



Date: 15-Sep-2021

Ref. : DP-0439-2021

To: Customers, Consultants, Contractors & LV Panel Manufacturers

## Preventing False Disconnection of Loads Due to Under Voltage Tripping at Main

### Incomer Circuit Breakers (ACBs)

Dear Customer,

The Authority is constantly endeavoring to provide safe and reliable supply to its consumers. We thank you for your valuable cooperation and coordination with us to provide you the best services from DEWA.

During the root-cause analysis of tripping at main incomer ACBs within the customers' Low Voltage (LV) panels, our engineers had found that the ACBs, which tripped, are incorporated with Built-in Under Voltage (UV) tripping provision.

In this regard, please note that DEWA Regulations for Electrical Installations had specified under voltage (UV) tripping requirements only for the Air conditioning loads. In addition, any equipment that is sensitive to voltage variations can also be protected at the respective equipment side. However, it was observed that these LV panels (Main incomer ACBs) which were tripped are not connected to any of the above type of loads.

In order to achieve high reliability of the power supply, ensuring safety and avoiding false disconnection of loads, the UV tripping incorporated at the respective ACBs are to be de-activated. The above de-activation of UV tripping to be arranged after re-assuring adequate protection at the equipment or final distribution level for the loads ,if any ,which are sensitive to voltage variations.

DEWA Distribution Power (CS-Design Approvals) can be contacted on e-mail : [CS.DesignApprovals@dewa.gov.ae](mailto:CS.DesignApprovals@dewa.gov.ae), for any technical clarification / guidance.

Thanking you in anticipation of your full cooperation.

For DUBAI ELECTRICITY & WATER AUTHORITY,

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