



FAQ: Dubai Electricity and Water Authority (DEWA)

What is DEWA?

Dubai Electricity and Water Authority (DEWA) was formed on 1 January, 1992, by a decree issued by Sheikh Maktoum bin Rashid Al Maktoum to take over and merge the Dubai Electricity Company and the Dubai Water Department, which had both been operating independently for several years until then. Both these organisations were established in 1959 through the foresight and initiative of Sheikh Rashid bin Saeed Al Maktoum, the late Ruler of Dubai, as government-supported bodies with the objective of making available to the people of Dubai an adequate and reliable supply of electricity and water.

Today, after over five decades, DEWA is an inspiring success story known for its efficiency and reliability in every facet of its operations. Constant planning and forecasting to meet the growing demands of the customer has always been DEWA's well-entrenched philosophy. Owing to this policy, DEWA has come a long way in serving the customers and thereby making its own contributions to the economic growth of Dubai.

What are DEWA's objectives?

DEWA adopts world-class standards and focuses on continuously enhancing customer satisfaction. Working to achieve the goals of the Dubai Integrated Energy Strategy 2030, DEWA is promoting Dubai's vision of sustainable development by delivering electricity and power to meet the growing needs of the Emirate.

To achieve its vision of becoming a sustainable world-class utility, DEWA is committed to optimising its resources while working towards preserving national identity, driving social and economic growth and minimising environmental impact.

As a Dubai Government organisation, DEWA's core objectives are:

- To establish, manage, operate, and maintain electricity generation and water desalination plants, water fields, and power and water transmission and distribution networks in Dubai
- To develop water resources and supply safe drinking water
- To support the vision of the Dubai Government to promote sustainable development by promoting energy and water use efficiency, and focusing on identifying and tapping alternative energy sources

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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.

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، بکادر مؤهل وشراکات فعّالة، داعمین لدعم الموارد.



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How many employees work at DEWA?

DEWA is led by a competent team of over 9,600 professionals who ensure its world-class standards in reliability, efficiency and safety and adhering to environmental best practices, backed by effective partnerships and focusing on resource-use efficiency and sustainability.

How many customers does DEWA serve?

The total consumer base of DEWA is over 652,200, including 480,680 residential customers, 162, 255 commercial users and 2,387 industrial clients as of 2013.

How can DEWA meet the needs of its customers?

Through constant planning and forecasting to meet the growing demands of customers, DEWA powers the economic growth of Dubai while ensuring the overall well-being of its residents led by its commitment to become the world's best utility provider.

DEWA has 15 customer service centres across the Emirate of Dubai.

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

The 'Hadhreen – At Your Service' initiative, launched by DEWA in January, has recorded overwhelming response from customers, and enhances services provided to DEWA's customers in the residential, commercial, industrial, and governmental sectors.

Led by the Smart Government initiative launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, and Prime Minister of the UAE, Ruler of Dubai, DEWA is at the forefront in driving m-governance initiatives.

How efficient is DEWA?

Led by its focus on continuous enhancement of efficiencies, DEWA has achieved results that rival and even beat benchmarks for the private sector, surpassing 10 of the best European and American companies in efficiency, availability and reliability.

Network line losses were at 3.33% compared to 6-7% for the European and American companies.

Customer minutes lost per year were 5.62 minutes, significantly better than 16.4 minutes recorded by its counterparts in Europe and the US.

Improvements in production efficiency reached 26.88% from 2007 to 2014.

DEWA has won the Best Global Practices Award from Cisco Systems, for its having the best ranking for

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its system quality and network security.

Is DEWA a sustainable organisation?

DEWA considers sustainability in every facet of its operations, strategies and projects in line with the guidelines of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai to preserve natural resources, protect the environment and build a sustainable future for Dubai.

To promote sustainable energy management, DEWA has launched an Electricity and Water Consumption Efficiency Review across residential and commercial buildings, which contributed to a saving of 2.7 million watt-hours (kW/h) of electricity and 20 million gallons of water, translating to a saving of around AED 1.75 million in 2012.

To promote environmental sustainability, DEWA rolls out and supports several campaigns including Earth Hour, Conservation, eco-friendly Home Appliances, Peak Load, Neighbourhood, among others, to educate the citizens of Dubai about conservation, environment and living-green.

DEWA also participates in several international events globally to highlight the message of protecting the environment, minimising pollution and preserving resources.

DEWA's campaigns saved 264 million kW/h of electricity, 1.4 billion gallons of water, 180,051 trees, and minimised 158,496 tons of carbon emissions in 2011. Conservation of electricity and water saved over AED 177 million in 2011.

DEWA has accomplished major achievements in enhancing the efficiency of generating electricity and desalinating water, and minimising greenhouse gases, carbon, sulphur, and nitrogen emissions by an average of 10%. This is equivalent to the beneficial effects of planting 82 million trees.

DEWA reduced carbon emissions by 11 parts per million compared to 87 parts per million in Europe, 3.5 parts per million of sulphur as against 13.4 parts per million in Europe, and 72.4 parts per million of nitrogen compared to 108 parts per million in Europe.

Is DEWA a CSR driven organisation?

Committed to the all-round welfare of the community, DEWA undertakes several campaigns, programmes and initiatives covering education, health, recruitment, women's empowerment, environment and sports.

Some of the key initiatives led and supported by DEWA include Health, Safety & Environment Week, DEWA Mass Wedding, and Campaign for Breast Cancer.

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