حكومة دبي
GOVERNMENT OF DUBAI

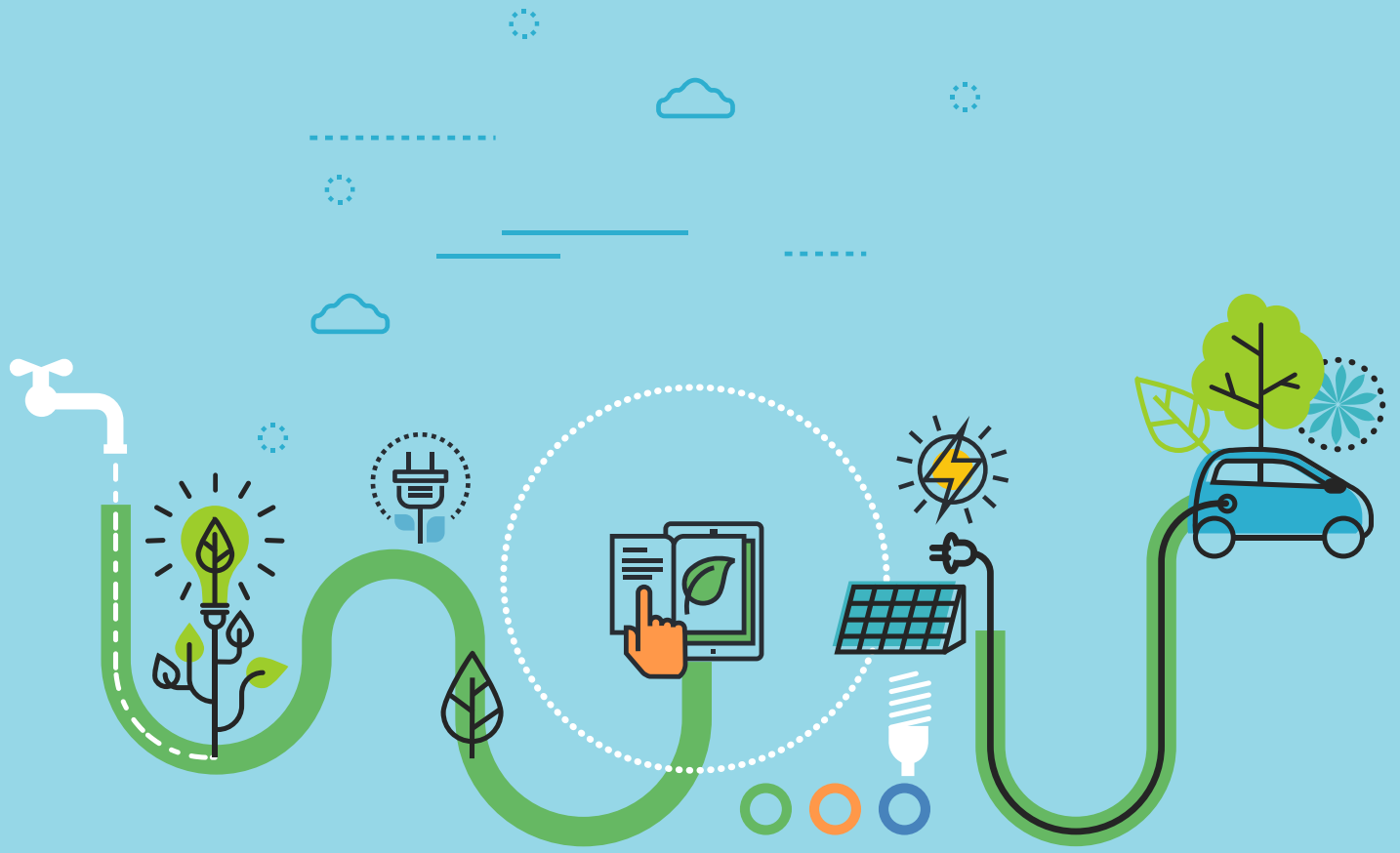
هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

SERVICES GUIDE

8TH EDITION 2019/2020



2019
2020



SERVICES GUIDE

8TH EDITION 2019/2020

TABLE OF CONTENTS

MD & CEO Message 07
DEWA's Strategic Direction 09
DEWA 2021 Corporate Strategy Map 10
The Customer Happiness Charter 12

CONSUMER SERVICES

ELECTRICITY & WATER MANAGEMENT SERVICES

Request for Activation of Electricity/ Water (Move-in) 16
Request for De-activation of Electricity/ Water (Move-out) 20
Request for Transfer of Electricity/ Water (Move-to) 22
Getting Electricity Supply for Tents 24
Request for Attending Technical Incidents - Electricity/ Water 26

BILLING SERVICES

Bill Payment 28
Request for Refund 30
Request for Clearance Certificate 32
Request for Information Update 34

SUSTAINABILITY & CONSUMPTION MANAGEMENT

Request for Issuing/ Replacing EV Green Charge Card 36
Request for Deactivation EV Green Charger Card 40
Request for Consumption Verification - Electricity/ Water 42

BUILDER SERVICES

NOC SERVICES

Request for Projects Registration & Master Plan Submission (Ma'lem Dubai) 46
Request for Building No Objection Certificate-Electricity/ Water 48
Request for Demolishing No Objection Certificate - Electricity/ Water 50
Request for Infrastructure Projects No Objection Certificate 52
Request for Solar Connection No Objection Certificate 54

ELECTRICITY NETWORK SERVICES

Getting Electricity Connections 56
Getting Electricity Fit-out Connections 58
Request for Electricity Network Modification 60
Getting Solar Connections 62

WATER NETWORK SERVICES

Getting Water Connections 64
Request for Water Network Modification 66

CHANNELS OF SERVICE DELIVERY & IMPORTANT INFORMATION

Enrollment of Consultants & Contractors 72
Customer Happiness Centres & Future Customer Happiness Centres 76
Facilities for People of Determination, and "Thukher" & "Sanad" Card Holders 79
Accessibility Features in DEWA Website and Smart App for People of Determination 81
Bill Payment Channels 82
Green Bill 86
Customer Care Centre Services 87
Ash'ir 88
Hayak 89
Electricity and Water Conservation Tips 90
Slab Tariff 92
Complaints & Suggestions 94
DEWA Store 96
Contact Us 97



Saeed Mohammed Al Tayer
MD & CEO of Dubai Electricity and Water Authority

MESSAGE FROM THE MD & CEO OF DEWA

Over a few decades, Dubai has recorded significant progress, becoming a global hub for trade, finance, tourism, and green economy, and one of the world›s most inspiring, successful, and attractive cities for investment in various areas thanks to the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The prosperity of Dubai has driven a fast-paced increase in demand for electricity and water services. DEWA has succeeded in advancing its capabilities, resources and the skills and abilities of its workforce. We have done this by focusing on achieving our vision to become a globally leading sustainable innovative corporation. This is why DEWA has become a leading contributor to Dubai's economic, social, and environmental development in line with the Dubai Clean Energy Strategy 2050 to diversify Dubai's energy mix and provide 75% of Dubai's total power output from clean energy sources by 2050.

In line with the vision and directives of our wise leadership, DEWA was one of the first government organisations to provide all its services through various smart channels, to contribute to transforming the Government of Dubai into a fully digital government and the first paperless government by the end of 2021. Our smart adoption of DEWA's services has reached 94%. To support the National Artificial Intelligence Strategy 2031, we launched Rammas, DEWA's virtual assistant that is capable of responding to customers' enquiries in both Arabic and English, through DEWA's website, smart app, Facebook page, Amazon's Alexa, Google Assistant, robots, and WhatsApp Business. DEWA was the first government organisation in the UAE to obtain a verified WhatsApp business account.

Today, DEWA is one of the best utilities in the world, delivering world-class electricity and water services to over 900,000 customers in Dubai, according to the highest levels of quality, efficiency, and availability. DEWA received The International Standard for Service Excellence (TISSE) certificate with a 98.3% score, the highest in the world. It also ranked first in the large Dubai Government Entities category for the second consecutive year with a score of 95%, according to the Smart Dubai's Happiness Index.

DEWA's total installed capacity is 11,400MW of electricity and 470 million imperial gallons of water per day. DEWA has achieved very competitive results in its global benchmarking, surpassing major European and American utilities. In customer minutes lost per year, DEWA's figures reached 2.39 minutes, compared to 15 minutes recorded by leading utilities in the European Union. DEWA has reduced losses in power transmission and distribution networks to 3.3%, compared to 6-7% in Europe and the USA. Water network losses decreased to 6.5%, which is one of the best results in the world.

DEWA's successes and achievements have notably contributed to consolidating the UAE's global status. For the third consecutive year, the UAE, represented by DEWA, ranked first in the world for getting electricity, according to the World Bank's Doing Business 2020 report. We will continue our efforts to promote the sustainable development, protect the environment, and sustain our natural resources for generations to come.



DEWA'S STRATEGIC DIRECTION

OUR VISION

A globally leading sustainable innovative corporation.

OUR MISSION

We are committed and aligned to Dubai's 8 Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy solutions enriching lives and ensuring the happiness of our stakeholders in a sustainable manner.

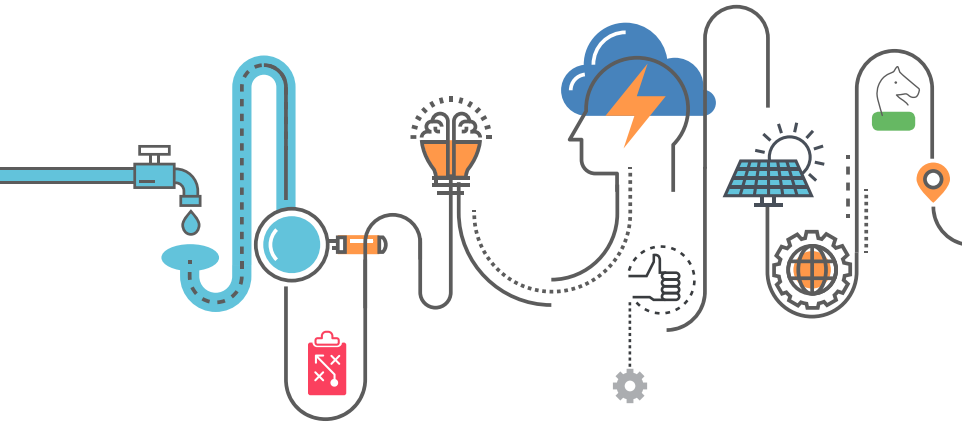
OUR MOTTO

For Generations to come.

OUR VALUES

- Stakeholders Happiness
- Sustainability
- Innovation
- Excellence
- Good Governance







DEWA 2021 CORPORATE STRATEGY MAP

The strategy map provides a clear visual indicator of how the themes and the four perspectives of the third generation Balanced Scorecard interrelate to each other and form the overall strategy of the organisation.

The map is a visual interpretation of an organisation's strategy.

It shows a logical, step-by-step connection between Themes, Perspectives and Strategic Objectives. It shows a cause-and-effect relationship from the bottom row (Support, Learning and Growth Perspective) to the top row (Triple Bottom Line Perspective) via Internal Processes and Stakeholders Perspectives.

A Globally Leading Sustainable Innovative Corporation

Triple Bottom Line

- **TBL01:** Optimized costs, revenues and diversified global investments
- **TBL02:** Pioneering socially responsible practices
- **TBL03:** Minimized environmental foorprint

Stakeholders

- **S01:** Available, reliable and high quality supply of electricity and water
- **S02:** Engaged & happy stakeholders

Internal Processes

- **IP03:** Leading seamless customer experience
- **IP06:** Leading governance and management standards
- **IP09:** Sustainable energy mix and effective supply and demand side management
- **IP02:** Leading health, safety and environment practices
- **IP05:** Intergrated, rasilient and agile governance framework
- **IP08:** Enabling Digital DEWA
- **IP01:** Leading standards of availability, reliability and efficiency through effective asset management
- **IP04:** Leading corporate security system
- **IP07:** R&D, innovation and future

Learning & Growth

- **LG01:** Attract and retain talents
- **LG02:** Motivated & happy human capital
- **LG03:** Enabling AI & Digital technologies
- **LG04:** National identity and effective Emiratization
- **LG05:** Building capabilities & future leaders

THE CUSTOMER HAPPINESS CHARTER

ALWAYS BRINGING YOU RESULTS AND SMILES

The Customer Happiness Charter has been developed so we can engage with you in a more meaningful way by adopting best practices in responsible customer service, and providing innovative and smart solutions to make you happier. It sets our benchmarks and defines your service expectations, fostering engaged stakeholder participation to ensure excellence of government services. DEWA is committed to excellence in service provision that not only attains your happiness but also exceeds your expectations. DEWA has adopted the Customer Service Charter, launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, which comprises the following:

OUR COMMITMENT TO YOU

1. We will treat you with fairness, courtesy, respect and a smile.
2. We will cater to your needs with high standards, professionalism, and to the best of our ability.
3. We will attend to you with utmost transparency.
4. We will provide our services through a qualified, helpful and knowledgeable team that is understanding and capable of answering your enquiries.
5. We will provide you with accurate service information and requirements, realistic expectations and completion time for each service.
6. We will provide you with multi-channel services, bill payment channels, and security deposit refund channels for your convenience.
7. We will provide our services through smart and artificial intelligence (AI) channels.
8. We will provide innovative solutions to meet your service requirements.
9. We are committed towards following sustainable practices for the delivery of electricity and water services and the provision of clean energy.
10. We are committed towards informing and educating you about our smart services, conservation tips, and other vital services, procedures and relevant information.
11. We welcome your input, feedback, and suggestions to enhance our services.
12. We are committed towards the privacy of your information and data.
13. We will treat People of Determination according to the highest service levels.
14. We are committed to practicing high principles in all our service delivery and media channels.
15. We are committed to conducting regular research in order to exceed your expectations.



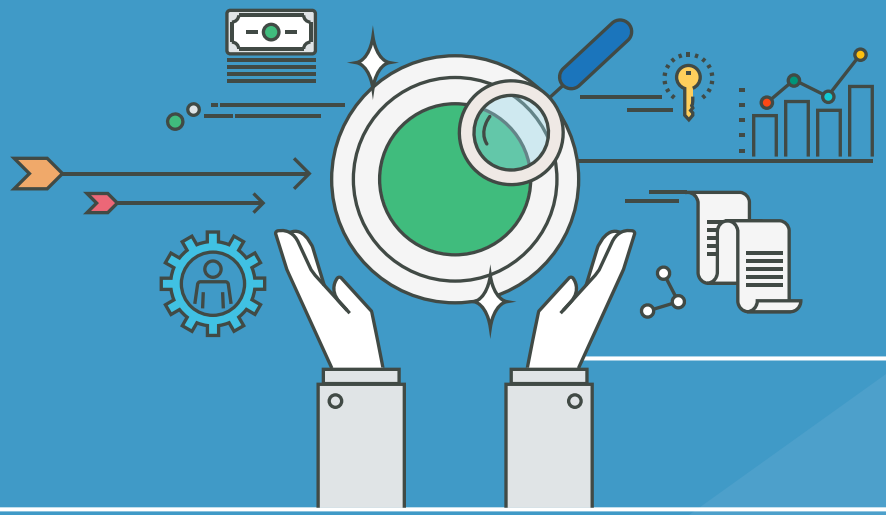
YOUR COMMITMENT TO US

1. We ask you to appreciate the efforts of our employees at your service and treat them with mutual respect.
2. Provide identification documents when requested.
3. Provide the supporting documents required to complete a service.
4. Inform us immediately of any changes to information provided, or in case of any error.
5. Inform us immediately of any changes that may affect our service provision.
6. Respond in a timely manner to queries from our employees to ensure timely service and quality.

You can contact us directly through the following channels:

Telephone	Customer Care Centre (24/7): 04-601-9999 (Customer Services) 991 (Technical Incidents)
Email	customercare@dewa.gov.ae
Mail	P.O. Box 564, Dubai, UAE
Customer Happiness Centres & Future Customer Happiness Centres	For more information about the timings and locations of our Centres please visit www.dewa.gov.ae
Dubai Government's Unified Suggestions Portal	https://esuggest.dubai.gov.ae
Dubai Government's Unified Complaints Portal	https://ecomplain.dubai.gov.ae
Social Media	DEWAOFFICIAL

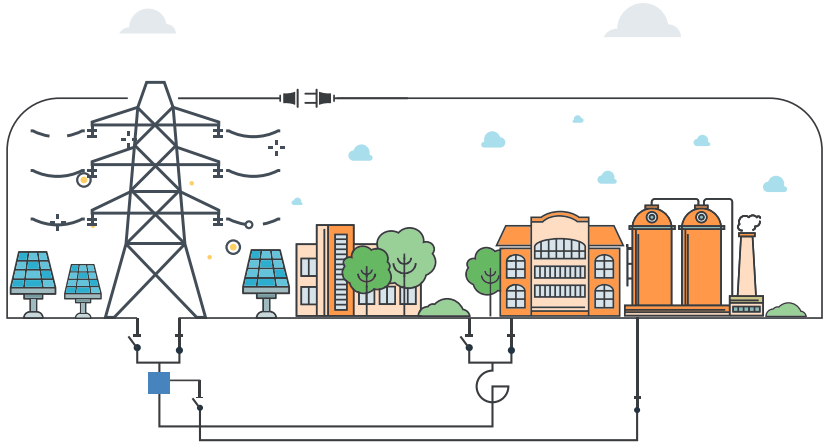
Ref # 6.1.4 Manage Customer Charter, Version # 7, November 17, 2019



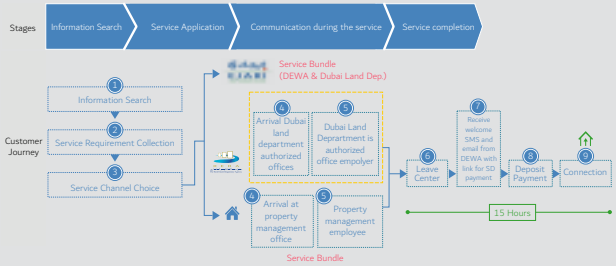
CONSUMER SERVICES

- ELECTRICITY & WATER MANAGEMENT SERVICES
- BILLING SERVICES
- SUSTAINABILITY & CONSUMPTION MANAGEMENT

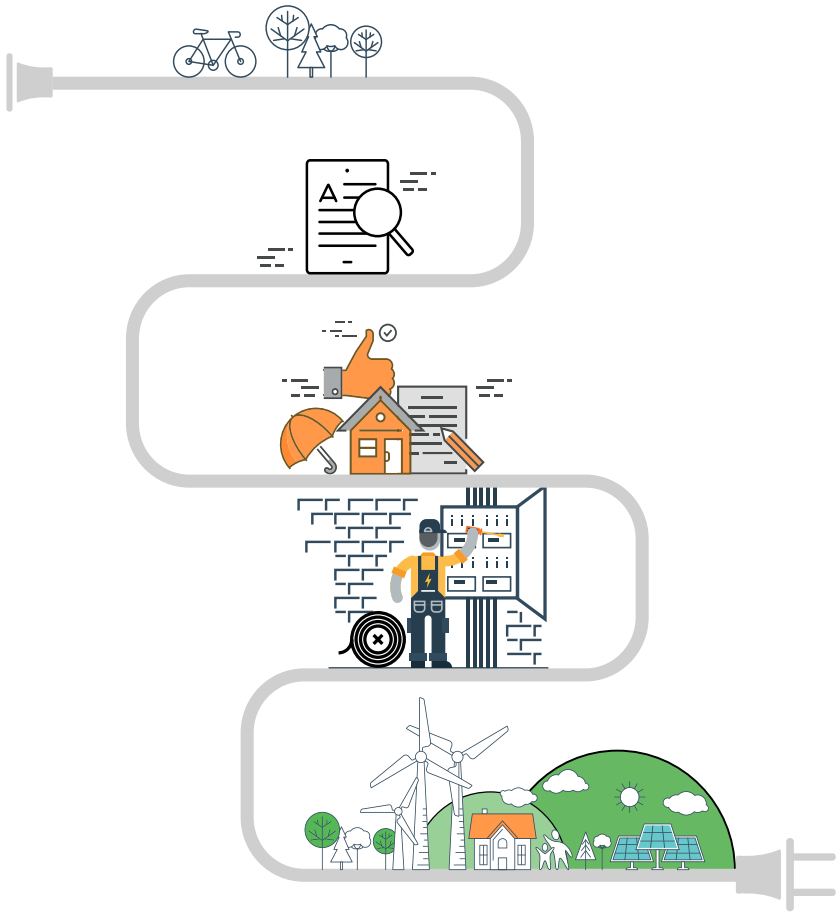
REQUEST FOR ACTIVATION OF ELECTRICITY/ WATER (MOVE-IN)	
Service Description	This service activates electricity and water for new premises.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• EJARI-valid for at least one month (for tenants) • Title deed (for owners) • Emirates ID (except for GCC Nationals/ Investors) • Trade license (for commercial and industrial customers) • Passport copy for (GCC Nationals/ Investors)
Service Requirements	The key requirement is a security deposit • AED 2,000 for a Flat (Residential Premises) • AED 4,000 for a Villa (Residential Premises) • For non-residential premises, the security deposit is calculated based on the premise's consumption.
Application Process	• For Tenants outside Free Zones areas – Upon completing EJARI you will receive Email and SMS from DEWA with a Contract Account Number and Security Deposit amount to be paid. • For Tenants within Free Zones areas – Tenants Moving-in to the premises which are in the Free Zones and exempt from Ejari apply via Dewa Website (www.dewa.gov.ae)/ DEWA App/ Customer Happiness Centres and pay Security Deposit. • Submitting request for owners Move-in via Dewa Website (www.dewa.gov.ae)/ DEWA App/ Customer Happiness Centres. • Getting a reference number for tracking of request. • Paying security deposit and activation fees. • Connecting the electricity and water supply within 15 hours.
Service Application Timings	• 24/7 through smart app and DEWA website (www.dewa.gov.ae). • Customer Happiness Centres (As per working hours). • Real Estate Management companies - as per their applicable timings. • Dubai Land Department authorized offices - as per their applicable timings.
Service Fees	Activation Charges • AED 100 for connecting electricity and water (small meters). • AED 300 for connecting Electricity and water meters (large meters). • AED 10 for registration • AED 10 for knowledge fee • AED 10 for innovation fee • Thukher and Sanad cardholders are entitled to a 50% discount on activation charges.
Service Integration with other services	• Integration with RERA for Tenancy contract registration. • Integration with Smart Dubai Government for online payment.
Partner organizations	• Real Estate Management Companies and Dubai Land Department's Authorized offices (through Government Integration between DEWA and Dubai Land Department).
Where applications can be submitted	• Customer Happiness Centres • DEWA website (www.dewa.gov.ae) • DEWA Smart App • Real Estate management companies and Dubai Land Department authorized offices upon Ejari activation (through Government integration between DEWA and Land Department). • Dubai Now
Application Form for this Service	Move-in Application



REQUEST FOR ACTIVATION OF ELECTRICITY/ WATER (MOVE-IN)

Time Required to Deliver this Service	• Water and electricity supply is connected within 15 hours of payment of the security deposit. • Average waiting time in Customer Happiness Centres is 3:00 minutes. • Average serving time in Customer Happiness Centres is 3:00 minutes.
Package	**Service Package: Move In to New Premise Service** This Service is provided by the Dubai land department authorized typing offices & authorized property management companies offices. **Services included in package:** Move In to New Premise Services+ Issuance of leasing Contract (Ejari). 
Service Limitations	N/A
Notes	• In case supply is not activated within 15 hours after security deposit payment, please call 991 to assist you. • All landlords must pay security deposit for premises under maintenance. • UAE National landlords must provide DEWA with an Undertaking to take responsibility of monthly dues.





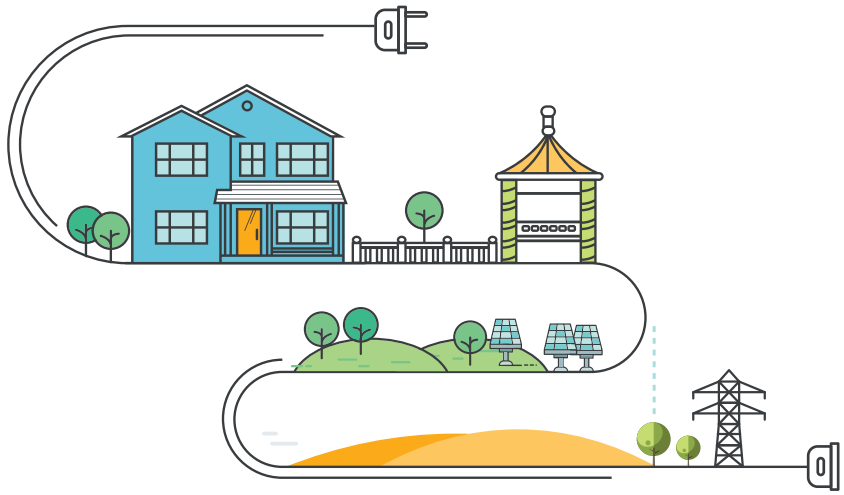
REQUEST FOR DE-ACTIVATION OF ELECTRICITY/ WATER (MOVE-OUT)	
Service Description	This service deactivates electricity and water from the premises.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• Emirates ID • Authorization letter in case final bill is requested by a representative (Residential). • Signed and sealed official letter (Commercial, Industrial and Government customers).
Service Requirements	• Move out date • Mobile number • Consumption bill payment, if required
Application Process	• Submitting request for Move Out. • Getting a reference number through Email and SMS for tracking of request. • Disconnection of water and electricity supply. • Receiving Final Bill. • Paying Final Bill, if required. • Receiving refunds, if any, through IBAN transfer/ Western Union/ cheque via courier.
Service Application Timings	• 24/7 through DEWA website (www.dewa.gov.ae) and Smart App and Customer Care Center. • Customer Happiness Centres (as per working hours) • Real Estate Management companies - as per their applicable timings (Upon termination of Ejari, you will receive a link for applying Final Bill at DEWA Website (www.dewa.gov.ae)/ Smart App)
Service Fees	De-activation Charges • AED 100 for disconnecting electricity and water (small meters). • AED 300 for disconnecting Electricity and water meters (large meters). • AED 10 for knowledge fee • AED 10 for innovation fee • Thukher and Sanad cardholders are entitled to a 50% discount on De-activation charges.
Service Integration with other services	• Integration with RERA Tenancy contract termination. • Integration with Smart Dubai Government for online payment.
Partner organizations	Real Estate Management Companies (through Government Integration between DEWA and Land Department) for termination of tenancy contract
Where applications can be submitted	• Customer Happiness Centres • DEWA website (www.dewa.gov.ae) • DEWA Smart App • Customer Care Center • Real Estate management companies (through Government integration between DEWA and Land Department) for termination of tenancy contract (Upon termination of Ejari, you will receive a link for applying Final Bill at DEWA Website/ Smart App, if not requested earlier).
Application Form for this Service	N/A
Time Required to Deliver this Service	• Final Bill will be sent via Email and SMS within 24 hours from request. • Clearance certificate will be sent automatically with the final bill if there are no outstanding dues. • Average waiting time in Customer Happiness Centres is 3:00 minutes. • Average serving time in Customer Happiness Centres is 3:00 minutes.
Package	N/A
Service Limitations	All previous DEWA bills to be paid in full before requesting Move out.

REQUEST FOR TRANSFER OF ELECTRICITY/ WATER (MOVE-TO)	
Service Description	This service transfers electricity and water from one to another premises within Dubai as per customer's needs.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• Ejari for new premises (for non-Free Zone tenants) • Tenancy Contract for Free Zone tenants • Title Deed for new premises (For Owners) • Emirates ID (except for GCC Nationals/ Investors) • Trade License (For commercial) • Passport copy (For GCC Nationals/ Investors)
Service Requirements	• Move Out Premise number • Move Out date • Move in Premise number • Ejari number for Move-in premise, if service is applied via DEWA channels.
Application Process	• Settling the outstanding dues, if any, for existing premises before applying for Move To. • Paying Security Deposit, if required • Submitting request for Move To. • Getting a reference number through SMS and/or Email for tracking of request. • Connecting the Electricity & Water supply for Move in premises. • Disconnecting the Electricity & Water supply for Move out premies. • Getting Final Bill for Move out premises.
Service Application Timings	• 24/7 through DEWA Website (www.dewa.gov.ae) (as per working hours) and Smart APP. • Customer Happiness Centres - as per their applicable timings. • Real Estate Management companies– as per their applicable timings.
Service Fees	• AED 200 for connecting and disconnecting Electricity & Water (small meters). • AED 600 for connecting and disconnecting Electricity & Water (large meters). • AED 10 for registration • AED 20 for knowledge fee • AED 20 for Innovation fee • Thukher and Sanad Cardholders are entitled to a 50% discount an connecting & disconnecting charges.
Service Integration with other services	• Integration with RERA Tenancy contract registration • Integration with Smart Dubai Government for online payment
Partner organizations	• Real Estate Management Companies (through Government Integration between DEWA and Land Department). • Dubai Land Department authorized offices - as per their applicable timings.
Where applications can be submitted	• Customer Happiness Centres • DEWA Website (www.dewa.gov.ae) • DEWA Smart APP • Real Estate Management companies and Dubai Land Department authorized offices (through Government integration between DEWA and Land Department).
Application Form for this Service	N/A
Time Required to Deliver this Service	Depends on dates selected by customers for Move out (Within 15 hours for Move-in – subject to required Security Deposit payment/ transfer and 24 hours for Move-out from the time provided). • Average waiting time in Customer Happiness Centres is 3:00 minutes. • Average serving time in Customer Happiness Centres is 3:00 minutes.
Package	N/A
Service Limitations	• Settling the outstanding dues, if any, for existing premises before applying for Move To. • Customers have to pay security deposit, if required.
Notes	N/A

GETTING ELECTRICITY SUPPLY SERVICE FOR TENTS	
Service Description	This service consists in providing temporary electricity supply to UAE nationals for mourning, weddings and special occasions.
Service Category & Type	Social
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Individual (Local)
Documents Required	• RTA permission if there is road crossing. • NOC required from General Directorate of Civil Defense.
Service Requirements	For Wedding: • Customer Account • Customer information (Contact or authorized person) • Number of days • Contractor contact information and required load details. • Service Provided For Mourning: • All above steps will be handled by service provider (Tent contractor)
Application Process	• Apply for the request. • Pay the charges after technical team visit the site (For Weddings only). • Lay the cable and activate the service.
Service Application Timings	• 24/7 through DEWA website (www.dewa.gov.ae), Smart App and Customer Care Centre.

Service Fees	• Electricity supply for mourning is free of charge.
	• Service fee (for weddings) will depend on:
	  • Cable size and length
	  • Number of days
	  • Consumption load

Service Integration with other services	N/A
Partner organizations	• RTA • Directorate General of Civil Defense • Community Development Authority (CDA)
Where applications can be submitted	• Customer Happiness Centres • DEWA website (www.dewa.gov.ae) • DEWA Smart App • Customer Care Centre
Application Form for this Service	Application Form for Temporary Connection.
Time Required to Deliver this Service	• 4 hours for mourning cases • One Day before the Event (wedding)
Package	N/A
Service Limitations	N/A
Notes	1. Period of temporary supply should not exceed 3 days for mourning and 7 days for Weddings. 2. In case of a wedding, customer must apply at least 4 days before the wedding. 3. For mourning. All above steps will be handled by service provider (Tent Contractor) 4. Service fees amount are non-refundable.



REQUEST FOR ATTENDING TECHNICAL INCIDENTS - ELECTRICITY/ WATER

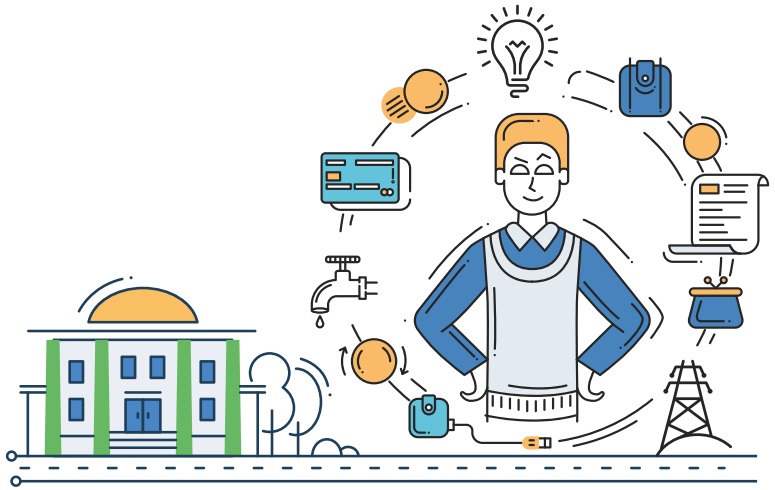
Service Description	This service includes to attending to all technical notifications related to electricity or water interruption or any failure in the networks and is provided to all customer categories.	
Incident (Electricity/ Water)	Request for Attending Technical Incidents – Electricity	Request for Attending Technical Incidents – Water
Service Category & Type	• Supplementary • Procedural	• Supplementary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)	
Documents Required	N/A	
Service Requirements	1. Customer Account 2. Location 3. Type of incident or service	1. Customer Account 2. Location 3. Type of incident or service
Application Process	• Apply through DEWA Customer Care Centre by calling 991 or through DEWA website (www.dewa.gov.ae). • Concerned department to receive the complaint and register in system. • Investigation and necessary action taken by technicians. • Close the complaint in the system.	• Apply through DEWA Customer Care Centre by calling 991 or through DEWA website (www.dewa.gov.ae). • Concerned department to receive the complaint and register in system. • Investigation and necessary action taken by technicians. • Close the complaint in the system.
Service Application Timings	• 24/7 through DEWA website (www.dewa.gov.ae), DEWA Smart App and Customer Care Centre.	• 24/7 through DEWA website (www.dewa.gov.ae) and Customer Care Centre

Service Fees	Request for Attending Technical Incidents – Electricity Refer to the service fee list below:	Request for Attending Technical Incidents – Water In case breakage is caused by any party they will be required to pay the availed cost.
Service Integration with other services	N/A	N/A
Partner organizations	RTA, Dubai Municipality, Dubai Police and Etisalat	
Where applications can be submitted	• DEWA website (www.dewa.gov.ae) • DEWA Smart App • Customer Care Centre	• DEWA website (www.dewa.gov.ae) • Customer Care Centre
Application Form for this Service	N/A	N/A
Time Required to Deliver this Service	• 2 hours (minor complaints) • 4 hours major complaints (main cable failures)	• 2 hours (minor complaints) • 4 hours major complaints (main line breakage)
Package	N/A	N/A
Service Limitations	N/A	N/A
Notes	Recommended to have regular maintenance of all internal wiring in your premises.	

SR.	SERVICE NAME	RATE/ SERVICE (AED)
1	Single Cut-out Replacement	165
2	Blown Cut-out Fuse Replacement	130
3	LV Fuse Replacement At Sub-Station	150
4	LV Fuse Replacement At Mini Feeder Pillar	145
5	Distribution Board Re-wireable Fuse Replacement	130
6	Single Phase Energy Meter Replacement- All Ratings	260
7	Three Phase Energy Meter Replacement -30-90 A	330
8	Three Phase Energy Meter Replacement –above 30-90 A Ratings	435
9	Meter Replacement; IMS Ele.;10-90A,1Ph,2W	765
10	Meter Replacement; IMS Ele.;20-120A,3Ph,4W	1190
11	Meter Replacement JMS Ele.; 5A,LV-CT4W	1365
12	Replacement Of Current Transformer (CT)	520
13	Replacement CT Kilowatt Hour Meter; Type ET 411 MZ.V=3X2	480
14	Resetting of Tripped Breaker	130
15	Repairing of load Wire	130
16	Sub-Station Open & Close On Customer Request	95
17	Inspection of Dewa Supply on customer Request	135
18	Supply Disconnection On Customer Request (Dedicated CT)	95
19	Reconnection Of Supply After Pvt Work Completion (Shared CT)	95
20	Supply Disconnection On Customer Request (Shared Service)	95
21	Supply Reconnection After Pvt Work Completion (Dedicated CT)	95

BILL PAYMENT	
Service Description	Providing channels for monthly payment of electricity and water bills.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	**Electricity/ Water Supply customers (Consumers)** • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	N/A
Service Requirements	Providing Contract Account Number that the customer wants to pay for.
Application Process	Using one of DEWA's payment channels to pay the bill.
Service Application Timings	• 24/7 through DEWA website (www.dewa.gov.ae) and Smart App • Customer Happiness Centres (as per working hours).
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	• Etisalat • ENOC/ EPPCO • Emirates Post • Banks • Smart Dubai Government
Bill payment channels	• Customer Happiness Centres • DEWA website (www.dewa.gov.ae) • DEWA Smart APP • Banks • Pay via SMS (mPay) • Emirates Post • ENOC/ EPPCO • Etisalat public payment machines • Tayseer (cheque deposit through Emirates NBD CDM machines)

Application Form for this Service	N/A
Time Required to Deliver this Service	Instant • Average waiting time in Customer Happiness Centres is 1:00 minute • Average serving time in Customer Happiness Centres is 1:00 minute
Package	**Housing fees, Sewerage charges and Bill payment.** • You can get the service information through the green bill of the consumption. Housing fees and Sewerage charges are paid via any DEWA payment channel in integration with bill payment service. • **Services included in package:** Housing fees, Sewerage Charges (Dubai Municipality) and Bill payment service. **Note:** To improve the customer experience the housing fees are being divided into equal installments over a 12-month (monthly payments).
Service Limitations	N/A
Notes	• In case there was a disconnection due to non-payment of bill, reconnection will take place 4 hours after the bill payment. • Your payment information is kept confidential and secure and not sold or passed on without your specific permission. • Your payment information is used only for legitimate commercial/ social transaction purposes.



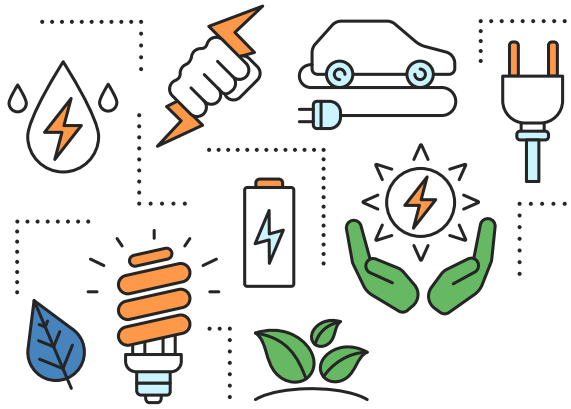
REQUEST FOR REFUND	
Service Description	This service consists in providing channels for refund
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• Payment proof required in case of credit balance.
Service Requirements	• Move Out from the Premise.
Application Process	• Move Out Request for the Premise • Settling the outstanding (if any) • Move Out date • Select preferred Refund option • Confirm the details
Service Application Timings	• 24/7 through DEWA Website (www.dewa.gov.ae) and DEWA Smart APP • Customer Happiness Centers (as per working hours)
Service Fees	• Refund through IBAN (No fee). • Refund through Western Union (AED 18.37 or 1% of total refund amount whichever is higher). • Refund through cheques (AED 20).
Service Integration with other services	• Integration with Emirates NBD & Western Union
Time Required to Deliver Service	• Refund through cheque – 6 working days • Refund through IBAN – 3 working days • Refund through Western Union – 6 working days
Partner organizations	• Emirates NBD • Western union
Where applications can be submitted	• Customer Happiness Centers • DEWA Website (www.dewa.gov.ae) • DEWA Smart APP
Application Form for this Service	N/A
Package	N/A
Service Limitations	• Settling the outstanding dues. • Valid IBAN number of same customer. • Valid ID (Emirates ID/ Passport)



REQUEST FOR CLEARANCE CERTIFICATE	
Service Description	This is a request to issue a certificate based on the customer's request on clearing all the outstanding bills related to the premises.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	**Electricity/ Water Supply Customers (Consumers)** • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• Passport copy or Emirates ID • Premise Number or Account Number • Final bill settled for Tenant only • Outstanding Cleared for Landlord
Service Requirements	• **For Tenant:** Final Bill to be settled • **For Landlord:** Outstanding to be cleared
Application Process	• Settle the final bill (Tenant) or clear the outstanding (Landlord) • Pay the fees • Get the Certificate or get "Clearance Certificate"
Service Application Timings	• 24/7 via DEWA Website (www.dewa.gov.ae) and DEWA Smart App
Service Fees	Free
Service Integration with other services	Final bill settlement then issuance of the certificate "Clearance".
Partner organizations	N/A
Where applications can be submitted	• DEWA website (www.dewa.gov.ae) • DEWA Smart App
Application Form for this Service	N/A
Time Required to Deliver this Service	• **DEWA Customers:** Clearance certificate will be sent through email immediately upon settlement of final bill. • **Non-DEWA Customers:** Clearance Certificate will be sent through email within 3 working days of the request. • **Property Sellers:** Clearance certificate will be sent through email immediately upon settlement of full outstanding dues of the property.
Package	Final Bill with Clearance Certificate
Service Limitations	Certificate is valid for one month from issuance date



REQUEST FOR INFORMATION UPDATE	
Service Description	This service consists of updating customer's personal information with DEWA such as mobile number, email address, PO Box number etc. in order to ensure receipt of monthly bills and notifications as per the customer's updated contact information, in addition to update premise type and landlord information.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	N/A
Service Requirements	• Log-in through User ID & Password
Application Process	• **Procedure through DEWA website (www.dewa.gov.ae) and smart app** Customer may instantly update his/ her information by filling the required fields and submitting the information. • **Procedure through Customer Care Centre** **Step 1:** Sending email to Customer Care Centre with the new information customer wants to update to customercare@dewa.gov.ae. **Step 2:** Customer will receive reference number through email and SMS to review service status. **Step 3:** Information will be updated within 3 days.
Service Application Timings	• 24/7 through DEWA website (www.dewa.gov.ae), Smart App and Customer Care Centre.
Service Fees	• Free Service through DEWA Website (www.dewa.gov.ae) and DEWA Smart App. • AED 10 Service charges for requests received through DEWA Customer Care Centre. • Free for 'Thukher ' and 'Sanad' cardholders.
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	• DEWA website (www.dewa.gov.ae) • DEWA Smart App • Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	• Immediate Update for requests through Website and Smart App. • 3 working days for requests through Customer Care Center.
Package	N/A
Service Limitations	N/A
Notes	In case of enquiry related to updating contact information which was done through DEWA website (www.dewa.gov.ae) or Smart App, customer can contact Customer Care Centre on 04-6019999 or raise enquiry through DEWA website www.dewa.gov.ae or DEWA Smart App.

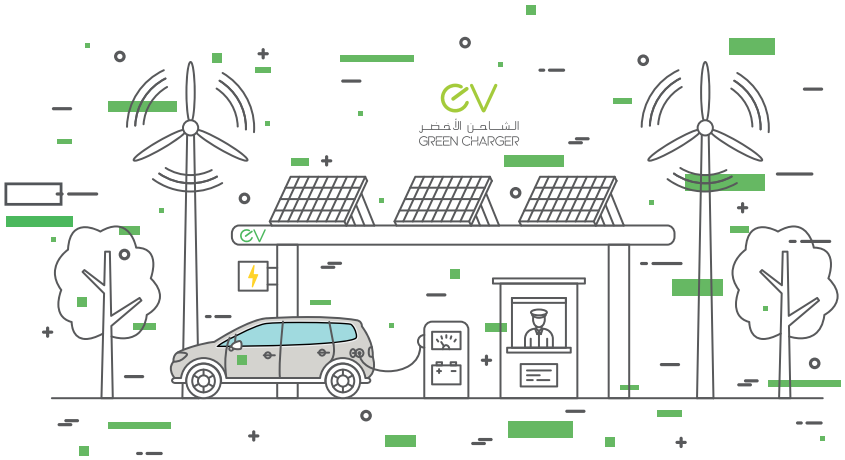


REQUEST FOR ISSUING/ REPLACING EV GREEN CHARGER CARD		
Service Description	This service includes issuing or replacing cards to charge electric vehicles at the Green Charger stations in Dubai.	
Service Category & Type	• Subsidiary • Procedural	
Customer Segment	**Electricity/ Water Supply Customers (Consumers)** • Government/ Semi Government • Business • Individual (Local) • Individual (Expat) Please note that non-DEWA customers can also apply for this service.	
Documents Required	**Issuing EV Green Charger Card** • Emirates ID or Passport copy (for non DEWA Customers) • Trade License & letter from the company requesting to issue Green Charger Card (Business customers) • Car ownership card	**Replacing EV Green Charger Card** • Emirates ID or Passport copy (for non DEWA Customers) • Account Number • Lost/ Damaged EV Green Charger Card number
Service Requirements	Log-in with User ID & Password through DEWA website (www.dewa.gov.ae) or visit Customer Happiness Centers.	

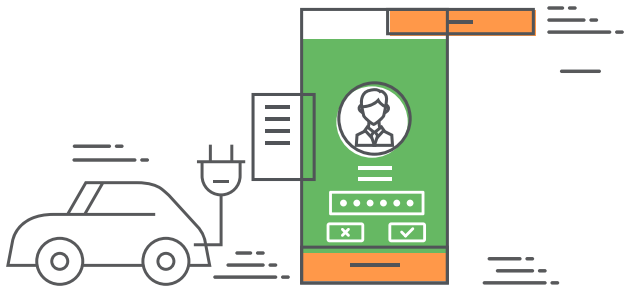
	Issuing EV Green Charger Card	Replacing EV Green Charger Card
Application Process	**Online through DEWA website or Smart App:** • Account owner to login to DEWA Website (www.dewa.gov.ae)/ DEWA Smart App with his credentials (User ID and Password). • Customer to apply for Issuing Green Charger Card. • Customer receives notification number via email and SMS to follow up the status of the request. • Green Charger card will be delivered to customers through a courier company at their registered address within 3 working days of applying through DEWA's website (www.dewa.gov.ae) or Smart App. **Through Customer Happiness Centres.** • Customer to visit DEWA Customer Happiness Centre. • Customer to Request Issuing Green Charger Card. • Green Charger card is issued immediately to customer upon registration at Customer Happiness Centres.	**Online through DEWA website or Smart App:** • Account owner to login to DEWA Website (www.dewa.gov.ae)/ DEWA Smart App with his credentials (User ID and Password). • Customer to apply for Replacing Green Charger Card. • Customer receives notification number via email and SMS to follow up the status of the request. • Green Charger card will be delivered to customers through a courier company at their registered address within 3 working days of applying through DEWA's website (www.dewa.gov.ae) or Smart App. **Through Customer Happiness Centres.** • Customer to visit DEWA Customer Happiness Centre. • Customer to Request Replacing Green Charger Card. • Replaced Green Charger card is issued immediately to customer upon request at Customer Happiness Centres.

REQUEST FOR ISSUING/ REPLACING EV GREEN CHARGER CARD		
	Issuing EV Green Charger Card	Replacing EV Green Charger Card
Service Application Timings	• 24/7 via DEWA website (www.dewa.gov.ae) and Smart App • Customer Happiness Centres (as per working hours)	
Service Fees	• Service fees for issuing card are free of charge • AED 500 Refundable Security Deposit upon registration • Courier charge of AED 20 with effect from 01 Jan 2020. • **For Individuals:** Free charging of Electric Vehicles at DEWA public chargers up to 31 December 2021 • **For Business:** Free charging of Electric Vehicles at DEWA public chargers up to 31 Dec 2019	• AED 200 for replacing the card • Courier charge of AED 20 with effect from 01 Jan 2020.
Service Integration with other services	Integration with RTA (Upon EV registration with RTA, DEWA will send an email to customers regarding customer account and card delivery details).	N/A
Partner organizations	RTA	N/A
Where applications can be submitted	• DEWA Website (www.dewa.gov.ae) • DEWA Smart App • Customer Happiness Centres	• DEWA Website (www.dewa.gov.ae) • DEWA Smart App • Customer Happiness Centres

	Issuing EV Green Charger Card	Replacing EV Green Charger Card
Application Form for this Service	N/A	N/A
Time Required to Deliver this Service	• Green Charger card is delivered to customers through a courier company at their registered address within 3 working days for requests through DEWA's website or Smart App. • Immediately issued to customer upon registration at DEWA Customer Happiness Centers.	• Green Charger card is delivered to customers through a courier company at their registered address within 3 working days for requests through DEWA's website or Smart App • Immediately issued to customer upon registration at DEWA Customer Happiness Centers.
Package	N/A	N/A
Service Limitations	N/A	N/A



REQUEST FOR DEACTIVATION EV GREEN CHARGER CARD	
Service Description	This service includes deactivating the Green Charger Card and issuing the final bill.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• Sealed and signed letter (for commercial and industrial) • Green Charger card • Account number
Service Requirements	• Paying final bill, if any
Application Process	Online Process Through Website & Smart App: • Account owner to login to DEWA Website/ DEWA Smart App with his credentials (User ID and Password) • Customer to apply for Deactivation of EV Green Charger Card • Receiving notification number via email and SMS to follow up with status of request • Issuing Final Bill • Closing account • Paying final bill amount (if any) • Refunding the security deposit (if any) Through Customer Happiness Centres • Customer to visit Customer Happiness Centre • Customer to Request for Deactivation of EV Green Charger card. • Customer will receive notification number via email and SMS to follow up the status of request. • Issuing the final bill • Closing the account • Settling the final bill amount once ready, if any • Refunding the security deposit, if any
Service Application Timings	• 24/7 via smart app, DEWA website • Customer Happiness Centres (as per working hours)
Service Fees	Final Bill amount
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	• DEWA website (www.dewa.gov.ae) • DEWA Smart App • Customer Happiness Centres
Application Form for this Service	N/A
Time Required to Deliver this Service	EV Final Bill will be processed within 3 working days. Customer will receive final bill through the registered email ID.
Package	N/A
Service Limitations	N/A



REQUEST FOR CONSUMPTION VERIFICATION - ELECTRICITY/ WATER	
Service Description	This service is offered to customers wishing to verify their consumption level on noticing unexpected increase or decrease in electricity or water consumption.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Electricity/ Water Supply Customers (Consumers) • Government/ Semi Government • Business • Individual (Local) • Individual (Expat)
Documents Required	• Emirates ID in case of personal visit to Customer Happiness Centre • Authorization letter from the account holder in case a representative is requesting the service on behalf of the account holder.
Service Requirements	Providing account number
Application Process	• Customer may communicate with DEWA through any of the available service channels to enquire about high/ low consumption. • A notification number will be sent to customer through SMS & Email, which can be used for tracking the status of the request. • Feedback will be sent to customers through Email or letter by post.
Service Application Timings	• 24/7 through Smart App, DEWA website (www.dewa.gov.ae) and Customer Care Centre • Customer Happiness Centres (as per working hours)
Service Fees	After the inspection, if it turned out that the meter has been working properly, inspection fees will be debited on customers upcoming bill as follows: • 30 AED for small meters • 75 AED for large meters 'Thukher' cardholders are entitled to a 50% discount on service fees only.
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	• Customer Happiness Centres • DEWA Website (www.dewa.gov.ae) • Smart App • Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	• Inquiry will be responded to within 7 working days • Average waiting time in Customer Happiness Centres is 3:00 minutes • Average service time in Customer Happiness Centres is 3:00 minutes
Package	N/A
Service Limitations	N/A
Notes	In order to verify the accuracy of the meter, if required, meters will be tested in a DEWA lab and a new meter will be installed for service continuity.



BUILDER SERVICES

- NOC SERVICES
- ELECTRICITY NETWORK SERVICES
- WATER NETWORK SERVICES

REQUEST FOR PROJECT REGISTRATION & MASTER PLAN SUBMISSION (MA'LEM DUBAI)	
Service Description	This service enables Developers and Consultants to register their projects and submit its master plan to DEWA.
Service Category & Type	• Subsidiary • Regulatory
Customer Segment	**Infrastructure & Network Project Owners:** 1. Developers 2. Service Authority **Infrastructure & Network Direct Customers:** 3. Consultant 4. Developers
Documents Required	• Depending on the project type and the Master Plan type; the submission should comply with the requirements of the Power Supply Guidelines for Major Projects; which is available in DEWA website (www.dewa.gov.ae).
Service Requirements	• DEWA Enrolled Major Project Developers and their appointed Consultants can apply for the service. • Obtain Power Supply Master Plan Approval.
Application Process	• Fill-in the online application form with required information. • Attach required documents and submit the application. • On successful submission, a reference number will be provided which can be used for tracking the status of the application.
Service Application Timings	• 24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	Online through DEWA website (www.dewa.gov.ae)
Time Required to Deliver this Service	DEWA response on the submitted Power Supply Master Plan of Major Projects depends on the type of submission.
Package	N/A
Service Limitations	N/A
Notes	• System will automatically generate application reference number. • Application status can be tracked online/ through mobile apps. • The applicant will receive SMS and e-mail notifications regarding the progress of the application (Submitted, Under Review and DEWA Response Issued). In addition to notifications, the status of the application can also be tracked online through the tracking page of the e-service. • Once the power supply Master Plan submission is reviewed by all the concerned DEWA Departments, DEWA response/ feedback can be downloaded from the tracking page of the e-service.

REQUEST FOR BUILDING NO OBJECTION CERTIFICATE-ELECTRICITY/ WATER		
Service Description	This service enables contractors and consultants to obtain Electricity or Water No Objection Certificate for building permit.	
NOC Type	No Objection Certificate - Electricity	No Objection Certificate - Water
Service Category & Type	• Subsidiary • Procedural	
Customer Segment	Infrastructure & Network Direct Customers • Contractors • Consultants	
Documents Required	• Latest valid Affection Plan issued from Dubai Municipality/ Concerned Authority • Site setting out plan with meter location • Load schedules with Connected Load/ Maximum demand (optional) • Passport copy/ Emirates ID of owner • Latest Load confirmation letter from the main developers for the project located in the major area (if project is located in the major area).	• Affection Plan • Internal Network Drawings • Details of Daily Water Requirements
Service Requirements	• To be enrolled in DEWA Online Services (www.dewa.gov.ae) and owner registration.	Online application with all required documents.
Application Process	Apply through DEWA website (www.dewa.gov.ae) **Important Note:** The projects which require Dubai Municipality building permit, submission of Building NOC is through Dubai BPS (Building Permit System).	• Apply through DEWA website or Dubai Municipality website (www.dewa.gov.ae) and attach all required documents • Receive the application • DEWA will study the application and provide remarks/ approval • Issue of No objection Certificate
Service Application Timings	24/ 7 through DEWA website (www.dewa.gov.ae)	24/ 7 through DEWA website (www.dewa.gov.ae) or Dubai Municipality website

	No Objection Certificate - Electricity	No Objection Certificate - Water
Service Fees	Free	Free
Service Integration with other services	N/A	N/A
Partner organizations	N/A	Dubai Municipality
Where applications can be submitted	DEWA website (www.dewa.gov.ae)	• DEWA website (www.dewa.gov.ae) • Dubai Municipality website
Application Form for this Service	N/A	No Objection Certificate for Building Permit
Time Required to Deliver this Service	3 working days	3 working days
Package	N/A	N/A
Service Limitations	**Validity of Building NOC:** • 2 years for Normal growth area • 1 year for Major Projects area • 6 months for construction • Application is automatically cancelled by system in case it is not resubmitted by contractor/ consultant within 4 weeks of calendar days of being returned from DEWA.	N/A
Notes	• System will automatically generate application reference number (11xxxxx). • Customer will be able to track the status of the application through DEWA E-Services using the above reference number. • Application is automatically cancelled in case if it was returned by DEWA and not resubmitted by Contractor/ Consultant within 4 weeks (calendar days).	N/A

REQUEST FOR DEMOLISHING NO OBJECTION CERTIFICATE – ELECTRICITY/ WATER		
Service Description	This service enables enrolled contractors to obtain Electricity Or Water No Objection Certificate for Demolition.	
NOC Type	No Objection Certificate - Electricity	No Objection Certificate - Water
Service Category & Type	• Subsidiary • Procedural	
Customer Segment	Infrastructure & Network Direct Customers • Contractors • Consultants	
Documents Required	• Owner Passport copy • Affection Plan • Latest valid Site plan indicating the area for demolition. • No Demand Certificate from DEWA stating the settlement of final Bill pertaining to the building proposed for demolition.	• Affection Plan • Trade License
Service Requirements	• Submit request through E-Services on DEWA Website (www.dewa.gov.ae). • Shifting/ Removal of cables or equipment existing in site required to be demolished.	Online application with all required documents.
Application Process	• Apply online through DEWA website (www.dewa.gov.ae). • Selecting "consultants and contractors" the "services" then "NOC" for Demolition. • Entering the national ID number/ National Identification license number used in registering entrepreneurs. • In case the owner is not available on DEWA system you must register an owned by choosing "create an owner" and then update the required data. • Choose the type of action you want to take (New submission/ Resubmission/ Renewal, etc). Then choose the type of connection required. • Fill out the mandatory fields and attach the required documents. then press the "Submit Application" button.	• Apply through DEWA website (www.dewa.gov.ae) and attach all required documents. • Coordinate with Customer Billing department for pending bills and financial requirements. • Pay financial requirements through DEWA approved payment channels. • Coordinate with Customer Billing department for Final Bills. • Disconnect the water supply. • The NOC will be issued within 3 Working Days.

	No Objection Certificate - Electricity	No Objection Certificate - Water
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)	24/7 through DEWA website (www.dewa.gov.ae) and Dubai Municipality website
Service Fees	Free	Free
Service Integration with other services	N/A	N/A
Partner organizations	N/A	Dubai Municipality
Where applications can be submitted	DEWA website (www.dewa.gov.ae)	• DEWA website (www.dewa.gov.ae) • Dubai Municipality website
Application Form for this Service	N/A	No Objection Certificate for Demolishing form
Time Required to Deliver this Service	3 working days	3 working days
Package	N/A	N/A
Service Limitations	Demolishing No Objection Certificate is valid 6 months from date of issuance.	N/A
Notes	• System generates application number. • You can use the reference number to follow up your application status via online services.	N/A

REQUEST FOR INFRASTRUCTURE PROJECTS NO OBJECTION CERTIFICATES		
Service Description	It is a No Objection Certificate for Infrastructure projects, in which the Consultant or Contractor requests DEWA's approval for design and construction drawings respectively, before starting the construction and it includes NOC for general projects, house connection, road projects, network services, trial pits and DEWA infrastructure information within the Right of Way (ROW) or within or adjacent to DEWA's assets and corridors.	
Service Category & Type	• Subsidiary	• Regulatory
Customer Segment	Infrastructure & Network Direct Customers:	
	• Consultant	• Contractor
Documents Required	• Trade License	
Service Requirements	1. Covering Letter 2. Affection plan 3. Key plan showing the proposed work in Dubai map 4. General layout plan showing proposed work (DTLM coordinates) 5. Detailed Cross sections drawings showing the distribution of services corridor along with proposed work as per RTA ROW cross section or Approved master plan for major projects. 6. Trial pit/ site verification from concerned departments. 7. Detailed program of proposed work 8. Contractor's emergency contact details 9. Detailed Method of statement (for working near or above or below DEWA services) **Note:** For specific submission requirements depending on the project, please refer to detailed submission guidelines available at https://dewa.gov.ae/en/builder/useful-tools/user-manual	
Application Process	**1. Work within right of way** • Apply for NOC online on the RTA system (e-NOC) through the link: (https://noc.rta.ae) • For online applications, customers should attach their requirements as mentioned in the NOC Submission Guidelines. • For manual application, get the online RTA reference number from e-NOC and upload the necessary documents on the DEWA Customer Portal at (https://crm.dewa.gov.ae/irj/portal/anonymous). **2. Work inside DEWA lands & premises** • NOC applications which do not require to be submitted through RTA E-NOC system (DEWA Related Projects) can be submitted through DEWA Customer Portal at (https://crm.dewa.gov.ae/irj/portal/anonymous)	

Service Application Timings	24/7 through DEWA (https://crm.dewa.gov.ae/irj/portal/anonymous) and RTA Website (noc.rta.ae)	
Service Fees	Free	
Service Integration with other services	N/A	
Partner organizations	RTA	
Where applications can be submitted	DEWA (https://crm.dewa.gov.ae/irj/portal/ anonymous) and RTA website (noc.rta.ae)	
Application Form for this Service	N/A	
Time Required to Deliver this Service	Information Services	3 working days
	Trial Pits	3 working days
	House Conncection NOC	3 working days
	General NOC	5 working days
	Road NOC	7 working days
	Network NOC	7 working days
Package	N/A	
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: 1. The customer fails to obtain NOC approvals for the online and manual NOC submission within 60 days. 2. The customer does not make the RTA E-NOC application on DEWA Customer Portal, with the RTA-NOC application reference number, within 7 working days.	
Notes	For NOC Submission Guideline, upload the soft copy from (https://www.dewa.gov.ae/en/builder/userful-tools/user-manual)	

REQUEST FOR SOLAR CONNECTION NO OBJECTION CERTIFICATE	
Service Description	This service enables enrolled solar contractors to obtain No Objection Certificate for Solar Connection projects.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Infrastructure & Network Direct Customers: • Contractors • Consultants
Documents Required	• Site Setting out plan with (PV module layout), showing meter location, PoC etc. • Latest & valid copy of Site Plan/ Affection Plan (OR customer authorization letter can be submitted) • Single line diagram (SLD) showing all technical details of the generator etc. • DRRG Solar NOC application in excel format (.XLSX format only).
Service Requirements	DEWA enrolled solar consultants/ contractors can apply for the service.
Application Process	Apply online through DEWA website (www.dewa.gov.ae)
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	Online through DEWA website (www.dewa.gov.ae)
Time Required to Deliver this Service	• 3 Working days for less than 10KWp • 6 Working days for above 10KWp
Package	N/A
Service Limitations	N/A
Notes	• System will automatically generate application reference number (70xxxxx). • Application status can be tracked on-line. • Technical discussion supports feature is available on DEWA website (www.dewa.gov.ae).

GETTING ELECTRICITY CONNECTIONS	
Service Description	This service enables enrolled contractors and consultants to obtain power connections to the various projects and buildings.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Infrastructure & Network Direct Customers: • Contractors • Consultants
Documents Required	• Obtain building permit/ DEWA Building NOC • Proposed location of meters and sub-meters • Layout of Drawing (i.e. floor plan indicating plumbing system) • Summary and details of connected load & maximum demand. • Setting out layout/ GF plan indicating metering locations/ substations, as applicable. • Single line diagram of the LV distribution & metering. • Dimensional details and arrangement of metering cabinets/ LV panels. • Wiring layouts. • Substation details if applicable. • Specifications and other technical documents as applicable.
Service Requirements	• Obtain DEWA building NOC • DEWA enrolled consultants/ contractors can apply for the service.
Application Process	• Submit on-line application. • Payment to be made against invoice as applicable. • Notify site readiness for inspection & power connection.
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	N/A
Time Required to Deliver this Service	LV Design Approval: • Load from 1-150 kw: 1 working day • Load from 151-400 kw: 2 working days • Load from 401-5000 kw: 3 working days • Load from 5001 and above: 3 working days Issuance of Connection Cost: • Load from 1 to 150 Kw: 1 working day • Load from 151 to 400 Kw: 3 working days • Load from above 400 Kw: 3 working days LV Inspection: • **Load from 1 – 150 Kw:** 1 working days from the date preferred by the authorized electrical Contractor for the project • **Load from above 150 Kw:** 2 working days from the date preferred by the authorized electrical Contractor for the project HV Substation Location & size Approval (If any): • 3 working days HV Substation Inspection (If any): • 1 working day from the date preferred by the authorized electrical Contractor for the project.
Package	N/A
Service Limitations	• Connection cost is valid for One year from the date of issuance. • This service is provided for registered consultants & Contractors.
Notes	• The system will generate a unique application number (E-xxxxxx). • Application status can be tracked through E-services. • Technical discussion supports feature is available on DEWA website (www.dewa.gov.ae). ** Contractors can follow the above guidelines for additional load or temporary supply requests. **** Important Note:** Payment is not required for Al Namoos Projects (Residential New Connections with load of 150Kw and below, fed from existing source).

GETTING ELECTRICITY FIT-OUT CONNECTIONS	
Service Description	This service enables enrolled consultants and contractors to obtain fit-out power connection to shops and offices.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	**Infrastructure & Network Direct Customers:** • Contractors • Consultants
Documents Required	• Load distribution schedules of distribution boards. • Copy of DEWA approved TCL/ MD, MDBs/ SMDBs etc... schedule (Main project) • Landlord NOC (In DEWA prescribed format) • Tenancy Contract + Trade License + Passport Copy • Wiring Layouts - Lighting • Wiring Layouts - Power
Service Requirements	DEWA enrolled contractors can apply for the service.
Application Process	Online through DEWA website (www.dewa.gov.ae)
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	Online through DEWA website (www.dewa.gov.ae)
Time Required to Deliver this Service	• **Design Approval:** 1 working days. • **LV Inspection:** appointment will be given within 2 working days from readiness date notified by contractor.
Package	N/A
Service Limitations	N/A



REQUEST FOR ELECTRICITY NETWORK MODIFICATION	
Service Description	This service enables enrolled contractors and consultants to obtain technical services related to the modification of electricity network such as shifting of meters, substations or cables, etc.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Infrastructure & Network Direct Customers: • Contractors • Consultants
Documents Required	• Latest affection plan issued from Dubai Municipality or relevant Authority. • Copy of Owner's Passport or Emirates ID. • Latest DEWA Bill • No Demand Certificate or Clearance from DEWA Billing Services department (for Dedicated substation cancellation only). • Site setting out plan showing the proposed location(for KWH Meter and substation shifting only).
Service Requirements	DEWA enrolled consultants/ contractors can apply for the service.
Application Process	Apply through DEWA website (www.dewa.gov.ae)
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Application for service is free of charge, service is chargeable (where applicable).
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	N/A
Time Required to Deliver this Service	Network modification Estimate will be issued within 8 working days.
Package	N/A
Service Limitations	Estimate is valid for 12 months

GETTING SOLAR CONNECTIONS	
Service Description	This service connects solar panels on existing buildings to DEWA's network to regularize the generation process and enable customers to export surplus power to DEWA's grid as part of DEWA's strategy towards sustainable energy.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Infrastructure & Network Direct Customers: • Contractors • Consultants
Documents Required	1. Design assessment input form in excel format (.XLSX format only). 2. Total connected load max. demand/MDB/SMDB etc... schedule incorporating existing load/KWh meters proposed solar generation meter etc... (PDF format only). 3. Single line diagram of proposed grid tie solar PV system indicating KWh meters, inverters, interface protection system, low voltage distribution system etc... (PDF format only). 4. Site setting lay-out indicating the location of proposed solar panels, associated equipment, KWh metering etc... (PDF format only). 5. Installation details of proposed solar generation meter, PV panels, inverters, MDBs/SMDBs etc... (PDF format only). 6. Technical specifications of solar panels, grid tie inverters, interface protection and associated equipment. (PDF format only) if not listed in DEWA equipment list. 7. Production details (KWp and KWh annum.) (PDF format only). 8. Wiring lay-out and Sizing of PV system elements (string design, inverters, solar cables, breakers, etc...) (PDF format only). **Below two documents are not mandatory at design approval stage, if not submitted becomes mandatory to be submitted during offering for inspection:** 1. Dubai Municipality/ Tarakhees/ any other authority's Permit for solar installation (PDF format only). 2. Explicit acceptance and agreement to the terms and Conditions of the Connection Agreement (PDF format only). **Test reports:** 1. Test report in DEWA published format during without interconnection inspection and with interconnection inspection stages. 2. Performance test report in DEWA template excel format (.XLSX format only).
Service Requirements	• DEWA enrolled Solar consultants/ contractors can apply for the service. • Obtain DEWA Solar NOC
Application Process	• Apply online through DEWA website (www.dewa.gov.ae) for Design Approval. • **Notify for inspections** **Stage-1:** Without interconnection **Stage-2:** with interconnection inspection • Submission of performance test report for the connection above 100KWp.
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	Online through DEWA website (www.dewa.gov.ae)
Time Required to Deliver this Service	• **Solar Design Approval:** 11 Working days • **Inspection:** 2 working days at each stage of inspection
Package	N/A
Service Limitations	N/A
Notes	• System will automatically generate application reference number (S-0xxxxx). • Application status can be tracked on-line/ Smart App. • Technical discussion supports feature is available on DEWA website (www.dewa.gov.ae).

GETTING WATER CONNECTIONS	
Service Description	This service enables enrolled contractors and consultants to obtain water connections to the various projects and buildings.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	Infrastructure & Network Direct Customers: • Contractor • Consultant
Documents Required	• Affection plan • Building permit (only for temporary connections) • Water NOC with proposed meter location and approved daily water consumption and calculation. • Master plan approval from Water Planning Dept. (flow meter).
Service Requirements	• DEWA enrolled consultants/ contractors can apply for the service.
Application Process	1. Enter owner ID (Emirates ID) & Contractor Trade license number used earlier for owner registration in DEWA then click on Search 2. Select the owner to create the application 3. Choose the type of connection (Permanent/ Temporary) 4. Search the DEWA approved building NOC, related to your project 5. Fill all the mandatory fields and attached the required documents based on the type of connection 6. DEWA will visit the site and issue the Cost Estimate 7. Pay through any DEWA approved payment channel 8. After payment, site readiness and NOC clearances, the water meter will be connected within: • Small meter connection 3 days • Large meter connection 5 days
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Depend on daily water requirements, materials, pipes and any fittings
Service Integration with other services	Building NOC Service - Water
Partner organizations	RTA
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	DEWA website (www.dewa.gov.ae)
Time Required to Deliver this Service	• Small meter connection 3 days • Large meter connection 5 days
Package	N/A
Service Limitations	Cost Estimate is valid for one year from the date of issuance
Notes	• The system will generate a unique application number (W-xxxxxx). • This reference number can be used to track the progress of your request online. • Security Deposit & outstanding amount have to be paid separately to enable us to release water supply.

WATER NETWORK MODIFICATION SERVICE		
	Online application through DEWA Website	Application through (Al Qouz Sustainable Building)
Service Description	This service enables enrolled contractors and consultants to obtain technical services related to the modification of water network such as shifting of meters and water pipelines inside plots, relocation or protection of existing line due to shoring activities.	
Service Category & Type	• Subsidiary • Procedural	
Customer Segment	• Contractors • Consultants	
Documents Required	• No Objection Certificate (NOC) • Latest affection plan issued from Dubai Municipality or relevant Authority. • Building permit.	• Official letter from the contractor or consultant. • Building permit/ NOC • Latest affection plan issued from Dubai Municipality or relevant Authority. • Trial pit verification • Proposed relocation drawings (showing existing services)
Service Requirements	All contractors/ consultants or owners.	
Service Application Timings	7:30 am to 2:30 pm Projects Water Distribution Department- (Al Qouz Sustainable Building) or 24/7 through the concerned email (water.network@dewa.gov.ae)	
Where applications can be submitted	7:30 am to 2:30 pm Projects Water Distribution Department- (Al Qouz Sustainable Building) or 24/7 through the concerned email (water.network@dewa.gov.ae)	
Application Form for this Service	7:30 am to 2:30 pm Projects Water Distribution Department- (Al Qouz Sustainable Building) or 24/7 through the concerned email (water.network@dewa.gov.ae)	

	Online application through DEWA Website	Application through (Al Qouz Sustainable Building)
Application Process	1. Enter owner ID (Emirates ID) & Contractor Trade license number) used earlier for owner registration in DEWA then click on Search. 2. Select the owner to create the application. 3. Choose diversion (Main water pipeline/ Large meter). 4. Search the DEWA approved building NOC, related to your project. 5. Fill all the mandatory fields and attached the required documents based on the type of connection. 6. DEWA will visit the site and issue the Cost Estimate. 7. Pay through any DEWA approved payment channel. 8. After payment site readiness and NOC clearances, the work will start at site.	1. Contractor or consultant will submit an official letter for network Modification. 2. Appointment with relevant department. 3. The relevant department will study the request and provide consultation with recommendations. 4. The network will be modified as per the approved drawings.
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)	7:30 am to 2:30 pm Projects Water Distribution Department- (Al Qouz Sustainable Building)
Service Fees	Depending on pipes, fittings and any other needed materials.	Service is free of charge, however work will be carried out by third party contractor, the customer will get an estimate from the third party contractor.
Service Integration with other services	Building NOC Service - Water	N/A
Partner organizations	RTA	

Where applications can be submitted	Online application through DEWA Website	Application through (Al Qouz Sustainable Building)
	DEWA website (www.dewa.gov.ae)	7:30 am to 2:30 pm Projects Water Distribution Department-
Application Form for this Service	DEWA website (www.dewa.gov.ae)	Official letter from the contractor/ consultant
Time Required to Deliver this Service	Varies per case (Dependent on site situation, and subject to additional requirements from other Government Departments).	2 working days to reply to the letter after successful site inspection. (work will be carried out by third party contractor so timeline is dependent on them)
Package	N/A	
Service Limitations	Cost Estimate is valid for only one year from the date of issuance.	Work will be carried out by a third party contractor.
Notes	• The system will generate an application number (W-xxxxxx). • Using the application number you can check the status of the application online.	





CHANNELS OF SERVICE DELIVERY & IMPORTANT INFORMATION

- ENROLLMENT OF CONSULTANT & CONTRACTOR
- CUSTOMER HAPPINESS CENTRES
- FACILITIES FOR POD
- ACCESSIBILITY FEATURES WEBSITE & SMART APP FOR POD
- BILL PAVEMENT CHANNELS
- GREEN BILL
- CUSTOMER CARE CENTRE SERVICES
- ASH'IR
- HAYAK
- ELECTRICCITY & WATER CONSERVATION TIPS
- SLAB TARIFF
- COMPLAINTS & SUGGESTIONS
- DEWA STORE
- CONTACT US

ENROLLMENT OF CONSULTANTS & CONTRACTORS

Service Description	Through this service, contractors & consultants will be able to benefit from DEWA online services.
Service Category & Type	• Subsidiary • Procedural
Customer Segment	• Contractors • Consultants
Documents/ Service Requirements	Updated List of Consultants/ Contractors/ Developers and Requirements for Enrollment.

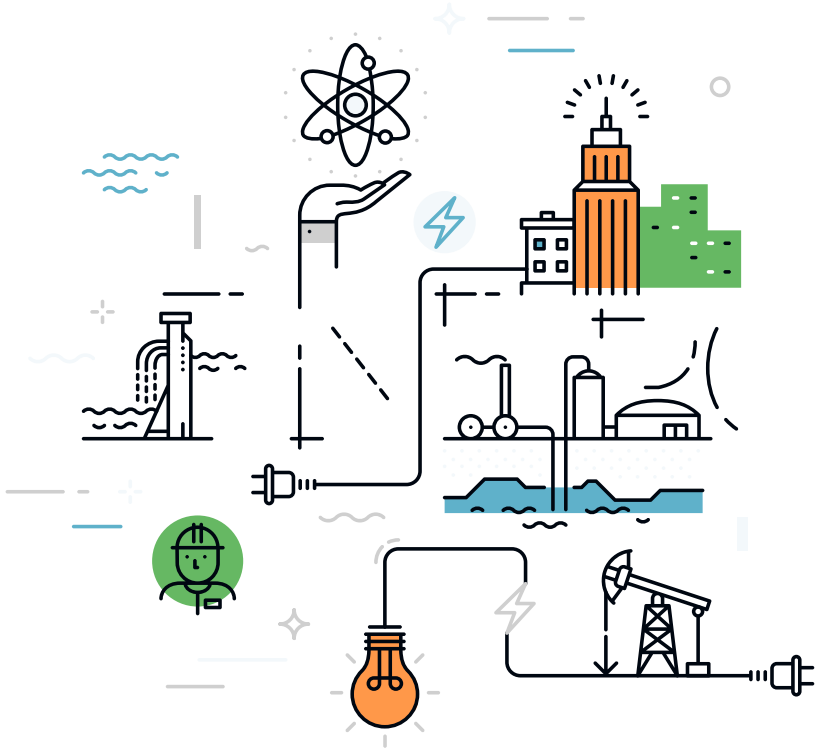
SR.	CONSULTANTS	DOCUMENTS REQUIRED
1	Consultant-General	• Trade License* • Applicant/ Engineer's Passport along with Visa Page* • VAT Registration Letter*
2	Consultant-Electrical	• Trade License* • VAT Registration Letter* • Passport and Visa Page* • Qualification Degree/ Diploma* • Experience document (min 1 year supervision experience compliance)*
3	Consultant-Utility	• Authorization Letter * • VAT Registration Letter* • Applicant/ Engineer's Passport along with Visa Page*
4	Consultant-Electrical & DRRG Solar PV	• Trade License with activity code* (Ensure activity of Renewable Energy Consultancy - Code:731004) • VAT Registration Letter • Passport and Visa Page* • Qualification Degree/ Diploma* • Experience document (min 4-year supervision experience compliance)* • Declaration Form* • Emirates ID for Solar Certified Engineer* • No Objection Letter by the company* (Submit letter address to DEWA to list the company name in DEWA website specify TL No, Fax No, e-mail and web address in the letter).
5	Consultant-Major Project	• Trade License*
6	Consultant-Infrastructure	• Trade License* • VAT Registration Letter

Documents/ Service Requirements

SR.	CONTRACTORS	DOCUMENTS REQUIRED
7	Contractor-Electrical	• Trade License* • VAT Registration Letter • Passport and Visa Page* • Qualification Degree/Diploma* • Experience document (min 1 year supervision experience compliance)* • List of Technical Staff to be supported by visa*
8	Contractor-Civil	• Trade License* • VAT Registration Letter • Applicant/ Engineer's Passport along with Visa Page*
9	Contractor-Fit out	• Trade License* • VAT Registration Letter • Passport and Visa Page* • Qualification Degree/Diploma* (Experience document (min • 1 Year supervision experience compliance)* • List of Technical Staff to be supported by visa*
10	Contractor-Demolition	• Trade License* • VAT Registration Letter
11	Contractor-Infrastructure	• Trade License* • VAT Registration Letter
12	Contractor-Civil & Demolition	• Trade License* • VAT Registration Letter
13	Contractor-Electrical & Demolition	• Trade License* • VAT Registration Letter • Passport and Visa Page* • Qualification Degree/Diploma* • Experience document (min 1 year supervision experience compliance)* • List of Technical Staff to be supported by visa*
14	Contractor-Electrical & DRRG Solar PV	• Trade License with activity code *(Ensure activity of Solar Energy System Installation and maintenance - Code:453023) (Ensure activity of Electrical fitting contracting – Code: 453014) • VAT Registration Letter • Passport and Visa Page* • Qualification Degree/ Diploma* • Experience document (min 4 year supervision experience compliance)* • List of Technical Staff to be supported by visa* • Declaration Form* • Emirates ID for Solar Certified Engineer* • No Objection Letter by the company* (Submit letter address to DEWA to list the company name in DEWA website; specify TL No, Fax No, e-mail and web address in the letter)

ENROLLMENT OF CONSULTANTS & CONTRACTORS

Documents/ Service Requirements	<table><tr><th>SR.</th><th>DEVELOPERS</th><th>DOCUMENTS REQUIRED</th></tr><tr><td>1</td><td>Developer-Private</td><td>• Trade License*</td></tr><tr><td>2</td><td>Developer-Government</td><td>• Authorization Letter*</td></tr></table>
Application Process	Submit request for enrollment through online service available in DEWA website (www.dewa.gov.ae) according to the mentioned categories.
Service Application Timings	24/7 through DEWA website (www.dewa.gov.ae)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website (www.dewa.gov.ae)
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days
Package	N/A
Service Limitations	N/A
Notes	*Mandatory requirement



CUSTOMER HAPPINESS CENTRES & FUTURE CUSTOMER HAPPINESS CENTRES

CUSTOMER HAPPINESS CENTRES

DEWA's Customer Happiness Centres are staffed with our highly-trained employees who will assist you with your service requests, and help with any issues and enquiries. DEWA's Centres are fully equipped with business and leisure facilities, as well as special services and facilities for women, the elderly, and People of Determination. Our Centres also provide free valet parking for your convenience.

FUTURE CUSTOMER HAPPINESS CENTRES

In line with the Smart Dubai Initiative to transform Dubai into the smartest city in the world, DEWA has opened several smart self-service Future Customer Happiness Centres offering its services through online and smart channels.

You can choose the most convenient Centre to you based on location, timings, and access to public transport locations.

SR.	CUSTOMER HAPPINESS CENTRE	ADDRESS (AREA)	MAKANI	GPS	TIMINGS
1	Head Office – Customer Happiness Centre	• Sheikh Rashid Road, Umm Hurair 2 • Landmark: Near Citi Bank & Wafi Mall	3107991073 3129591238 3109891314	Latitude: 25.2265435 Longitude: 55.3238108	Saturday to Thursday 7:30 AM to 8:00 PM
2	Future Customer Happiness Centre – (Ibn Battuta Mall – China Court)	• Ibn Battuta Mall (China Court) • Landmark: Behind Movenpick Ibn Battuta gate Hotel - near Sharaf DG	1050871592	Latitude: 25.0481056 Longitude: 55.1205915	As per Mall Timings
3	Future Customer Happiness Centre – (Dragon Mart 2 – Ground Floor)	• Dragon Mart 2 – Al Awir road, Main Entrance • Landmark: opposite Carrefour-Ground Floor	4118884917	Latitude: 25.171621 Longitude: 55.4249632	As per Mall Timings
4	Future Customer Happiness Centre – (Dubai Festival City Mall - Level 1)	• Dubai Festival City Mall (Level 1) • Landmark: opposite IKEA	3441690646	Latitude: 25.2231232 Longitude: 55.3565458	As per Mall Timings
5	Future Customer Happiness Centre (Burj Nahar)	• Omar Bin Al Khattab Road, Al Muteena, Deira. • Landmark: Opposite Deira Town Hotel	3042496434	Latitude: 25.2747706 Longitude: 55.3159827	Saturday to Thursday 7:30 AM to 8:00 PM
6	Al Wasl Customer Happiness Centre	• Al Wasl, Dubai Street #15 C • Landmark: behind Mazaya Center	2490588202	Latitude: 25.1998332 Longitude: 55.2623315	Saturday to Thursday: 7:30 AM to 8:00 PM
7	Al Quoz Sustainable Building – Customer Happiness Centre	• Al Quoz, Street #6, Close to Civil Defense Station. • Landmark: Near Noor Islamic Bank Station	2186083177	Latitude: 25.1541493 Longitude: 55.2327112	Saturday to Thursday 7:30 AM to 8:00 PM
8	Al Hudaiba Customer Happiness Centre	• Al Hudaiba Street No. 23 8 B St - Al Mina Road • Landmark: Opposite EPPCO Petrol Station.	2694693094	Latitude: 25.2441828 Longitude: 55.2818667	Sunday to Thursday: 7:30 AM to 8:00 PM Saturday: 7:30 AM to 2:00 PM
9	Ayal Nasir Customer Happiness Centre	• Ayal Nasir Street # 4-Deira • Landmark: Behind Al Zarooni Mosque	2912896507	Latitude: 25.2756129 Longitude: 55.303192	Sunday to Thursday: 7:30 AM to 8:00 PM Saturday : 7:30 AM to 2:00 PM

SR.	CUSTOMER HAPPINESS CENTRE	ADDRESS (AREA)	MAKANI	GPS	TIMINGS
10	Umm Ramool Customer Happiness Centre	• Nad Al Hammar Road- Umm Ramool • Landmark: Next Volkswagen Service Centre	3643590875	Latitude: 25.225145 Longitude: 55.376224	Sunday to Thursday: 7:30 AM to 8:00 PM, Saturday: 7:30 AM to 2:00 PM
11	Hatta Customer Happiness Centre	• Hatta Road • Landmark: Near ENBD Bank & after Hatta Ambulance Centre	1171244096	Latitude: 24.809165 Longitude: 56.126168	Sunday to Thursday 7:30 AM to 2:30 PM
12	Future Customer Happiness Centre (Dubai Municipality - Al Twar Centre)	• Al Nahda Road, Al Qusais, Inside Dubai Municipality Building-Al Twar Centre • Landmark: Opposite Al Twar Shopping Centre	3735695004 3737895050	Latitude: 25.2627996 Longitude: 55.3850744	Sunday to Thursday: 7:30 AM to 8:00 PM Saturday: 7:30 AM to 2:00 PM
13	Customer Happiness Centre at Dubai Municipality -Al Manara Centre	• Sheikh Zayed Road - Inside Dubai Municipality Building-Al Manara Center • Landmark: Opposite Noor Islamic Bank Metro Station	2135383461 2132283423	Latitude: 25.156463 Longitude: 55.2277019	Sunday to Thursday 7:30 AM to 2:00 PM

FACILITIES FOR PEOPLE OF DETERMINATION, AND "THUKHER" & "SANAD" CARD HOLDERS

DEWA provides inclusive services, features and facilities for People of Determination, which are offered through its Customer Happiness Centres, Future Customer Happiness Centres, Customer Care Centre, Website, and Smart App.

SR.	FACILITIES
1	Valet Parking
2	Maraheb Service
3	Special Parking
4	Phone number customers can call to seek assistance in parking lot
5	Wheelchair
6	Special Accessibility Slope
7	Special Counter
8	Special Entrance
9	Special Seating Area
10	Tactile paving for customers with visual impairment
11	Priority in Queue System
12	Employees trained and certified in sign language
13	DEWA Publications in Braille
14	Smart Kiosk
15	Washrooms for People of Determination
16	"Ash'ir" - Live video chat service for customers with hearing impairment
17	"Hayak"- Online text chat with option of video chat with Customer Care Centre
18	Special accessibility features on DEWA website and Smart App
19	Telepresence solutions to communicate with Customer Care Centre (in Future Customer Happiness Centres)

SR.	DISCOUNTS FOR "THUKHER" AND "SANAD" CARD HOLDERS
1	50% discount on registration fees for Activation of Electricity/Water (Move In) service
2	50% discount on service fees for De-Activation of Electricity/Water (Move Out) service
3	50% discount on issuance of Clearance Certificate
4	50% discount on meter inspection (in case meter is in working order)
5	Customer information update charges are free

ACCESSIBILITY FEATURES IN DEWA WEBSITE AND SMART APP FOR PEOPLE OF DETERMINATION

DEWA WEBSITE

The DEWA website includes accessibility features for People of Determination through features such as changing text size, changing theme options by selecting/changing the background colours, and contrast switch. The zoom feature can be used to enlarge the page, including read speaker (speech-to-text). Additional to audio and video extra captions and alternative texts in DEWA videos.

DEWA SMART APP

The DEWA Smart App can be viewed on different screen sizes and orientations remain consistent for any screen size and orientation through mobile phone setting. The App provides easy methods for data entry including reducing the amount of text entry by providing select menus, radio buttons, check boxes or by automatically entering known information (e.g. date, time, location). The App also offers a User Guide with a short tutorial on how to use the DEWA application.

BILL PAYMENT CHANNELS

DEWA provides a wide range of bill payment channels to make your life easier, and save you time and effort.

1. DEWA SMART APP

You can pay your bill conveniently, safe and secure without any extra charges through DEWA's Smart app, which runs on (Apple iOS, Android) through Apple store, google play and HUAWEI Application store. You can pay via following options: Credit or Debit Card/ Direct Debit from banks/ Noqodi/ Edirham G2/ one click pay.

The following features are available in DEWA smart application:

A. EASYPAY FEATURE

Which enables DEWA's customers to make payments for various services provided by DEWA in a faster and easier way. You can pay via following options: Credit or Debit Card/ Direct Debit from banks/ Noqodi/ Edirham G2/ one click pay.

B. AUTO PAY

This service automatically deducts your DEWA bill amount from your bank account every month. You will be authorizing Smart Dubai Department to automatically deduct amount from your Bank and pay DEWA on a selected date and for a specified amount (if the bill amount is less than or equal to the authorized amount).

C. MANAGE BENEFICIARY ACCOUNT LIST

Which enables DEWA's customers to manager beneficiary account list and make payments for various accounts in a faster and easier way.

2. DEWA WEBSITE

You can pay your bill conveniently, safe and secure without any extra charges at DEWA's website www.dewa.gov.ae using laptops or smart devices. You can pay via following options: Credit or Debit Card/ Direct Debit from banks/ Noqodi/ Edirham G2/ one click pay.

The following features are available in DEWA website:

A. EASYPAY FEATURE

which enables DEWA's customers to make payments for various services provided by DEWA in a faster and easier way. You can pay via following options: Credit or Debit Card/ Direct Debit from banks/ Noqodi/ Edirham G2/ one click pay.

B. MANAGE BENEFICIARY ACCOUNT LIST

Which enables DEWA's customers to manager beneficiary account list and make payments for various accounts in a faster and easier way.

3. DUBAI NOW

You can pay your bill via Dubai Now App (Smart Dubai Department) without any extra charges. App runs on Apple iOS, Android systems and is available on Apple store. And Google play You can pay via credit card.

The following feature is available in Dubai Now smart application:

A. AUTO PAY

This service automatically deducts your DEWA bill amount from your bank account every month. You will be authorizing Smart Dubai Department to automatically deduct amount from your Bank and pay DEWA on a selected date and for a specified amount (if the bill amount is less than or equal to the authorized amount).

4. PAY VIA MOBILE – (MPAY)

mPay is a one-click payment service via your mobile phone. You can activate this service through the DEWA Smart App, or at the Dubai Smart Department Mobile Payment Portal https://mpay.dubai.ae

You can pay via Credit/ Debit Card or through SMS:

send an SMS to the number 4488 Example: <DEWA> space <BILL> space<ACCOUNTNUMBER>
* Note: SMS Costs 60 Fils.

5. APPLE PAY

You can pay your bill using Apple Pay through Smart devices that run on Apple iOs. Payment can be made via supported Credit Cards.

6. ETISALAT PUBLIC PAYMENT MACHINES

Pay your bills using Etisalat public payment machines all over the UAE (Cash).

7. TAYSEER

A channel for multi-account bill payment by: Cash, Cheques of all banks through Emirates NBD Cheque Deposit machines or Emirates Islamic Bank.

Step 1: Create reference number with all the details required on the DEWA website or Smart App.

Step 2: Pay your bill (multi-accounts) through Emirates NBD Cheque Deposit Machines or Emirates Islamic Bank Cheque Deposit Machines, using the created reference number.

8. BANKS

BANKS ACCEPTING DEWA BILL PAYMENTS

A. ACCEPTING DEWA BILL PAYMENT FROM ALL CUSTOMERS

Emirates NBD

B. LIST OF BANKS ACCEPTING DEWA PAYMENTS FROM THEIR ACCOUNT HOLDERS ONLY:

1. Abu Dhabi Commercial BANK
2. Ajman Bank
3. Commercial Bank of Dubai
4. Emirates NBD
5. Emirates Islamic Bank
6. Mashreq Bank
7. Standard Chartered Bank
8. Sharjah Islamic Bank
9. Noor Bank
10. National Bank of Fujairah
11. Ras Al Khaimah Bank RAK
12. Union National Bank
13. Citi Bank
14. Dubai Islamic Bank
15. United Arab Bank
16. Abu Dhabi Islamic Bank
17. HSBC Bank- Middle East
18. Dubai First Bank
19. Arab Bank
20. Habib Bank AG Zurich
21. First Abu Dhabi Bank
22. Al Hilal Bank
23. Al Masraf
24. National Bank of Umm Al Quwain
25. Majed Al Futtaim "Najm Card"

- **Direct Debit:** This service enables DEWA customers to pay their bills directly from their accounts through the following banks e-channels.
- A**TM Machines:** Bills can be paid at ATM machines of many banks
- **By Cheque** Emirates NBD Cheque Deposit Machines or Emirates Islamic Bank Cheque Deposit Machines
- **By Cash through** Emirates NBD Cheque Deposit Machines or Emirates Islamic Bank Cheque Deposit Machines
- **Phone banking:** available from phone banking if you have a bank account.
- **Mobile Banking (Smart APP):** you can pay your bill through your bank's Smart App
- **Bank Installments:** You can pay your DEWA bill through the following banks in installment plan up to 12 months without interest:
  - Emirates NBD
  - Emirates Islamic Bank
  - Mashreq Bank
  - Dubai Islamic Bank

9. ENOC/EPPCO SERVICE STATIONS

Pay your bills at ENOC/EPPCO Service Stations in Dubai (Payment by Cash).

10. EMIRATES POST OFFICES

Pay your bills at any Emirates Post Office in the UAE during official working hours (Cash Only - with transaction fees AED 2).

11. DEWA CUSTOMER HAPPINESS CENTRES

Payment can be made via cash and cheques (through CDM at Centres marked with *) :

- Head Office Customer Happiness Centre*
- Future Customer Happiness Centre – (Ibn Battuta Mall – China Court*)
- Future Customer Happiness Centre – (Dragon Mart 2 – Ground Floor*)
- Future Customer Happiness Centre – (Dubai Festival City Mall – Level 1*(
- Future Customer Happiness Centre – (Burj Nahar*)
- Al Wasl Customer Happiness Centre*
- Al Quoz Sustainable Building Customer Happiness Centre*
- Al Hudaiba Customer Happiness Centre*
- Ayal Naser Customer Happiness Centre
- Umm Ramool Customer Happiness Centre
- Hatta Customer Happiness Centre
- Future Customer Happiness Centre at Dubai Municipality - Al Twar Centre*
- Customer Happiness Centre at Dubai Municipality - Al Manara Centre

12. DRIVE-THROUGH SERVICE

Pay your bills from your car at the Al Wasl and Umm Ramool Customer Happiness Centres (Payment by Cash).

13. BY MAIL

A/C Payee crossed cheques, along with the remittance advice for the bill, should be posted to:

Dubai Electricity & Water Authority, PO Box 564, Dubai. Payments are accepted by cheque only

GREEN BILL

The Green Bill offers you the convenience of viewing and paying your DEWA bill online – simply and securely, anywhere anytime you want.

WHAT IS GREEN BILL?

Green Bill is an electronic version of your paper bill. You will receive an email each month as soon as your latest bill is ready

WHY SHOULD I USE GREEN BILL?

- Easy to use, view the bill with just one click.
- **Convenient:** Access and pay your bill online from anywhere in the world, 24 hours a day, 7 days a week.
- **Faster:** You will receive Green Bill each month as soon as your latest bill is ready, eliminating delays from standard mail delivery.
- **Better Organization:** Record of all bills and payments made online.
- **Enhanced Security:** Green Bill allows you to reduce paper usage that helps to save trees, reduce solid waste, CO_2 emissions and curb the release of greenhouse gases.
- **Environmentally Friendly:** Green Bill allows you to reduce paper usage that help to save trees, reduce solid waste, CO_2 emissions and curb the release of greenhouse gases.

WHAT IS A GREEN STATEMENT?

Green Statement is an electronic summary of billing, payments and outstanding dues of all the contract accounts under your collective account (Statement Code). You will receive an email monthly, as soon as your latest bills are ready, containing a link to the DEWA website (www.dewa.gov.ae) for downloading your collective account statement (Green Statement) and individual bills for your collective account.

WILL I RECEIVE SEPARATE EMAIL FOR EACH ACCOUNT UNDER MY COLLECTIVE ACCOUNT (STATEMENT CODE)?

You will receive only one email for all collective accounts (Statement Code). You have to login to DEWA's Customer eServices Portal to view the details of all your bills.

CAN I DOWNLOAD AND SAVE BILLS FOR ALL ACCOUNTS UNDER MY COLLECTIVE ACCOUNT (STATEMENT CODE) AS ONE FILE (ALL TOGETHER)?

Yes, you can download and save as PDF files all your bills under your Collective Account (Statement Code) all together.

Please click on Statements (Collective Billing): https://customer.dewa.gov.ae.

CUSTOMER CARE CENTRE SERVICES

04-6019999 CUSTOMER SERVICES	991 EMERGENCY & TECHNICAL SERVICES
CUSTOMER SERVICES • Update your information (phone number/ email address) • Receive bill statement through email or fax. • Register suggestions/ complaints • Request for refund • Request for consumption verification - Electricity/ Water • Update of tariff (customer category) **CUSTOMER CAN ENQUIRE ABOUT** • Activation of Electricity/ Water (Move-in) Service • De-activation of Electricity/Water (Move-out) service • Transfer of Electricity/ Water (Move-to) service • Getting solar connection • Electrical vehicle green charger card services • Billing services inquiries • General inquiries on DEWA services	**ELECTRICITY/ WATER SERVICES** • Request for attending technical incidents Electricity/ Water. • Request for Electricity/ Water supply for tents.
Email: customercare@dewa.gov.ae	
• Update your Information (address/ phone number/ email address) • De-activation of Electricity/ Water Supply (Move Out) • Request for refund • Request for consumption verification - Electricity/ Water • Update of tariff (customer category) • Billing services inquiries • General inquiries	

ASH'IR

LIVE VIDEO CHAT THROUGH SIGN LANGUAGE FOR PEOPLE OF DETERMINATION (HEARING IMPAIREMENT)

Dubai Electricity & Water Authority is the first Government organization to launch "Ash'ir", which is a dedicated live video chat service where customers with hearing impairment can interact with Customer Care Centre staff through sign language. This service is available 24/7 on DEWA's Smart App for iOS and Android platforms.



HAYAK

LIVE CHAT

Hayak is an online text chat with option of video chat service that allows customers to directly communicate with DEWA's Customer Care Centre. This service is available on DEWA's Smart Application and website (www.dewa.gov.ae).

ELECTRICITY & WATER CONSERVATION TIPS

Our natural resources are precious, and with it comes or social responsibility to conserve these very important gifts. Below are some simple tips that you can implement to help reduce your consumption of electricity and water, thereby helping to preserve our environment – for us and for generations to come.

SR.	GENERAL CONSERVATION TIPS
1	Turn-off your lights and air conditioning when you step out the house.
2	Replace your Incandescent or Halogen light bulbs with LED bulbs. LED bulbs are 80% more efficient than Incandescent or Halogen light bulbs and lifetime up to 10 times.
3	Set your air-conditioning (thermostat) at 24 degree Celsius or higher, and on 'auto' mode. Each degree can mean up to 5% savings on cooling costs.
4	Clogged, dirty filters block normal airflow and reduce a system's efficiency significantly. You should clean your AC filters at least once every 3 months.
5	The optimal lifetime of Air Conditioners is 10 years. If yours are older, consider replacing them. To replace your Air Conditioners choose efficient units (which have ESMA Label 5 or 4 stars).
6	Unplug the chargers from personal computers, mobile phones and other electronic devices when they are not in use. Most of the chargers consume some energy even when they are not charging the devices.
7	Replace the electric water heaters with the solar water heaters where it use solar to heat the water instead of electricity.
8	Switch-off the water heater during summer and water cooler during winter; this can save up to 40% of your water heating and cooling energy consumption.
9	When buying a new washing machine, choose efficient unit (which have ESMA Label 5 or 4 stars).
10	Water your garden before 8:00 AM or after 6:00 PM to reduce 30% due to evaporation which happens in peak time.
11	Install a drip irrigation system for watering gardens, trees and shrubs. Drip irrigation provides a slow and steady trickle of water to plants at their roots through a network of hidden pipes and hoses. You can adjust a controller that regulates the systems as to how much water goes to the plants to meet their needs. Drip irrigation systems reduce over watering, inefficient watering, weed growth, and the time & the work involved in watering manually.
12	Monitor your water bill. Unusually high bills may indicate leakages, which should be fixed as soon as possible.
13	Do a water leak test twice a year by making sure all water fixtures are closed properly and check if the water meter has stopped (means no water leakage).
14	Use a water bucket to wash your car.
15	To obtain our comprehensive booklets on conservation practices, please visit our website (www.dewa.gov.ae).

SLAB TARIFF

In line with the decision of Dubai Supreme Council of Energy, slab tariff and fuel surcharge are applied on monthly electricity & water consumption.

Fuel surcharge are calculated based on electricity consumption (fils/kwh) and vary based on increase or decrease in fule prices supplied to DEWA generation plants.

The tariff intends to promote efficient consumption of electricity and water at a time it is increasingly needed, equally in the conservation and preservation of our precious resources. To know more about our conservation programs, initiatives and conservation tips, please visit the DEWA website (www.dewa.gov.ae).

FUEL SURCHARGE	
Electricity	6.5 fils/kwh
Water	0.6 fils/IG*

*IG = Imperial Gallon

ELECTRICITY TARIFF		
Residential/ Commercial		
Consumption (kWh)/ month		Slab tariff (fils/kWh)
G	0-2000	23
Y	2001-4000	28
O	4001-6000	32
R	6001 & Above	38

Industrial		
Consumption (kWh)/ month		Slab tariff (fils/kWh)
G	0-10000	23
Y	10001 & Above	38

UAE Nationals		
Consumption (kWh)/ month		Slab tariff (fils/kWh)
G	0-2000	7.5
Y	2001-4000	9.0
O	4001-6000	10.5
R	6001 & Above	12.5

WATER TARIFF		
Residential		
Consumption/ month (IG*)		Slab tariff (fils/ IG*)
G	0-6000	3.5
Y	6001-12000	4.0
O	12001 & Above	4.6

Commercial/ Industrial		
Consumption/ month (IG*)		Slab tariff (fils/ IG*)
G	0-10000	3.5
Y	10001-20000	4.0
O	20001 & above	4.6

UAE Nationals		
Consumption/ month (IG*)		Slab tariff (fils/ IG*)
G	0-20000	Exempted
Y	20001 & above	1.5

*IG = Imperial Gallon

Note: 5% VAT is applicable on these tariffs.

COMPLAINTS & SUGGESTIONS

SUBMITTING COMPLAINTS

Service Description	Customers can submit their complaints related to DEWA services in order to resolve them.
How to submit a complaint	Customers can submit their complaints conveniently through the following channels: • Dubai Government's unified complaints portal: https://ecomplain.dubai.gov.ae • DEWA website (www.dewa.gov.ae) • Email: ecomplain@dewa.gov.ae • Complaint Boxes in Customer Happiness Centres • Telephone: 04-6019999 (Customer Care Centre) • Personal visit to any Customer Happiness Centre • DEWA Smart App
Service Fees	Free
Time taken to complete this service	A resolution will be provided within 3 working days
Notes	The following details must be included when submitting any complaints: • Account Number • Full name • Contact Number • Email • Date • Complaint details

SUBMITTING SUGGESTIONS

Service Description	Customers can submit their suggestions and comments on DEWA services and how to enhance them.
How to submit a suggestion	Customers can submit their suggestions conveniently through the following channels: • Dubai Government's unified suggestions portal: https://esuggest.dubai.gov.ae • DEWA website (www.dewa.gov.ae) • Email: esuggest@dewa.gov.ae • Suggestion Boxes in Customer Happiness Centres • Telephone: 04-6019999 (Customer Care Centre) • Personal visit to any Customer Happiness Centre • DEWA Smart App
Service Fees	Free
Time taken to complete this service	Customer will receive a response about the submitted suggestion within 3 working days
Notes	The following details must be included when making any suggestions: • Full name • Contact Number • Email • Date • Suggestion Details

DEWA STORE

DEWA Store is an innovative initiative from DEWA for its customers that was first launched in 2018. It allows all DEWA customers to redeem offers from different outlets depending on their category. The offers are exclusive to DEWA customers, who can only redeem them through the DEWA mobile App. The purpose of DEWA store is to increase customer happiness by offering value-added services from private and public sectors, so more DEWA customers will use DEWA's smart app and its smart services. This will reduce the environmental footprint, which is an important strategic objective for DEWA.

DEWA Store is available on DEWA's Smart App. Firstly, download DEWA App to your smart device. Then login using your username and password, you will find the DEWA Store feature on the main page.



CONTACT US

DEWA CUSTOMER CARE CENTRE (CUSTOMER SERVICES)

Call us on 04 601 9999 (24 hours a day, 7 days a week)

EMERGENCY (TECHNICAL INCIDENTS)

991

DEWA STORE

04 322 5555

WEBSITE

www.dewa.gov.ae

EMAIL

customercare@dewa.gov.ae

SOCIAL MEDIA

For comments on the driving of DEWA vehicles, kindly call **04 601 9888**

Note: Any updates to the services will be available on the DEWA website/ DEWA smart app