our partners and developers to promote common works and support projects and initiatives that contribute to sustainable development in accordance with the Dubai Strategic Plan and achieve the highest levels of excellence in services delivered to partners and customers," said Al Tayer.

Al Tayer also discussed future projects of Emaar, and the company's requirements for electricity, water and sub-stations. DEWA pursues with its projects in line with its strategy to meet future demand as per a best-laid plan that helps meet all requirements of electricity and water to support Dubai's sustainable development. "DEWA is keen to enhance its production and operational capacity to contribute to Dubai's sustainable development. We adopt state-of-the-art technologies to enhance our operational and production capacities," said Al Tayer.



FICCI supports World Green Economy Summit



The Chairman of Renewable Energy Sector in the Federation of Indian Chambers of Commerce and Industry V. Sibaba expressed his pleasure to attend the World Green Economy Summit in Dubai and pointed out that the Federation is boosting communication and partnership among business entities in clean energy and environment carbon markets and enables the Indian industry to cope with the global changes and portrayed the initiative of the summit in Dubai as first of its kind in the region. He said the summit promises to be one of the most important global platforms for exploring and providing new opportunities in the business sector and solution development for building sustainable future.

HE Saeed Mohammed Al Tayer, Chairman of the World Green Economy Summit and MD & CEO of Dubai Electricity and Water Authority, emphasised that the private sector plays a remarkable role in the transition to the green economy. He stressed the significance of forums which explore and build up new opportunities between the thinkers and decision-makers in both private and public sectors.

Al Tayer expressed his pleasure that the Federation of In-

dian Chambers of Commerce and Industry, which represents more than 2 million private and public companies all over India, supports the World Green Economy Summit that will be held in Dubai from 15-16 April 2014, the first of its kind in the Middle East. The summit will be held in conjunction with the next session of Water, Energy, Technology, and Environment Exhibition (WETEX 2014) with participation by decision makers and global leaders from economic and financial sectors.

The World Green Economy Summit will be held under the theme 'Global Partnerships for Sustainable Future' with the aim to attract prominent experts from energy, finance and business sectors in addition to the government leaders, international organisations and private sector to promote capability building and highlight effective policies, legislations and new opportunities for the companies which support the march of transition to green economy.

DEWA participates in 17th National Environment Day activities

DEWA celebrated the launch of the 17th National Environment Day, held under the patronage of HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, and in line with the Green Economy For Sustainable Development initiative announced by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai. The theme of this year's National Environment Day was 'Green Economy: Innovation and Sustainability.'

The message and objectives of the National Environment Day aim to preserve the UAE's environment in line with the national vision, endorsed by the country's wise leadership. This has had a positive impact in consolidating the UAE's leading position regarding environmental action on the global map.

As part of the celebration, DEWA organised several activities at its Sustainable Building in Al Quoz, including a presentation by Dr Bassam Mrayyan, Senior Manager of Environment at DEWA on DEWA's successful journey towards environmental excellence. This was followed by a tour of the building and distribution of leaflets on DEWA's achievements in this field. A stand for organic foods was also set up at the head office. Environmental competitions were held, which many employees participated in; internal



e-newsletters on environmental awareness were published, and text messages sent to employees to highlight the important occasion.

DEWA has gained a new significant achievement by receiving the Globe of Honour for its environment conservation initiatives and the 5-Star Environmental Award from the British Safety Council, and became the first institution in the UAE to win this international award.

Last year, DEWA inaugurated its Sustainable Building, the first sustainable governmental building in the UAE, which is located in Al Quoz. The new project achieves an energy performance efficiency level of over 66% by providing additional insulation in its walls and roof and installing heat-resistant glass that reduces energy consumption by air conditioning systems and helps decrease carbon dioxide emissions to preserve the environment, while highly-efficient water-cooled chillers cut down energy con-

sumption. The building also uses low-power LED lights and automatic lighting control systems with occupancy sensors, which monitor people's movement and automatically turn the lights on and off. The building is also powered by a 660 kW solar power plant.

DEWA implemented the project of voltage conversion of the distribution network by increasing network productivity from 6.6 kV to 11 kV, which helps save 6.706 GWh, scaling down fuel consumption and cutting carbon dioxide emissions by 3.68 million tonnes. DEWA also adopted automatic lighting control systems at 135 power substations, to save 2,200,049 kWh and reduce carbon dioxide emissions by 1,208 tonnes annually.

DEWA has also enhanced its electronic services in addition to launching the Green Bill, which resulted in slashing paper consumption and reducing carbon dioxide emissions.



The Women's Committee at DEWA is marking its fifth year since its inception. Over the past four years, we have unwaveringly focused on empowering our women, and striven to enhance their sense of welfare, encouraging them to interact positively and promoting a healthy work-life balance.

The Women's Committee has adopted an integrated approach to its activities – not confined to just one - but several aspects of concern to women, such as personal development, psychological, vocational, educational, health, family and environmental sustainability. The Committee implements them into programmes and plans that comply with its scope and objectives to develop their skills so women can deal with various challenges and opportunities.

We are inspired and led by the wise words of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who said in his book, *Flashes of Thought*, "Our job to provide an environment that unlocks women's potential- one that protects their dignity and femininity, helps them create the necessary balance in their lives, and values their talents and potential. Given this environment, I am confident that women will perform nothing short of miracles." Women are essential partners in the development process and have contributed to capacity-building to perform roles and functions effectively. They participate in all spheres of life, as a daughter, sister, wife and mother, have the responsibility for the

upbringing of our future generations, and this adds value not only to the organisation in which the women work, but also extends its benefits to enabling societies to develop.

As Chairperson of the Women's Committee, I strongly believe that it is extremely important for us to be continuously engaged in organising inspirational and educational events to share best practices with other government organisations on issues that affect women. For us, women's empowerment is an ongoing commitment. Every year, new women employees join DEWA. Several of them are fresh graduates, while others join us from other departments. It is important that we align their goals and objectives with that of DEWA's larger organisational objectives.

Over the past few years, women's satisfaction surrounding the committee's efforts has increased more than 79%, and there are now 1,333 female employees at DEWA. Every year, DEWA welcomes new employees, some who are fresh graduates, or who are coming from other organisations, and we are focusing on aligning their goals with the strategic plans of DEWA. We are providing an interactive platform to ensure a positive environment for launching and strengthening women's capacities and skills and help them to achieve a work-life balance.

It is also imperative that we pay considerable attention to building the confidence of the women of DEWA, create forums where we can listen to their concerns, and extend support where needed. We need to guide women in our workforce to become more self-confident so as to pursue higher career ambitions and develop their leadership skills. We act as friends, guides and mentors, and thus create a vibrant professional environment that promotes their personal well-being.

We have succeeded today, thanks to God, the support of top management and the commitment of our team in all their efforts, to enhance women's confidence and promote their skills by organising various programmes and creative activities. This in turn enables women to create a positive impact on society. Their continued support is an inspiration to us all.

Khawla Al Mehairi,

Chairperson

DEWA's Women's Committee

DEWA's Women Committee hosts Women's Association from Cameroon



DEWA's Women Committee has hosted an educational trip for members of the 'Energising Ladies' of AES-SONEL Cameroon, to exchange knowledge and expertise, and discuss women's role in driving the growth of the work environment and raise their contribution across various aspects of development.

Members of DEWA's Women's Committee briefed the visiting delegation on the various initiatives and events organised throughout the year at DEWA to support working women

in various fields and also organised a field trip for the members of the delegation to provide an overview DEWA's various facilities and departments, as well as the services it provides to customers.

DEWA's Women Association forms an interactive platform for all women employees working in DEWA to discuss issues related to them, share experiences, information, and organise events to improve the role of women at local and international events.

The Committee continuously works to strengthen cooperation, and joint work with Women's Associations at different government departments from around the world to achieve the vision and objectives of the Association, and enhance its role in the community.

DEWA's Women's Committee organises workshop on personal and professional empowerment



Dubai Electricity and Water Authority's (DEWA's) Women's Committee has organised a workshop, entitled 'Your Operating System Love or Fear' at its headquarters in Zabeel East. This is part of its strategy to support and empower women in the workplace and strengthen their personal development.

The workshop was organised in line with the Committee's focus on promoting positive engagement and social relations be-

tween the employees in DEWA, and in providing an inspiring work environment that allows them to be creative and promote cooperation among them.

The workshop included a lecture by Jennifer Randive, Chief Engagement Officer of Focus Direct, a Management Consultancy. She spoke about how people approach themselves positively and negatively based on external emotions, and how this in turn can affect their personal and pro-

fessional lives. Randive talked about how everyone can deal with their personalities and the motives behind behaviour, and whether it's love, fear or both.

Randive also spoke about balancing personal life and work by evaluating various available options, highlighting priorities, leveraging opportunities, and time management and how this is all important to increase productivity, and encourage creativity for employees.



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- WETEX between 14 - 16 April, 2014
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EXPO 2020
DUBAI, UNITED ARAB EMIRATES



Winner of the Best Service Centre Manager

Hana Al Balooshi: Positive Work Environment Inspires Excellence



Name: Hana Al Balooshi

Job Title: Service Centre Manager

Tasks: Managing four DEWA service centres (Al Hudaiba, Al Quoz, Al Wasl, and Al Manara)

University Degrees: Bachelor of Business Administration.

You have recently won the Hamdan bin Mohammed Award for Smart Government, what are the criteria that enabled you to win?

The initiatives that helped in realising the centre's strategic goals, maintaining team harmony, the efficiency of administrative work and a quest for excellence in meeting customer requirements, in line with DEWA's vision of becoming a sustainable world-class utility.

What is your favourite administrative style?

It is to provide the proper work environment, motivate our staff to keep on innovating, ensure inter-departmental cooperation to achieve success, and developing a clear plan for employees to implement and for supervisors to follow up throughout the implementation process. An open-door policy and flexible administration across the organisation are necessary for work to proceed clearly and smoothly.

You won after strong competition from the other candidates, what are the incentives that encouraged you all to innovate and develop the services you offer?

Many factors came into play and motivated us including the unwavering support we received from all the concerned authorities, particularly the Customer Relations Department, the positive work environment that DEWA fosters, a highly cooperative team which offers ample space to demonstrate your skills and capabilities, in addition to motivating employees by allowing them to voice their suggestions and ideas to help develop the services we offer.

What is your advice for your co-workers?

It is essential to always develop your personal skills, commit to hard work, and strive for success to achieve excellence.

What are your life and career aspirations?

My goal is to continue putting more efforts to move up the ranks and reach the highest possible honours, which is my way of implementing the visions of President His Highness Sheikh Khalifa bin Zayed Al Nahyan of developing governmental work; and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and the Ruler of Dubai, who always urges us not to settle for anything but the number-one position.

Winner of the Best Service Star Award

Shaikha Al Ammadi: Seeking excellence fills me with enthusiasm and determination

Name: Shaikha Al Ammadi

Job Title: Senior Executive.

Tasks: Direct supervision of the service centre's Front and Back line employees, as well as new employees, to make sure they offer services according to description and adopted measurement indicators.

University Degrees: High School Diploma, in addition to the several course certificates in customer services, self-development, leadership, and supervision.

You have recently won the Hamdan bin Mohammed Award for Smart Government, what are the criteria that enabled you to win?

I first worked at DEWA's Burj Nahar Centre, and was the first woman to have worked there in many years. Being a woman, everybody thought I would quit the job the very first day, but I persisted and proved to everyone that there is absolutely no difference between men and women at work. Women are able to deliver and innovate wherever they are, and the presence of men is not an obstacle for them to achieve their goals.

What is your favourite administrative style?

I value commitment, diligence, and perseverance, and I aspire to reach the most prestigious position in my professional life by putting my best skills and innovations into the service of my



generous country. I don't impose anything that I myself do not accept. This is my principle in gaining the customers' trust, not to mention the style, respect, a permanent smile, and offering the perfect service.

You won after strong competition from the other candidates, what are the incentives that encouraged you all to innovate and develop the services you offer?

I thank Allah Almighty first and foremost, then the senior management and their encouragement and nomination, which enabled me to receive the Best Service Star Award.

What is your advice for your co-workers?

Let's join forces and work hand in hand. Say no to selfishness in achieving the number-one position solely for personal reasons. Let's contribute to consolidating Dubai's number-one position and make this our goal.

What are your life and career aspirations?

I aspire to walk steadily towards staying in leading position. I thank my husband, my children, and my management. They are the main reason for my success and my ability to receive this award after Allah Almighty.

How to Manage Your Time to Achieve Excellence

Eng. Reem Al Soukkar,
Director, Awareness and Ability Building
Department of Organisational Excellence



Time is invaluable, infinite, and cannot be stopped or retrieved. However, it can be managed efficiently and effectively, which allows us to use it optimally to achieve our goals and ease the pressure whether at work or in our daily life in general. The purpose of proper time management primarily lies in improving the quality of life and achieving excellence personally and professionally.

Time is money, quality, productivity, innovation, and revival. Although all people theoretically have the same amount of time every day, the ways of using and managing it are considered the most essential advantages for individual and institutional competitiveness. For example, proper time management is one of the reasons why Japan and other advanced countries are regarded as more distinguished than other countries around the world.

On the institutional level, decision makers have the responsibility of emphasising the importance of time and its effective and efficient management. Wasting time means wasting opportunities for success and progress.



... The basic time management skills include:

- 01 Planning:** Time should be planned to achieve the optimal use of resources within a certain timeframe.
- 02 Discipline:** Planning cannot succeed without self-discipline and developing positive habits.
- 03 Organisation:** Priorities should be carefully set, and the achievement stages should be organised.

To benefit from your time to the maximum level, you should do the following:

- 01** You should concentrate on doing the most important tasks first, instead of trying to do everything at the same time.
- 02** Identify your tasks first, and then the importance of the related work instead of the priority of fulfilling it.
- 03** Set the required priorities for every activity, and fulfill the tasks that can save time in the future.
- 04** Identify time slots for every activity, along with setting flexible and adjustable timetables and plans in case an emergency situation arises.
- 05** Relax more, do not over-sleep: relaxing is related to meditation and can be cut off and controlled, while sleep is much harder to control.
- 06** Try to merge activities as much possible as you can, and make sure to distribute the roles, tasks, and responsibilities, as well as concentrate your efforts on the most important skills and tasks.
- 07** If you move a lot by car, use learning programmes that are based on hearing instead of books.
- 08** Benefit from travel layovers and hotel and restaurant wait time to read. Always have reading material ready at hand.
- 09** Do not keep your door open to everyone, nor should you keep it completely shut. It's necessary to be reasonably accessible.
- 10** Always try to achieve your big ambitions, and do not let tasks pile up. Fulfilling tasks firsthand is the first step towards success.
- 11** Organise your interviews in such a way that supports your time saving plans.
- 12** Do not commit to tasks that are beyond your ability; delegate your authority, firmly deal with obstacles, and spend some time to make your own important personal calls.

**Let's work together on managing our time efficiently and effectively so that we can all contribute to DEWA's road towards distinction and achieve our vision of becoming
'A Sustainable World-Class Utility'**

The Tale of Fanar and Barjeel

Electricity generation is one of the most important inventions of humanity. Today, people rely on electric power for virtually all aspects of day-to-day life, including public infrastructure such as transportation and telecommunications. Electricity contributed to transforming the cumbersome tasks of everyday life into more flexible and convenient choices.

Despite the harsh living conditions, Emiratis have always taken advantage of their environment and used even the simplest tools to make their lives easier, especially when it comes to lighting and coping with the extremely hot climate. Emiratis used the kerosene lantern (Fanar) and the ability to tunnel air streams for cooler indoor environs through wind towers (Barjeel).

Before the advent of electricity in 1952, Fanar and candles were used for lighting, with charcoal brought from Oman for cooking and making coffee. Fresh water was obtained from the wells located all over Dubai.

The brass or light-iron Fanara had been the principal means of lighting, and people used to import them from India or Iran. The Fanar works by using kerosene (Kaz) which was available in small shops and sold in a glass light bulb (Ghirsha) for two Indian Annas, a currency used then.

The Fanar was usually painted black or blue on the outside, had an egg-shaped, glass (Ghirsha) in the middle with an iron or brass base that contained a small chamber, into which people poured kerosene.

The Fanar was called 'Bou Fteela' because it had a wick (Fteela) made from thick white yarn enclosed within the small brass base inside the Ghirsha. The wick would be half submerged in kerosene.

This part of the wick was hidden inside the Fanar's base and the upper part was visible inside the Ghirsha. The wick would be lit using a palm tree leaf segment incorporated into the visible part of the wick.

The Fanar Bou Fteela was the lighting device for all homes, whether made from palm branches (the Arshan), or the usual tents. Every chamber had a Fanar hung on the roof. Besides, a hand-held Fanar was always ready to light the way to the water well (the Tawi), move around the courtyard (Al Hawi), or for going out to open the door for new guest arrivals.

To make the most of the local climate, Emiratis used the Barjeel (plural Bwarjeel) or the wind catcher. Most people used to live in homes made of thatched palm leaves, and big families used to live in a group of huts as congregations that featured homes of their relatives.

The houses were built from the silt (Jibs) of salt marshes located near the Creek, as well as coral stones. The Bwarjeel, wind towers, were the highest points in the city and extended over coral stone houses, observation towers, and Forts (Fahidi).

These wind towers were used for air ventilation which had a cooling effect on the house through the evaporation of floor water under the tower.

Al Fahidi Fort was built in 1799, and is Dubai's oldest building that still exists. The Fort served as the government's headquarters, the governor's residence, and a prison.

Notably, this urban architectural style was widely-adopted in the UAE and Bahrain but not as much in other parts of the Gulf region. Saudi Arabia never had Bwarjeel, whereas in Kuwait and Qatar they only existed in very few numbers.

The Bwarjeel prevailed on a wide scale in the UAE, particularly in Dubai and became a distinctive architectural feature of the Emirate. This prompted an old man to once say that Dubai had become 'a Barjeel farm.'

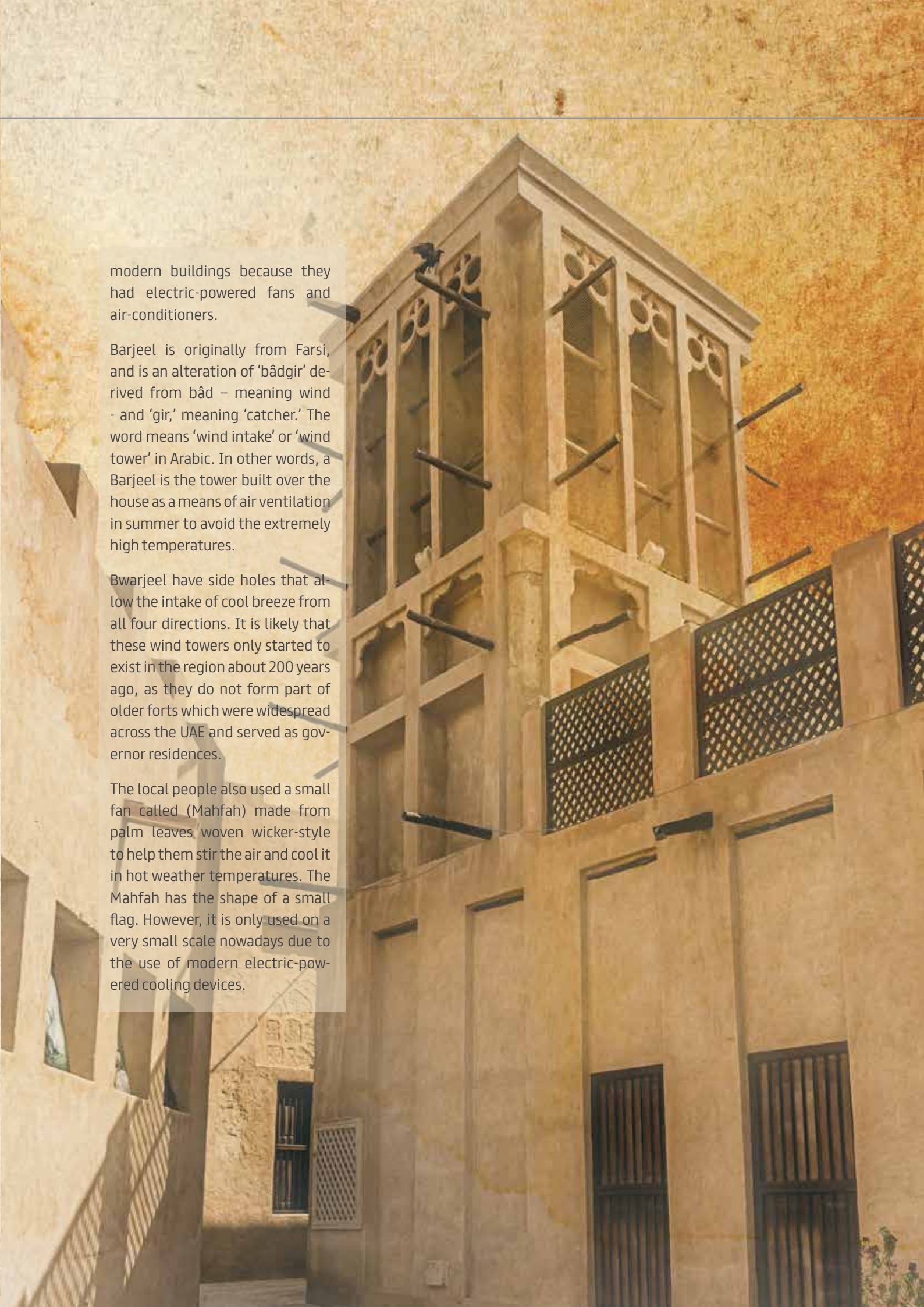
From Dubai, these wind towers found their way to the other emirates including Sharjah, Ajman, Umm al-Quwain, Ras al-Khaimah, and Abu Dhabi (though to a lesser degree). It is also noticeable that the Bwarjeel were limited to old houses, and were not adopted in

modern buildings because they had electric-powered fans and air-conditioners.

Barjeel is originally from Farsi, and is an alteration of 'bâdgir' derived from bâd – meaning wind - and 'gir,' meaning 'catcher.' The word means 'wind intake' or 'wind tower' in Arabic. In other words, a Barjeel is the tower built over the house as a means of air ventilation in summer to avoid the extremely high temperatures.

Bwarjeel have side holes that allow the intake of cool breeze from all four directions. It is likely that these wind towers only started to exist in the region about 200 years ago, as they do not form part of older forts which were widespread across the UAE and served as governor residences.

The local people also used a small fan called (Mahfah) made from palm leaves woven wicker-style to help them stir the air and cool it in hot weather temperatures. The Mahfah has the shape of a small flag. However, it is only used on a very small scale nowadays due to the use of modern electric-powered cooling devices.



Android Applications



Wedad Haisam Abdulrazzak
E- Communication - Marketing & Cooperate Communications

Floating Notifications

The importance of our smart phone notifications vary. Therefore, we need to organise them in an innovative way to view what is important first and rule out what is not. This is where Floating Notifications step in. The innovators of this application used Facebook Messenger's Chat Heads feature to enable users to create shortcuts and select the application they want to receive notifications from.

The notifications are displayed as small circles floating on the screen at the forefront of the application being used. Users can

move anywhere on the screen and view the content of the notification by tapping on its icon. The application's theme can be changed through Settings.

Circa News

Do you use your smart phone to follow the latest news? Is it a difficult process for you? Then Circa News is the best, fastest and easiest way. The idea of this application is to show news without repetition and sum up long articles in small paragraphs that are easy to read and understand. Circa News allows users to browse the news according to specified tabs such as world news, health, science, etc. Even better, users can follow up a story and receive all its related updates. Each story within the application is displayed as a short paragraph with a photo, so if users want to know more, they can simply and quickly tap on the story and read it in full in the form of clear and easy paragraphs.



Apple IOS Applications

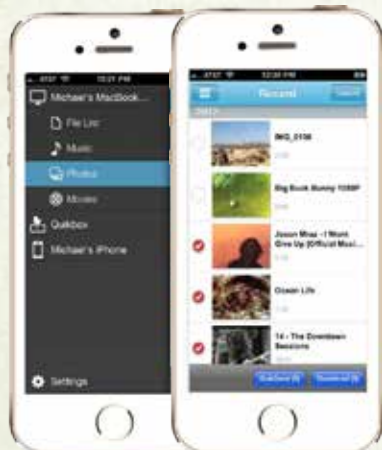


Quik.io Application

Have you ever needed a file on your personal computer while you're outside your home? Quick.io for iPhone will enable you to remotely access and share any file on your PC using your iPhone, iPod Touch, and iPad in an easy, hassle-free way, not to mention it's also safe and fast.

Quik.io enables you to

- Watch videos, listen to music, and access your PC documents using your iPhone or iPad.
- Play video with the ability to convert file extensions.
- Save multimedia files to the iPhone to play when you're offline.
- Use QuikSend to share multimedia files with your friends.



RunKeeper Application

RunKeeper is a software company that works on developing a set of fitness applications for smart phones. Many people consider these applications as the best way to keep track of their fitness and workout results.

RunKeeper basically uses GPS to determine the users' locations and movement patterns and gives them information related to the distance they traveled, the time they took, and the calories they burnt during exercise.

You can use RunKeeper to

- Measure distance, time and calories.
- Manage and listen to audio files during exercise using earphones.
- Measure your heart rate using the application's sensor.
- Take photos along the way while walking or running.
- Add your weight to a list within the application to know the calories you should be burning.
- Save all exercise data to review later.
- Save the path you took while exercising.



Prevent Heart Attacks, Save Lives

Mohammad Azam Awan

Health & Safety Training Unit, H&S Section



Here are some steps to avoid heart problems for good health:

Biking

Studies have shown that regular workouts reduce the risks of heart attacks and other cardiovascular ailments.

Dark Chocolate

Flavonoids contained in dark chocolate are anti-inflammatory agents, which also maintain arterial flexibility, apart from reducing blood cholesterol levels.

Sleep

People sleeping less than 7 hours are at a higher risk of contracting heart diseases than people with optimum amounts of rest at night.

High-Fibre Breakfast

Studies have shown that men consuming multi-grained breakfast have 23% less chance of developing heart ailments than those who do not.

Flaxseeds are miracle pills for optimum cardiovascular health. It can be eaten whole or ground or consumed through its use as cooking oil.

Garlic

The pungent-tasting clove is an excellent agent in reducing cholesterol. It boosts hormonal activity and purges the blood of impurities.

Black or Green Tea

The rich antioxidant content is said to regulate fluid control and

arterial cleansing, and also facilitate low cholesterol levels.

Hazelnut

Consuming 425 grams of hazelnut daily is said to reduce the risk of coronary blockage by 16%. Its essential oil content is beneficial to the delicate cellular lining of the heart and blood vessels.

Legumes

A healthy inclusion of legumes is essential for efficient cardiovascular functions. Rich in fibre and mineral content, legumes provide the right amount of nutrients to ensure the proper functioning of the heart.

Cherries

Cherries are excellent for reducing the risk of heart disease. They

also aid in uric acid reduction. An excess of uric acid in blood will eventually lead to cardiac arrest.

Beans contain good quantities of folic acid and are essential for maintaining the fluidity of blood. Consuming a cup of beans every day will provide you with all the essential nutrients you need to keep your heart healthy.

Oranges are one of the richest sources of Vitamin C, and lower cholesterol levels and clear arterial blockages. Eat an orange every day to reap benefits of good health.

Skip Aerated Beverages

Aerated drinks only provide empty calories to the body, while upping sugar levels in the blood. Opting for water or fruit juices instead will minimise risks of heart damage.

Water

Proper hydration maintains blood fluidity and reduces chances of internal coagulation. Drinking 2.5 litres of water daily will flush the toxins from the system and optimise cholesterol levels.

Ginger

Inflammation is one of the many causes of cardiac arrest. Thus, including anti-inflammatory supplements, such as in ginger, is paramount in keeping vascular infections at bay.

Heart Rate Variability is the heart's ability to respond to various activities and situations. Hotter climates and overexposure to pollution have been one of the prime factors in its rampant increase. Living in artificially cooled and germ-free environments helps reduce the chances of overworking the heart.

Multivitamins Supplements

Due to a busy work-life, it is not always possible to maintain a healthy diet. Ask your doctor to prescribe multivitamins. This will strengthen your immunity, maintain proper vascular viability and keep your overall health in good shape.

Stress Management

Stress creates hormonal influx, elevates heart rate and in doing so, causes the heart to pump at a rate beyond its capacity. Not only does this weaken the heart in the long run, it also makes one susceptible to cardiac arrests. Doing away with stress will increase your resistance to heart ailments.

No Smoking

Studies show that regular smokers have 25% more chances of suffering a stroke by their 50s than non-smokers.

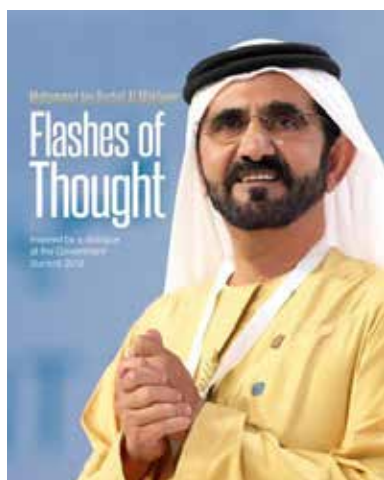
Diabetic Check

Diabetic patients, due to their high insulin resistance, run the

risk of quickly developing heart ailments. Keeping a regular check on blood-sugar levels will be an excellent way to keep the circulatory system in a healthy condition.

Depression is one of the prime psychological reasons behind increased susceptibility to strokes. With proper counselling and psychiatric aid, one can address the risk of fatal strokes.

Regular cholesterol-level check-ups are essential to monitor any semblance of cardiac damage.



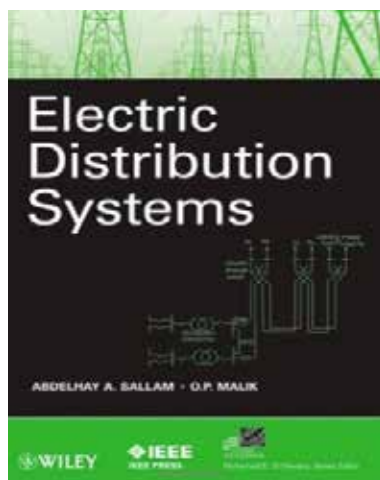
Flashes of Thought

Author: HH Sheikh Mohammed bin Rashid Al Maktoum-
Language: Arabic/English
Pages: 144

BOOK DESCRIPTION: HH Sheikh Khalifa Bin Zayed Al Nahyan: "It is an opportunity to learn from a seasoned successful Arab leader. The book includes life experiences and ideas." "I have enjoyed reading the first draft of the book."

In his introduction of his book "Flashes of Inspiration," HH Sheikh Mohammed noted that the book documents the most important ideas put forward during the first Government Summit, which was held last February. The book also highlights HH Sheikh Mohammed's vision on some of the themes and experiences discussed at the Summit.

HH Sheikh Mohammed describes his book as "a quick illumination on a variety of topics in leadership and management," in addition to referencing some of the topics that were not discussed by the Summit due to time constraints.

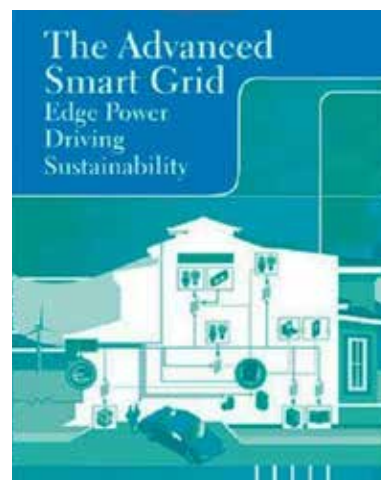


Electric Distribution Systems

Author: - Abdelhay A. Sallam
 - Om P. Malik
Language: English
Pages: 576

BOOK DESCRIPTION: This book provides a comprehensive overview of electric distribution systems. Few books cover specific topics in-depth and there is hardly any book that deals with the key topics of interest to distribution system engineers. This book introduces these topics from two points of view: 1) The practical perspective by providing hands-on examples and the problems which can be solved. 2) The academic viewpoint where the analysis and various techniques used for distribution system planning are explained.

An outstanding feature is the book condensing traditional and current topics of distribution systems. Readers will gain an understanding of the outline and design of a distribution system for specific loads, cities, zones, etc. They can also recognise the problems that may occur during the operation of distribution systems and propose solutions.



The Advanced Smart Grid: Edge Power Driving Sustainability

Author: - Andres Carvallo
 - John Cooper
Language: English
Pages: 255

BOOK DESCRIPTION: Placing emphasis on practical how-to guidance, this cutting-edge resource provides you with a first-hand, insider's perspective on the advent and evolution of smart grids in the 21st century. You gain a thorough understanding of the building blocks that comprise basic smart grids, including power plant, transmission substation, distribution, & meter automation. This forward-looking volume explores the next step of this technology's evolution. It provides a detailed explanation of how an advanced smart grid incorporates demand response with smart appliances & management mechanisms for distributed generation, energy storage, & electric vehicles. The Advanced Smart Grid uses the design and construction of the first citywide smart grid in the US as a case study, sharing the many successes and lessons learned.

Recycling

Recycling is an excellent way of saving energy and conserving the environment.

Did you know that:

- 1 recycled tin can would save enough energy to power a television for 3 hours.
- 1 recycled glass bottle can save enough energy to power a computer for 25 minutes.
- 1 recycled plastic bottle can save enough energy to power a 60-watt light bulb for 3 hours.
- 70% less energy is required to recycle paper compared with making it from raw materials.
- Up to 60% of the rubbish that ends up in the dustbin can be recycled.
- The unreleased energy contained in the average dustbin each year can power a television for 5,000 hours.
- On average, 16% of the money you spend on a product pays for the packaging, which ultimately ends up as rubbish.
- As much as 50% of waste in the average dustbin could be composted.
- Up to 80% of a vehicle can be recycled.
- 9 out of 10 people would recycle more if it were made easier.

