



## Fact Sheet

### About DEWA

Dubai Electricity and Water Authority (DEWA) is the exclusive provider of electricity and water services in Dubai. DEWA was formed in 1992 following the merger of the Dubai Electricity Company and the Dubai Water Department which had been operational independently since 1959. DEWA's 9,700 employees do their best to manage the generation, transmission and distribution of electricity and water across the emirate.

### Customers

DEWA serves a large customer base across the emirate. DEWA provides 652,200 customers with electricity and 580,678 customers with water (2013 figures).

### Core Objectives

As part of the Government of Dubai, DEWA's core objectives are:

To establish, manage, operate, and maintain electricity generation and water desalination plants and power and water transmission and distribution networks in Dubai.

- To develop and maintain water resources and supply drinking water.
- To support the vision of Dubai Government to promote sustainable development by driving energy and water use efficiency and investing in alternative energy sources.

### Performance

DEWA's electricity generation capacity as of 2013 was 9,656MW. Its water production was 470 million imperial gallons per day. DEWA has achieved very competitive results in terms of efficiency and reliability compared to international utilities. This is demonstrated as follows:

- **Customer Minutes Lost** per year in 2013 was only 5.62 minutes compared to the global standard of 16.4 minutes
- **Network Line Losses** in 2013 was 3.46% compared to 6-7% in Europe & the US
- **Water Network's Losses** in 2013 was 10.4% compared to 15% in North America

### Headquarters & Customer Service Centres

DEWA's headquarters are located in Zabeel East, between Wafi Mall and the Grand Hyatt hotel and opposite Dubai Police Officers' Club on Sheikh Rashid Road. DEWA has 15 customer service centres across Dubai.

Dubai Electricity & Water Authority هيئة كهرباء ومياه دبي

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OUR VISION: A Sustainable World-Class Utility.

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رؤيتنا: مؤسسة مستدامة على مستوى عالمي.

رسالتنا: الحصول على رضا المتعاملين وتعزيز رؤية دبي من خلال تقديم خدمات الكهرباء والمياه بمستوى عالمي من الإعتمادية والكفاءة والسلامة والبيئة، بكادر مؤهل وشراكات فعّالة، داعمين لديمومة الموارد.



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## Payment Services

DEWA offers 17 different payment methods for its customers including electronic payment (ePay) through its website, mPay through mobile phones, customer service centres, Etisalat public payment machines, EPPCO and ENOC petrol stations, ATMs of several banks, phone banking, as well as smart applications on iPhone, iPad, Android, Windows Phone 7, BlackBerry, BlackBerry Playbook, Blackberry 10, Windows Phone 8, Windows 8 application, and Samsung Smart TV.

## Dubai Integrated Energy Strategy 2030

DEWA is committed to achieving the strategic objectives of the Dubai Integrated Energy Strategy 2030, formulated by the Dubai Supreme Council of Energy, to diversify energy resources and improve efficiency of electricity and water usage. To this end, DEWA aims to generate 71% of its total power output from natural gas, 12% from nuclear power, 12% from clean coal and 5% from renewable energy by 2030. The Mohammed bin Rashid Al Maktoum Solar Park is already generating 13MW through its first phase. The second phase with a capacity of 100MW is underway. Drawing on public-private partnerships, DEWA is developing the Hassyan 1 Clean Coal project. The first phase of the project will have a production capacity of 1,200 MW and is expected to be commissioned by 2020. DEWA also seeks to reduce the demand for water and energy by 30% by 2030.

## Smart Dubai Initiatives

As part of the Smart Dubai Initiative aimed at transforming Dubai into the smartest city in the world in three years through various smart initiatives and services, DEWA has launched three path-breaking programmes to drive sustainable development in the emirate.

**The First Initiative:** Connecting solar energy to houses and buildings by encouraging households and building owners to install photovoltaic solar panels to generate electricity. The PV solar system will be connected to DEWA's grid. Electricity produced will be consumed within the premises and the surplus will be exported to the network. This encourages the use of renewable energy and increases its share in the energy mix in line with the Green Economy for Sustainable Development initiative and the National Agenda announced by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

**The Second Initiative:** Smart Applications & your Home- Through Smart Meters and Grids, DEWA will provide various benefits and new applications to its customers, including automatic and detailed readings (both current and historical). The data obtained through these readings will be available to customers to monitor actual consumption for a specific period of time to better understand and manage bills. Additionally, such data will enable comparisons to be made with average norms. These smart meters will support renewable sources of energy in residential, commercial and industrial sectors by comparing energy supplies from consumption and generation sides.

**The Third Initiative:** Infrastructure and Electrical vehicles charging stations - This project includes

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establishing charging stations for electric vehicles in various areas of Dubai and to enhance grid efficiency. DEWA is installing and managing both the infrastructure and the operation of electric vehicles. DEWA supports the introduction of electric vehicles in order to decrease air pollution and protect the environment against the impact caused by transport sectors in the emirate. DEWA's endeavours include establishing the required infrastructure in collaboration with several stakeholders including car manufacturers, airports, Dubai Municipality, shopping malls, petrol stations, the Roads and Transport Authority (RTA), hotels, car parks, etc.

### International Awards

DEWA's commitment to world-class standards has enabled it to achieve various international accolades such as the Sword of Honour for Health and Safety and the Globe of Honour for Environment. DEWA is the first government entity in the region to win the Global Risk Award 2013 from the Institute of Risk Management (IRM) in the UK. DEWA has contributed significantly to the UAE ranking fourth globally for ease of access to electricity in the World Bank's Doing Business 2014 report.

DEWA has been re-certified for the Integrated Management Systems ISO 9001:2008, and ISO 14001:2004 for quality and environment, for Integrated Management Systems for health and safety ISO 10002:2004, and the ISO/IEC 17025: 2005 for general requirements highlighting its competence in testing, calibration facilities and information security.

### Corporate Social Responsibility & Sustainability

DEWA is committed to the all-round welfare of the community. DEWA undertakes several campaigns, programmes and initiatives covering education, health, recruitment, women's empowerment, Emiratisation, environment and sports. Some of the key initiatives led and supported by DEWA include Health, Safety & Environment Week, DEWA Mass Wedding, and the Breast Cancer Awareness Campaign.

To promote environmental sustainability, DEWA rolls out and supports several campaigns including "Earth Hour", "Your Decision" to save power during peak hours, "Do Good to Planet Earth" to encourage use of eco-friendly home appliances and "Neighbourhood", among others, to educate citizens of Dubai about the importance of energy conservation, preserving the environment and encouraging a sustainable lifestyle.

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