



Ref: DP/058/2016

8th May 2016

To

Consultants / Contractors
Dubai

Shams Dubai
Dubai Smartest City

Dear Customer,

In line with the Dubai Smartest City initiative pioneered by H.H. Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and DEWA's commitment of continuously offering better services and promoting the use of clean and renewable energy sources to build a sustainable future for the Emirate.

We thank you for your valuable cooperation and coordination with us for implementation of the Shams Dubai initiative.

The Authority appreciates all the Consultants & Contractors who have been working actively to promote Shams Dubai initiative by DEWA.

This also requires ensuring a minimum level of responsiveness to customer enquiries by the enrolled consultants and contractors, such minimum level of responsiveness requires at least the following:-

- The email and phone number included in the list published on Shams Dubai website are up to date and update DEWA immediately in case of any change.
- The personnel attending to emails and calls are aware of the Shams Dubai initiative, able to recognize queries related to it, and able to address them or escalate them as needed in order to address them.
- In case the company is currently not developing for some customer segments of the Shams Dubai / Solar PV business any query is nevertheless replied to, explaining that the company is currently not looking for business in this area for that customer segment. Such regret reply shall be copied by email to DEWA at PVCC.Certification@dewa.gov.ae

DEWA will consider excluding from the list, if any company that fails to comply with the above mentioned requirements.

Thanking you in anticipation of your continued support and assuring our best services all the times.

Yours faithfully,

For **DUBAI ELECTRICITY & WATER AUTHORITY**

Rashid Bin Humaidan

Executive Vice President-Distribution Power

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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 الاعتمادية والكفاءة والسلامة والبيئة، بكادر مؤهل وشراكات مثالية، داعمين لديمومة الموارد.