



SERVICES GUIDE

6TH EDITION
2017



For generations to come



DEWA SMART WORLD

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OFFICIAL SUSTAINABLE ENERGY PARTNER

SERVICES GUIDE

6TH EDITION
2017



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MESSAGE FROM THE MD & CEO OF DEWA



"DEWA is sincerely committed to achieving the vision of our wise leader HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and providing excellent services to all the citizens and residents of Dubai. We deliver electricity and water to over 700,000 residential, commercial, and industrial customers. We aim to master customer happiness and gain a solid reputation by progressively developing to meet our objectives. This comes within the framework of DEWA's plans to simplify the procedures with the application of best practices that improve the quality of services provided to all customers and to achieve its vision to become a sustainable innovative world-class utility.

The main goal that DEWA focuses is to be a pioneer in what it does, to substantially ensure its uniqueness by providing innovative and outstanding services and to stamp its journey with the label of high standards."

Saeed Mohammed Al Tayer

MD & CEO of Dubai Electricity and Water Authority

INTRODUCTION

Thank you for taking the time to read this Services Guide produced by Dubai Electricity and Water Authority. This guide is designed to provide our customers with the information they need to ensure their applications, request, queries and follow-ups are completed as quickly as possible and to their complete satisfaction and happiness.

This guide lists the wide range of services that DEWA provides, such a wide variety of bill payment channels provided for your convenience, and useful information on how you can reduce your electricity and water use, to save you both time and money, along with our customer happiness charter – our pledge to you and for generations to come.

OUR VISION

A sustainable innovative world-class utility.

OUR MISSION

We are committed to the happiness of our stakeholders and promoting Dubai's vision through the delivery of sustainable electricity and water services at a world-class level of reliability, efficiency and safety, in an environment that nurtures innovation with a competent workforce and effective partnerships; supporting resources sustainability.

OUR MOTTO

For Generations to come.

This reflects two key elements; the first is that DEWA is committed to a long-term sustainable future for delivery of electricity and water to the Emirate of Dubai. This leads to the second element, that this can only be achieved by taking an ethical and sustainable attitude to the development of electricity and water.

OUR VALUES

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

DEWA'S CORPORATE STRATEGY MAP 2021

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 SUSTAINABLE INNOVATIVE WORLD-CLASS UTILITY

Triple Bottom Line	SUSTAINABLE GROWTH		
	TBL01: Optimized costs, revenues and diversified investments	TBL02: Socially responsible business practices	TBL03: Minimized environmental footprint

Stakeholders	S01: Reliable and high quality supply of electricity and water	S02: Happy Stakeholders
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Internal Processes	Operational and smart service excellence	Agility and Governance	10X The Future
	IP03: Happy customer journey	IP06: World class governance and management standards	IP09: Sustainable energy mix and effective Demand Side Management
	IP02: World class Health, Safety and Environment practices	IP05: Effective integrated corporate resilience framework	IP08: Enabling Smart City
	IP01: Asset management that delivers world class availability, reliability and efficiency	IP04: Active comprehensive corporate security	IP07: R&D, Innovation and Future

Learning and Growth	Enablers of Success			
	LG01: Attract and retain talent	LG02: Motivated and skilled workforce with effective KM	LG03: Enablement via digital technologies	LG04: National Identity and Effective Emiratization

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. It sets our benchmarks and defines your service expectations, fostering engaged customer participation to ensure excellence from government services.

DEWA is committed to achieve 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

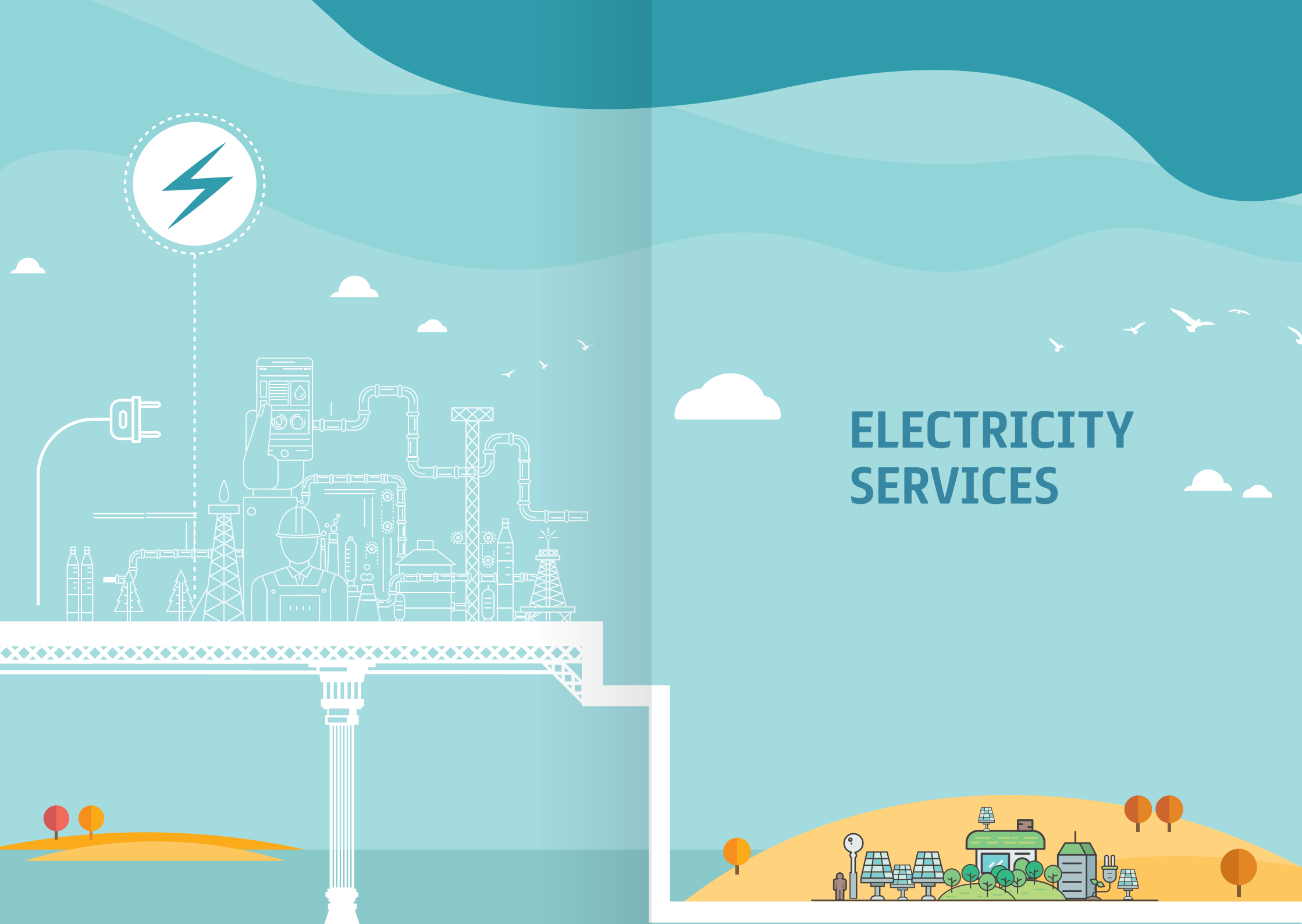
- We will treat you with courtesy, respect and a smile
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with service requirements, realistic expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and error-free service
- We will provide you with a multi-channel service and methods of payment and ensure we serve at your convenience
- We welcome your feedback and suggestions to serve you better
- We are committed towards the privacy of your information and data

YOUR COMMITMENT TO US

- Appreciate the efforts of our employees at your service and treat them with mutual respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided, or in case of error
- Inform us immediately of any changes that may affect our service provision
- Respond in a timely manner to queries from our employees to ensure timely and excellent service

You can contact us directly through the following channels:

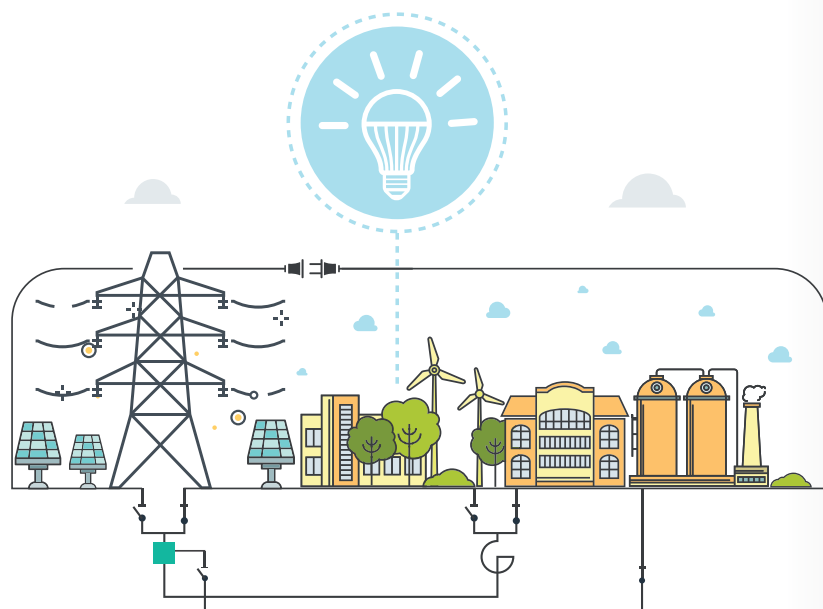
Telephone	Customer Care Centre – 04 601 9999 (24/7)
Email	customercare@dewa.gov.ae
Mail	PO Box 564, Dubai, UAE
Customer Happiness Centres	For more information about the timings and locations of our Centres, please visit www.dewa.gov.ae
Unified eSuggest System	https://esuggest.dubai.gov.ae
Unified eComplain System	https://ecomplain.dubai.gov.ae



ELECTRICITY SERVICES

GETTING ELECTRICITY SERVICE

Service Description	Customers can obtain new power connections, as well as temporary and additional load to various projects through the E-Services 'One Window' system
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Building Permit/NOC - Proposed location of meters and sub-meters - Layout of Drawing (i.e. floor plan indicating plumbing system) - Green Building Regulation Implementation Documents (.pdf format only)
Service Requirements	- Customer has to complete the owner-registration process in advance - Obtain DEWA building NOC - Obtain Building Permit from Dubai Municipality or other relevant Authority - The Building Completion Certificate from Dubai Municipality or other relevant authority is required for a power connection



Application Process	1. Enter owner ID (Emirates ID, Idbera, Trade license) used for owner registration then click on Search 2. Select the Owner to create the application 3. choose the type of connection (Permanent/Additional load/construction / Temporary supply) 4. Search the DEWA approved building NOC, related to your project. 5. Fill all the mandatory fields and attach the required documents based on the type of application (1) 6. Once the drawings are approved by DEWA, the connection cost estimate will be issued through the system, and you can now notify DEWA once your site is ready for Cable Laying. Notifying DEWA with readiness date for the low-voltage inspection and high-voltage substation inspection (if any) will be enabled and can be done through the Tracking page. 7. After payment is made, job orders will be issued based on the site readiness date identified by the Contractor 8. DEWA engineers will conduct field inspections of the electrical installation to check compliance with approved drawings and DEWA regulations 9. Subject to Inspection Clearance and submission of required documents, the meter will be installed and the power supply connected
Service Application Timings	24/7 through DEWA website
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



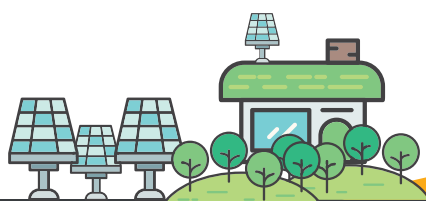
Time Required to Deliver this Service	LV Design Approval: • Load 1-150 kw: 1 Working day • Load 151-3000 kw: 7 Working days • Load 3001-5000 kw: 12 Working days • Load 5001 and above: 17 Working days Issuance of Connection Cost: • Load 1 to 150 Kw: 1 Working day • Load 151 to 400 Kw: 5 Working days • Load above 400 Kw: 9 Working days LV Inspection: • Load 1 – 150 Kw: 2 working days from the readiness date identified by the electrical contractor • Load above 150 Kw: 3 working days from the readiness date identified by the electrical contractor HV Substation Location & size Approval (If any) • 4 working days HV Substation Inspection (If any) • 2 working days from the readiness date identified by the electrical contractor
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	(1) • The system will generate a unique application number (E-xxxxxx) • This reference number can be used to track the progress of your request to its completion. ** 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)



SOLAR CONNECTION

Service Description	DEWA offers to its customers the service of connecting solar panels on existing buildings to DEWA's network, to regularise the generation process and enable customers to export surplus power to DEWA's grid
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	Application template available on DEWA website www.dewa.gov.ae
Service Requirements	- Obtain Solar NOC as a pre-requisite for the approval of any design, construction or installation work. - Download and complete the Application request from DEWA website - Send Application to CS.InspectionActivation@dewa.gov.ae after attaching required documents
Application Process	Solar – NOC Contractors and consultants must obtain a solar NOC as a pre-requisite for the approval of any design, construction or installation work. Enrolled solar consultants and contractors can apply for Solar NOCs connect solar energy generators to the power distribution system of DEWA. - Log in to consultants and contractors portal - Select 'DRRG Solar NOC' Solar - Design Approval To connect solar energy generators to DEWA's power grid, the design of the solar array must be approved prior to construction and installation. Enrolled solar consultants and contractors should apply for a Solar Design Approval and pay the required connection charges. Online application forms for Solar-Design Approvals are under development. In the meanwhile, online applications can be made in the following way: - Download the application template - Fill the form off-line - E-mail application with the required documents completed and attached to cs.designapprovals@dewa.gov.ae.

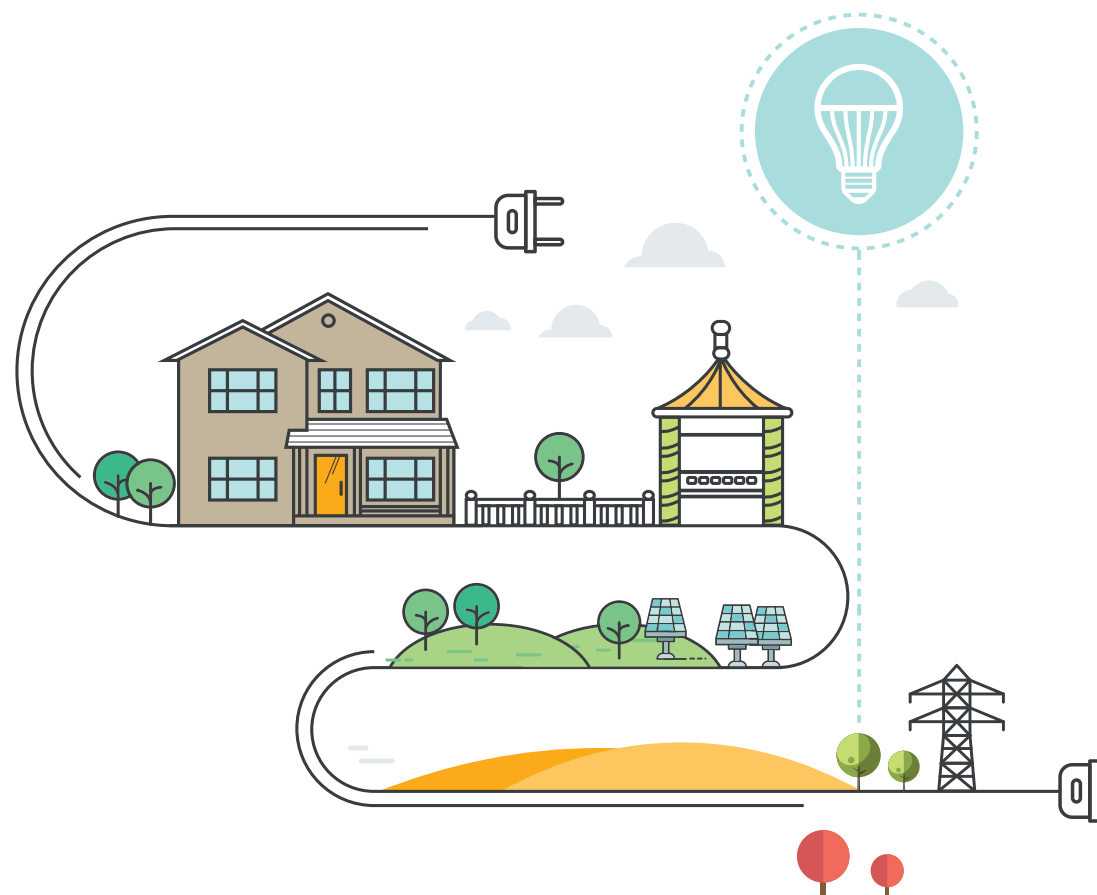
Application Process	Solar – Inspection & Connection Enrolled solar consultants and contractors can track their Solar Design Approval applications, pay for connection charges and inform DEWA about the that any works are ready for inspection, to connect generators of electricity from solar energy to the distribution network of DEWA. The online solar inspection and connection tracking application forms are under development. To enable online processing until then, please do the following steps: - Download the application template - Fill the form off-line - E-mail application with the required documents completed and attached to cs.inspectionactivation@dewa.gov.ae
Service Application Timings	24/7 through DEWA website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website
Application Form for this Service	Application for Solar Power Connection: https://www.dewa.gov.ae/~media/SolarInspection_application_form.ashx?la=en-AE
Time Required to Deliver this Service	40 working days (excluding customer-related timeline) NOC: 3 working days (Single Connection point with installed generation capacity less than 10KWp) 6 working days (All other types of projects) Design Approval: 14 working days LV Estimate / Solar Invoice: 1 working day Solar Inspection: 9 working days for installed generation capacity less than 100KWp (Inspection including testing & evaluations) 14 working days for inspection & performance reporting of installed generation capacity 100 KWp and above
Package	N/A
Service Limitations	For Solar NOC: - Contractors & Consultants should be certified by DEWA as photovoltaic Solar Experts. - NOC is valid 6 months from the date of issue



TEMPORARY CONNECTIONS FOR MOURNING AND WEDDINGS

Service Description	Providing Temporary supply for mourning and weddings for UAE nationals only
Service Category & Type	Social
Customer Segment	Residential
Documents Required	1. RTA permission if there is road crossing 2. NOC required from General Directorate of Civil Defence.
Service Requirements	1. Customer Account. 2. Customer information (Contact or authorised person) 3. Number of days. 4- Contractor contact information and required load details.
Application Process	1. Apply for the request 2. Pay the charges after technical team visit the site 3. Lay the cable and activate the service.
Service Application Timings	24/7 through DEWA website, Smart App and Customer Care Centre - Official working hours in Customer Happiness Centre (please refer to pages 94-95)
Service Fees	Service fee 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 Defence
Where applications can be submitted	- Customer Happiness Centres - Customer Care Centre - DEWA website - DEWA Smart App

Application Form for this Service	Application Form for Temporary Connection
Time Required to Deliver this Service	4 hours after paying service fee for mourning cases only
Package	N/A
Service Limitations	N/A
Notes	1- Period of temporary supply should not exceed 7 days. 2- In case of a wedding, customer must apply at least 4 days before the wedding. 3- In case of mourning, customer must apply immediately. 4- Service fees amount are non-refundable



ELECTRICITY NETWORK MODIFICATION

Service Description	This service enables enrolled contractors & consultants to apply, through DEWA website www.dewa.gov.ae , for infrastructure services which includes shifting of meters, substations or cables.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Latest affection plan issued from Dubai Municipality or relevant Authority - Load schedules showing Connected Load or Maximum Demand - Copy of Owner's Passport or Emirates ID - Latest DEWA Bill - No Demand Certificate or Clearance from DEWA Billing Services department for substation cancellation requests only - Site setting out plan showing current connections and proposed changes
Application Process	Apply through DEWA website www.dewa.gov.ae
Service Application Timings	24/7 through DEWA website
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	8 Working Days to issue estimate
Package	N/A
Service Limitations	Estimate is valid for 6 months



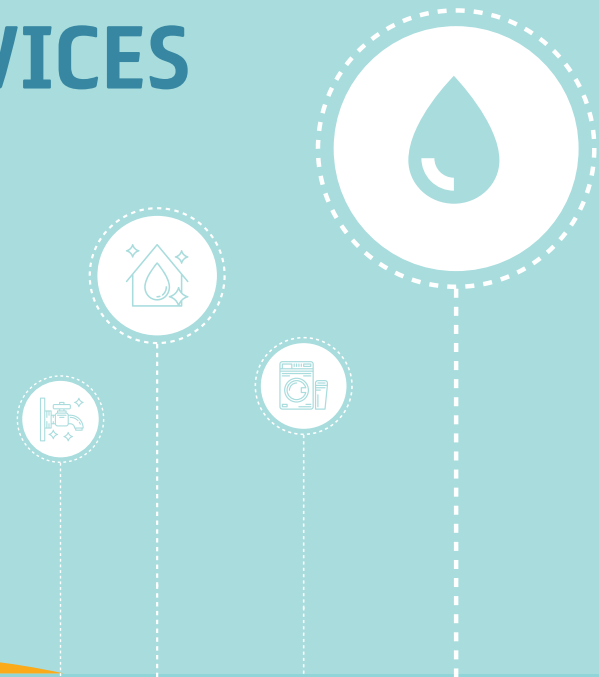
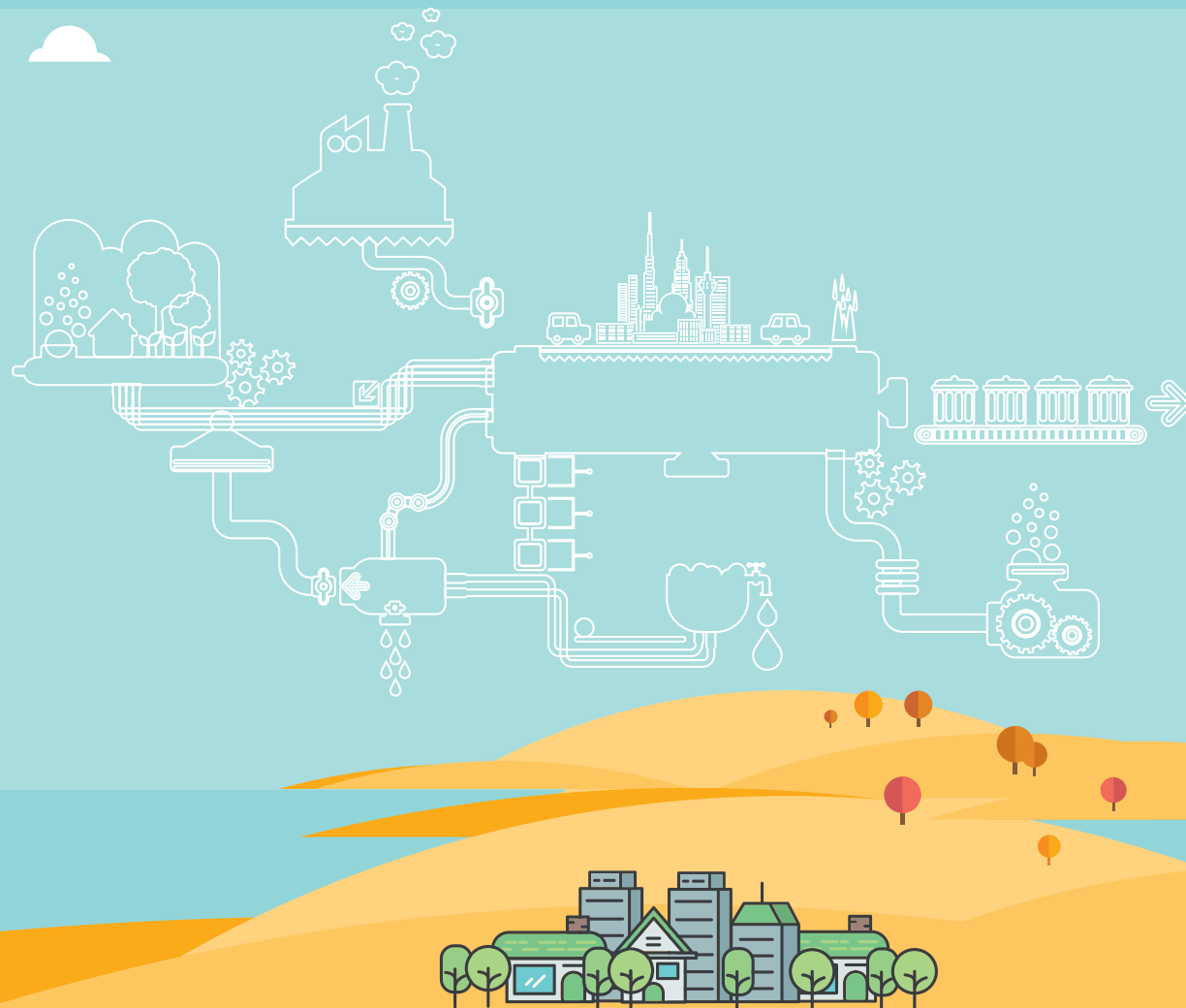
RESOLUTION OF TECHNICAL INCIDENTS

Service Description	This service is provided to all customer segments to resolve all technical incidents related to electricity interruption or any failure on the network.																															
Service Category & Type	- Subsidiary - Procedural																															
Customer Segment	- Residential - Commercial - Industrial - Government - Contractor - Consultant																															
Documents Required	N/A																															
Service Requirements	1. Customer Account 2. Location 3. Type of incident or service																															
Application Process	1. Customer Care Centre by calling 991 2. DEWA Smart App																															
Service Application Timings	24/7 through DEWA website, App and Customer Care Centre - Official working hours in Customer Happiness Centres (please refer to pages 94-95)																															
Service Fees	Refer to the service fee list below: <table> <tr> <th>SI. No</th><th>Service Name</th><th>Rate/ Service (AED)</th></tr> <tr> <td>1</td><td>Single Cut-out Replacement</td><td>165</td></tr> <tr> <td>2</td><td>Blown Cut-out Fuse Replacement</td><td>130</td></tr> <tr> <td>3</td><td>LV Fuse Replacement At Sub-Station</td><td>150</td></tr> <tr> <td>4</td><td>LV Fuse Replacement At Mini Feeder Pillar</td><td>145</td></tr> <tr> <td>5</td><td>Distribution Board Rewireable Fuse Replacement</td><td>130</td></tr> <tr> <td>6</td><td>Single Phase Energy Meter Replacement- All Ratings</td><td>260</td></tr> <tr> <td>7</td><td>Three Phase Energy Meter Replacement -30-90 A</td><td>330</td></tr> <tr> <td>8</td><td>Three Phase Energy Meter Replacement -above 30-90 A Ratings</td><td>435</td></tr> <tr> <td>9</td><td>Meter Replacement; IMS Ele.;10-90A, 1Ph,2W</td><td>765</td></tr> </table>		SI. No	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 Rewireable 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
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Service Fees	10	Meter Replacement; IMS Ele.,;20-120A,3Ph,4W	1190
	11	Meter Replacement ;IMS 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 Consumer Request	95
	17	Inspection of Dewa Supply on customer Request	130
	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
Service Integration with other services	N/A		
Partner organizations	RTA, Dubai Municipality, Dubai Police and Etisalat		
Where applications can be submitted	• Customer Happiness Centres • DEWA website • Smart App • Customer Care Centre		
Application Form for this Service	N/A		
Time Required to Deliver this Service	• 2 hours (minor complaints) • 4 hours major complaints (main cable failures)		
Package	N/A		
Service Limitations	N/A		
Notes	Recommended to have regular maintenance of all internal wiring in your premises.		



WATER SERVICES



NEW WATER CONNECTION

Service description	Providing a new water supply
Service category & type	- Subsidiary - Procedural
Customer segment	- Contractor - Consultant
Documents required	- Passport copy or Emirates ID - Building Permit NOC From DEWA - Building permit, Completion certificate & Letter from Dubai Municipality
Service requirements	Online application with all required documents
Application Process	- Apply through DEWA website and attach all required documents. - DEWA will visit the site and issue Estimate - Pay through any DEWA-approved payment channel - After payment and site readiness, the water will be connected within 3 days.
Service application Timings	24/7 through DEWA website
Service fees	Service fees depend on daily water requirements, materials, pipes and any meters required
Service integration with other services	N/A
Partner organisations	N/A
Where applications can be sent	DEWA website
Application Form for this Service	DEWA Application for new water connection (available on website)
Time required to deliver this service	3 working days
Package	N/A
Service limitations	Applicants should settle the estimate amount within one year, otherwise the application will be cancelled.

TECHNICAL SERVICES - WATER

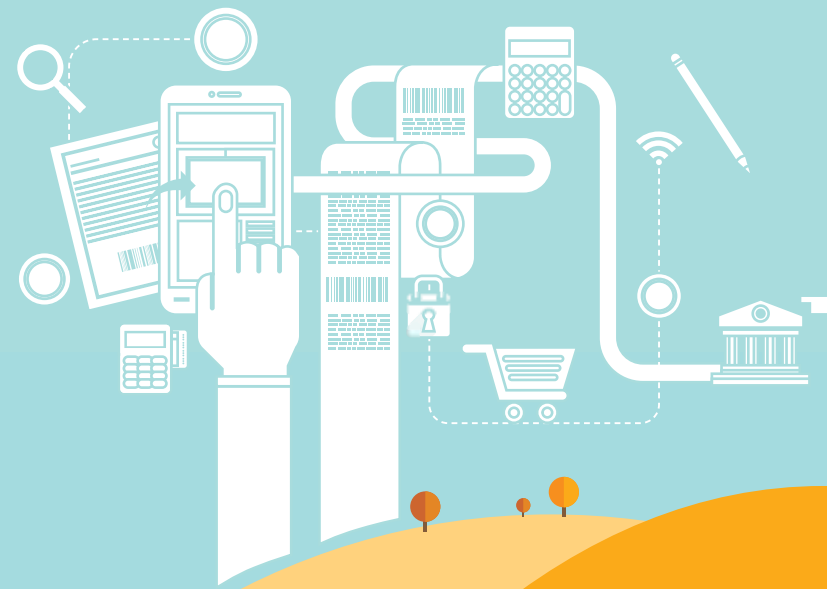
Service Description	Providing consultations and approval for a developer's Network.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Network drawing with full details - Full study for the daily water requirement
Service Requirements	Official letter from Developer or consultant for consultation and getting approval
Application Process	- Developer or consultant will submit an official letter for consultation and getting approval - Appointment with the relevant Department - The relevant department will study the request and provide consultation with recommendations. - Developer or consultant will modify according to the recommendations and meet the concerned department to close the subject. - Developer or consultant will receive the approval.
Service Application Timings	07:30 am to 2:30 pm Water Distribution Projects department – (Al Quoz Sustainable Building)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	Water Distribution Projects Department (Al Quoz Sustainable Building)
Application Form for this Service	N/A
Time Required to Deliver this Service	3 working days
Package	N/A
Service Limitations	N/A

WATER MAINTENANCE SERVICES

Service Description	Maintaining water network and resolving water technical complaints
Service Category & Type	• Supplementary • Procedural
Customer Segment	• Residential • Commercial • Industrial • Government • Contractor • Consultant
Documents Required	N/A
Service Requirements	• Customer Account • Location
Application Process	• Apply through DEWA Customer Care Centre by calling 991 or through DEWA website • 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
Service Fees	In case breakage is caused by any party they have to pay the availed cost
Service Integration with other services	N/A
Partner organizations	RTA, Dubai Municipality, Dubai Police and Etisalat
Where applications can be submitted	• Customer Care Centre • DEWA website
Application Form for this Service	Not Available
Time Required to Deliver this Service	• 2 hours (minor complaints) • 4 hours major complaints (main line breakage)
Package	N/A
Service Limitations	N/A



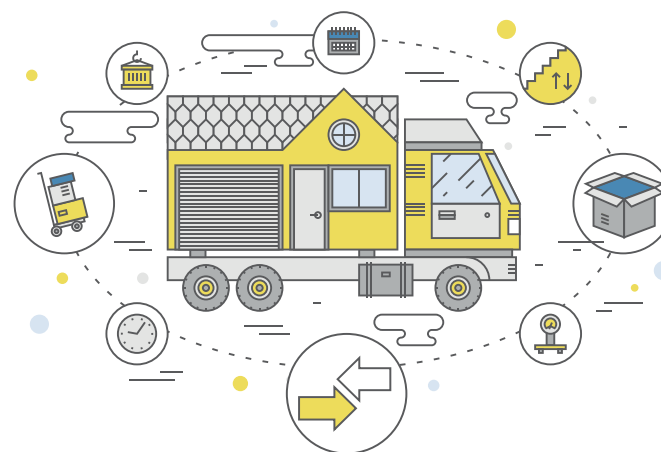
CUSTOMER AND BILLING SERVICES



ACTIVATION OF ELECTRICITY/WATER (MOVE IN) SERVICE

Service Description	Connecting electricity and water supplies to your new premises
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- EJARI-valid for at least one month (for tenants) - Title deed (for owners) - Emirates ID - Trade licence (for commercial and industrial customers) - application must be signed and sealed. - 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. - Move-in date
Application Process	- Submitting request for Move in - Getting a reference number for tracking of request. - Paying security deposit and activation fees - Connecting the electricity and water supply within 24 hours
Service Application Timings	24/7 through smart app and DEWA website - Customer Happiness Centres (refer pages 94-95) - Real Estate Management companies - 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	- Intergration with RERA Tenancy contract registration - Intergration with Smart Dubai Government for online payment
Partner organizations	Real Estate Management Companies (through Government Integration between DEWA and Land Department)
Where applications can be submitted	- Customer Happiness Centres - DEWA website - DEWA Smart App - Real Estate management companies (through Government integration between DEWA and Land Department)
Application Form for this Service	Move-in Application
Time Required to Deliver this Service	Water and electricity supply is connected within 24 hours of payment of the security deposit
Package	N/A
Service Limitations	N/A
Notes	- Previous final bill of the premise should be settled before applying for this service for any amounts due - In case supply is not activated within 24 hours after security deposit payment, please call 991 to assist you - All landlords must pay security deposit for premises under maintenance - Local landlords must provide DEWA with a pledge to take responsibility of monthly dues



DE-ACTIVATION OF ELECTRICITY/WATER (MOVE OUT) SERVICE

Service Description	Disconnecting water and electricity supplies of the premise
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Emirates ID - Authorisation letter in case final bill is requested by a representative (Residential) - Signed and sealed official letter (Commercial, Industrial and Government)
Service Requirements	- Move out date and mobile number - Final bill payment, if required
Application Process	- Submitting request for Move Out - Getting a reference number 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 or cheque
Service Application Timings	24/7 through smart app and DEWA website - Customer Happiness Centres (refer pages 94-95) - Real Estate Management companies - as per their applicable timings
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 registration - Integration with Smart Dubai Government for online payment

Partner organizations	Real Estate Management Companies (through Government Integration between DEWA and Land Department)
Where applications can be submitted	- Customer Happiness Centres - DEWA website - DEWA Smart App - Real Estate management companies (through Government integration between DEWA and Land Department)
Application Form for this Service	N/A
Time Required to Deliver this Service	Final Bill will be sent via Email and SMS within 36 hours from request
Package	N/A
Service Limitations	N/A
Note	N/A



TRANSFER OF ELECTRICITY/WATER (MOVE TO) SERVICE

Service Description	Move To is a service available to customers who are shifting their premises within Dubai. Customers' existing data will be updated to the new premises and Security Deposit will be transferred to the new premises.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Residential - Commercial
Documents Required	- Ejari (for tenants) - Title Deed (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 - Move in date - Ejari number for Move in Premise
Application Process	- Settling the outstanding dues, if any, for existing premises before applying for Move To - Submitting request for Move To - Getting a reference number for tracking of request - Paying Security Deposit, if required - Connecting the Electricity & Water supply for Move in premises - Disconnecting the Electricity & Water supply for Move out premises - Getting Final Bill for Move out premises
Service Application Timings	24/7 through DEWA Website and Smart APP - Customer Happiness Centres (refer to pages 92-93) - 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)
Where applications can be submitted	- Customer Happiness Centres - DEWA Website - DEWA Smart APP - Real Estate Management companies (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 and Move in (Within 24 hours from the time provided) - subject to required Security Deposit payment /transfer.
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 online, if required
Note	N/A



BILL PAYMENT SERVICE

Service description	Bill payments
Service category & type	- Subsidiary - Procedural
Customer segment	- Residential - Commercial - Industrial - Government
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 smart app and DEWA website - Customer Happiness Centres (refer pages 94-95)
Service fees	No fee
Service integration with other services	N/A
Partner organisations	- Etisalat - ENOC/EPPCO - Emirates POST - Banks (please check page 100 for a list of banks that handle DEWA bill payments) - Smart Dubai Government
Bill Payment channels	- Customer Happiness Centres - DEWA website - DEWA Smart APP - DEWA Self-service kiosk - Banks - Mpay - Emirates POST - ENOC/EPPCO - Etisalat public payment machines - Tayseer (cheque deposit through Emirates NBD ATM machines)
Application Form for this Service	N/A
Time required to deliver this service	Instant
Package	N/A

Service Limitations	N/A
Note	In case there was a disconnection due to non-payment of bill, reconnection will take place 4 hours after the bill payment.



SOLAR RECONCILIATION

Service Description	This service is given to customers registered in solar energy supply to reconcile consumption with generated solar power
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	N/A
Service Requirements	Customer has to be registered in solar energy supply
Application Process	- Customers registered in solar energy receive green bills for their consumption - If credit is due, additional kilowatts will be added to a customer's advanced credit - In case consumption is higher than kilowatts credit, outstanding dues should be paid by the customer as per the slab tariff system
Service Application Timings	Monthly
Service Fees	Free
Service Integration with other services	This service is linked with Solar energy supply and bill payment service
Partner organizations	For list of approved contractors please refer to: https://mobile.dewa.gov.ae/new/stpages/en/shamsdubai/customer.aspx
Where applications can be submitted	N/A
Application Form for this Service	N/A
Time Required to Deliver this Service	Monthly
Package	N/A
Service Limitations	N/A

TO WHOM IT MAY CONCERN CERTIFICATE

Service Description	This Certificate is issued on customer request that all the outstanding is clear or of the customer is non DEWA account holder
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Passport copy or Emirates ID - Premise Number or Account Number - Final bill settled for Tenant only - Outstanding Cleared for Landlord (From SAP System)
Service Requirements	- For Tenant: Final Bill to be settled, For Landlord: Outstanding to be cleared - Fee charges to be paid
Application Process	- Settle the final bill (Tenant) or clear the outstanding (Landlord) - Pay the fees - Get the Certificate or get "To Whom it May Concern Certificate"
Service Application Timings	- For list of Customers Happiness Centres, please refer to pages 94-95 24/7 DEWA Website and DEWA Smart App
Service Fees	AED 50
Service Integration with other services	Final bill settlement then issuance of the certificate or "To Whom it May Concern Certificate"
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centres - DEWA website - Smart App
Application Form for this Service	N/A
Time Required to Deliver this Service	- DEWA Website & Smart App - 3 working days - Customer Happiness Centres - Immediately - Serving Time in Customer Happiness Centres is 4 minutes
Package	Final Bill with To Whom it May Concern Certificate
Service Limitations	Certificate is valid for one month from issuance date

ELECTRICAL VEHICLE (EV) REGISTRATION

Service Description	Providing electrical vehicles with green charging services and issuing monthly bills for it
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Passport copy or Emirates ID (for individuals) - Trade Licence (Commercial & Industrial) - Driving Licence - Car ownership card
Service Requirements	Visiting Customer Happiness Centres and filling the application along with required documents
Application Process	- Visiting Customer Happiness Centres and filling the application along with required documents - Registration in System - Paying security deposit - Receiving the card
Service Application Timings	To view Customer Happiness Centres locations and timings please refer to pages 94-95
Service Fees	Dhs 500
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	Customer Happiness Centres
Application Form for this Service	DEWA Application

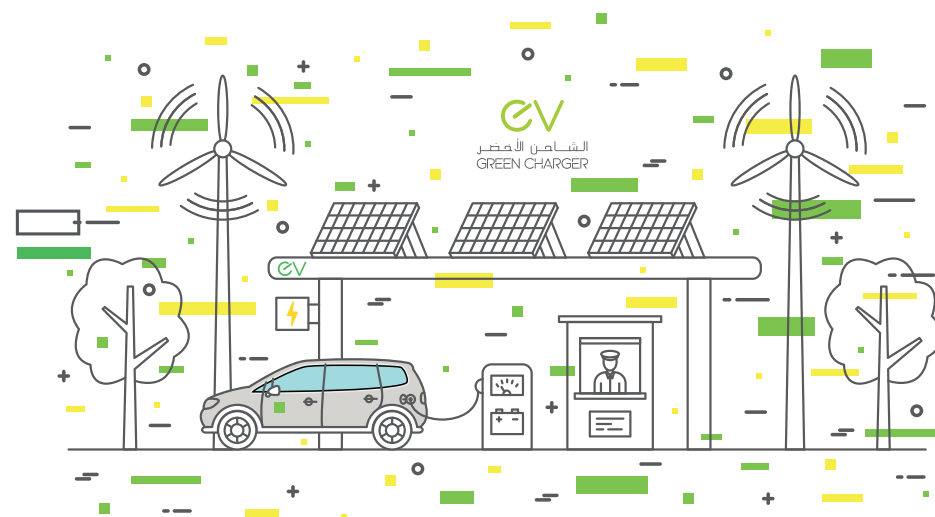
Time Required to Deliver this Service	Instantly Average Waiting time in Customer Happiness Centres is 4 minutes Average serving time in Customer Happiness Centres is 4 minutes
Package	N/A
Service Limitations	N/A



ELECTRICAL VEHICLE (EV) FINAL BILL

Service Description	Ending charging services for the electric vehicles and issuing the final bill
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Passport or Emirates ID (for residential) - Sealed and signed letter (for commercial and industrial) - Green Charger card - Account number
Service Requirements	- Account owner or delegate pays a visit to DEWA Customer Happiness Centres - Paying final bill
Application Process	- Account owner or his or her delegate must visit a Customer Happiness Centre - Receiving notification number via email and SMS to follow up with status of request - Issuing final bill - Closing account - Paying final bill - Refunding the security deposit, if any
Service Application Timings	To view Customer Happiness Centres locations and timings please refer to pages 94-95
Service Fees	Final Bill amount
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	Customer Happiness Centres

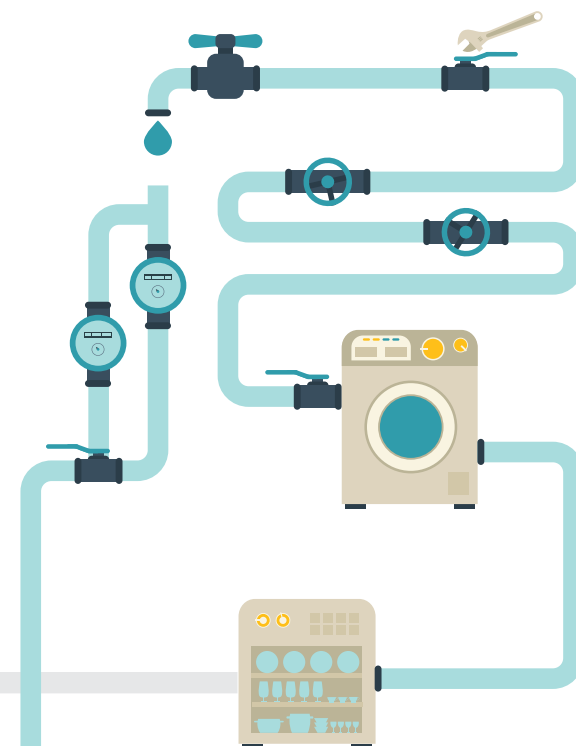
Application Form for this Service	N/A
Time Required to Deliver this Service	Final bill is sent via email and SMS to customer within 36 hours from time of service termination request Average waiting time is 4 minutes Average serving time is 4 minutes
Package	N/A
Service Limitations	N/A



HIGH / LOW CONSUMPTION ENQUIRIES

Service Description	This service is offered to all customers in case they noticed an unexpected increase or decrease in Electricity or Water consumption.
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	- Emirates ID in case of personal visit to Customer Happiness Centre - Authorisation letter from the account owner in case a representative is requesting the service on behalf of the owner.
Service Requirements	Providing account number
Application Process	- Customer may communicate with DEWA through any of the available service channels to enquire about high or 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 and mail box
Service Application Timings	- To view Customer Happiness Centres' locations and timings please refer to pages 94-95 24/7 through Smart App, DEWA website and Customer Care Centre
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 - 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 4 minutes - Average service time in Customer Happiness Centres is 4 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.



GENERAL ENQUIRIES

Service Description	General enquires by customers about billing services and procedures.
Service Category & Type	- Subsidiary - Procedural - Informational
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	Emirates ID
Service Requirements	Clarify the nature of the enquiry.
Application Process	Use one of DEWA's touch points such as Customer Happiness Centre or Customer Care Centre to get this service
Service Application Timings	- Customer Happiness Centres (refer to pages 94-95) - Customer Care Centre (24/7)
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centres - Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	Immediately
Package	N/A
Service Limitations	N/A



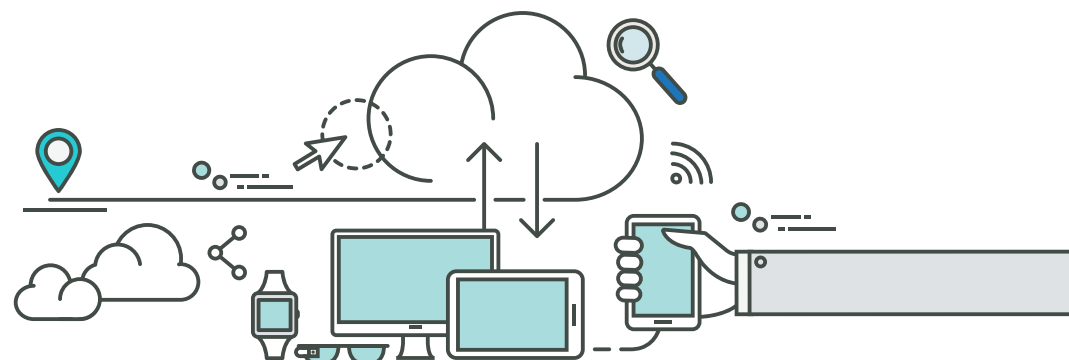
BILL ENQUIRY

Service description	This service is for customers who want to know about tariffs, connections, and consumption rates.
Service category & type	- Supplementary - Informational - Procedural
Customer segment	- Residential - Commercial - Industrial - Government
Documents required	- Emirates ID card of the account owner - Authorisation letter from account owner in case of a representative
Service requirements	Provide account number
Application process	- Customers may communicate through any service channel and ask for clarification - Customers will get a reference number by email and SMS to follow up with the status of their enquiry - Customers will receive feedback by e-mail and post
Service application timings	- To view Customer Happiness Centre locations and timings please refer to pages 94-95 24/7 via smart app, DEWA website and Customer Care Centre
Service fees	Free
Service integration with other services	N/A
Partner organisations	N/A
Where applications can be made	- Customer Happiness Centres - DEWA website - DEWA smart APP - Customer Care Centre
Application form for this service	N/A
Time required to deliver this service	- The enquiry will be resolved and communicated within 7 days - Average waiting time in Customer Happiness Centres is 5 minutes - Average service time in Customer Happiness Centres is 4 minutes
Package	N/A
Service limitations	N/A

UPDATE CUSTOMER INFORMATION

Service Description	This service helps customers to update their personal information with DEWA such as mobile number, email address, PO box number etc. in order to receive monthly bills and notifications through SMS and Email.
Service Category & Type	- Supplementary - Procedural
Customer Segment	- Residential - Commercial - Industrial - Government
Documents Required	Emirates ID for account holder
Service Requirements	- Account number - Attendance of the Account holder or a written authorisation letter in case of a representative
Application Process	➤ Procedure through website and smart app Customer may instantly update his/her information by filling the required fields and submitting the information ➤ Procedure through Customer Happiness Centres Step 1: filling application with the updated information and submitting it at a Customer Happiness Centre Step 2: Customer will receive reference number through email and SMS to review service status Step 3: Information will be updated within 3 days ➤ 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	- To view Customer Happiness Centres' locations and timings please refer to pages(94-95) 24/7 via smart app, DEWA website and Customer Care Centre

Service Fees	- AED 10 Service charges for requests received through DEWA Customer Happiness Centres - Free for 'Thuker' and 'Sanad' cardholders - Free Service through DEWA Website and DEWA Smart App.
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	- Customer Happiness Centre - DEWA website - Smart App - Customer Care Centre
Application Form for this Service	N/A
Time Required to Deliver this Service	- Immediate Update for requests through Online / Smart Application. 3 working days for requests through Customer Happiness Centre. - Waiting time in Customer Happiness Centres is 4:00 Minutes - Service time in Customer Happiness Centres is 4:00 Minutes
Package	N/A
Service Limitations	N/A
Notes	In case of enquiry related to updating contact information which was done through DEWA website 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.



ADVISORY SERVICES



STANDBY SITE SUPERVISION

Service description	To provide supervision during construction activities in the vicinity of 400/132 kV cables or overhead lines (OHLs) or within DEWA's corridor to give advice on safety and protection methods.
Service category & type	- Subsidiary - Procedural
Customer segment	- Government - Contractor - Consultant
Documents required	DEWA Construction NOC Documents
Service requirements	Applicants must have a valid construction NOC.
Application Process	1. How to request by fax or e-mail Fill in the request form with the required information sent by fax 04 322 9095 or e-mail tlm.supervision@dewa.gov.ae 2. How to send an official request by hand Fill in the request form with required information and deliver it to either of the following locations: - DEWA, At Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building. 3. How to send an official request online Fill in the online request form with required information in DEWA website (https://crm.dewa.gov.ae/irj/portal/ anonymous) and submit the request.
Service application Timings	During official working hours Sunday to Thursday (7:30am to 2:30pm).
Service fees	Free
Service integration with other services	Transmission lines -NOC
Partner organisations	N/A
Where applications can be sent	- DEWA, Al Hudaiba Yard Office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building.
Application Form for this Service	Filled Transmission line work notification/supervision request
Time required to deliver this service	2 working days
Package	N/A
Service limitations	N/A

TRIAL PIT OR OVERHEAD LINE (OHL) CLEARANCE VERIFICATION & SUPERVISION

Service Description	To verify the clearance of Transmission lines for 400/132kV cables or overhead lines (OHLs), and their equipment within the proposed scope of work for NOC applications.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	DEWA Trial pit NOC Documents
Service Requirements	To have valid Trial pit NOC.
Application Process	1. How to request by fax or e-mail Fill in the request form with the required information sent by fax 04 322 9095 or e-mail tlm.supervision@dewa.gov.ae 2. How to send an official request by hand Fill in the request form with required information and deliver it to either of the following locations: - DEWA, At Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building. 3. How to send an official request online Fill in the online request form with required information in DEWA website (https://crm.dewa.gov.ae/irj/portal/ anonymous) and submit.
Service Application Timings	During official working hours Sunday to Thursday (7:30am to 2:30pm).
Service Fees	Free
Service Integration with other services	Transmission lines -NOC
Partner organizations	N/A
Where applications can be submitted	- DEWA, Al Hudaiba yard office number 2. - TLM department, NOC section, 2nd Floor DEWA Warsan Administration building.
Application Form for this Service	Filled Transmission line work notification & supervision request
Time Required to Deliver this Service	2 working days.
Package	N/A
Service Limitations	N/A

TRANSFORMER OIL TESTING SERVICE

Service Description	Providing periodic testing of insulating oil to monitoring the condition of transformer oil used in electrical transformers and other electrical-insulating equipment.																				
Service Category & Type	- Subsidiary - Procedural																				
Customer Segment	DEWA Contractor																				
Documents Required	N/A																				
Service Requirements	To use this service, customers should send a letter requesting the service from TAM - Oil lab. This should include details on the number of samples and required tests.																				
Application Process	- Send the test requisition to the Transmission Asset Management Department's Transformer oil testing laboratory showing the number of samples and tests required to the DEWA Transformer Oil Laboratory, DEWA Warsan Complex, Academic City Road, Dubai, e-mail tamoillab@dewa.gov.ae, or call 04 889 2162, 04 889 2163 or 04 889 2155 - Submit the test samples to the laboratory according to the standard specifications and showing the test type required and number of samples - After receiving the samples, the oil lab calculate the amount fees for testing - The customer will be asked to pay the fees at any DEWA Customer Happiness Centre and will receive payment receipt - Send a soft copy of the payment receipt to the oil lab by email or send a hard copy directly to the lab - Reports will be received directly from the lab at Warsan or the lab will send soft copies of the reports to customers by e-mail from tamoillab@dewa.gov.ae after confirmation of prompt payment of the fees according to number of samples and tests required																				
Service Application Timings	7:30 AM - 2: 30 PM Sunday to Thursday (Official working hours)																				
Service Fees	On chargeable basis Rates for Transformer Oil Testing Services / Testing Time for one sample <table><tr><th>SI. No</th><th>Description of Test</th><th>Rate Per Test (Dhs.)</th><th>Testing Time / one Sample</th></tr><tr><td>1</td><td>Water Content</td><td>320.00</td><td>2 Hrs</td></tr><tr><td>2</td><td>Break-down Voltage</td><td>310.00</td><td>3 Hrs</td></tr><tr><td>3</td><td>Acidity</td><td>480.00</td><td>3Hrs</td></tr><tr><td>4</td><td>Interfacial Tension</td><td>430.00</td><td>3 Hrs</td></tr></table>	SI. No	Description of Test	Rate Per Test (Dhs.)	Testing Time / one Sample	1	Water Content	320.00	2 Hrs	2	Break-down Voltage	310.00	3 Hrs	3	Acidity	480.00	3Hrs	4	Interfacial Tension	430.00	3 Hrs
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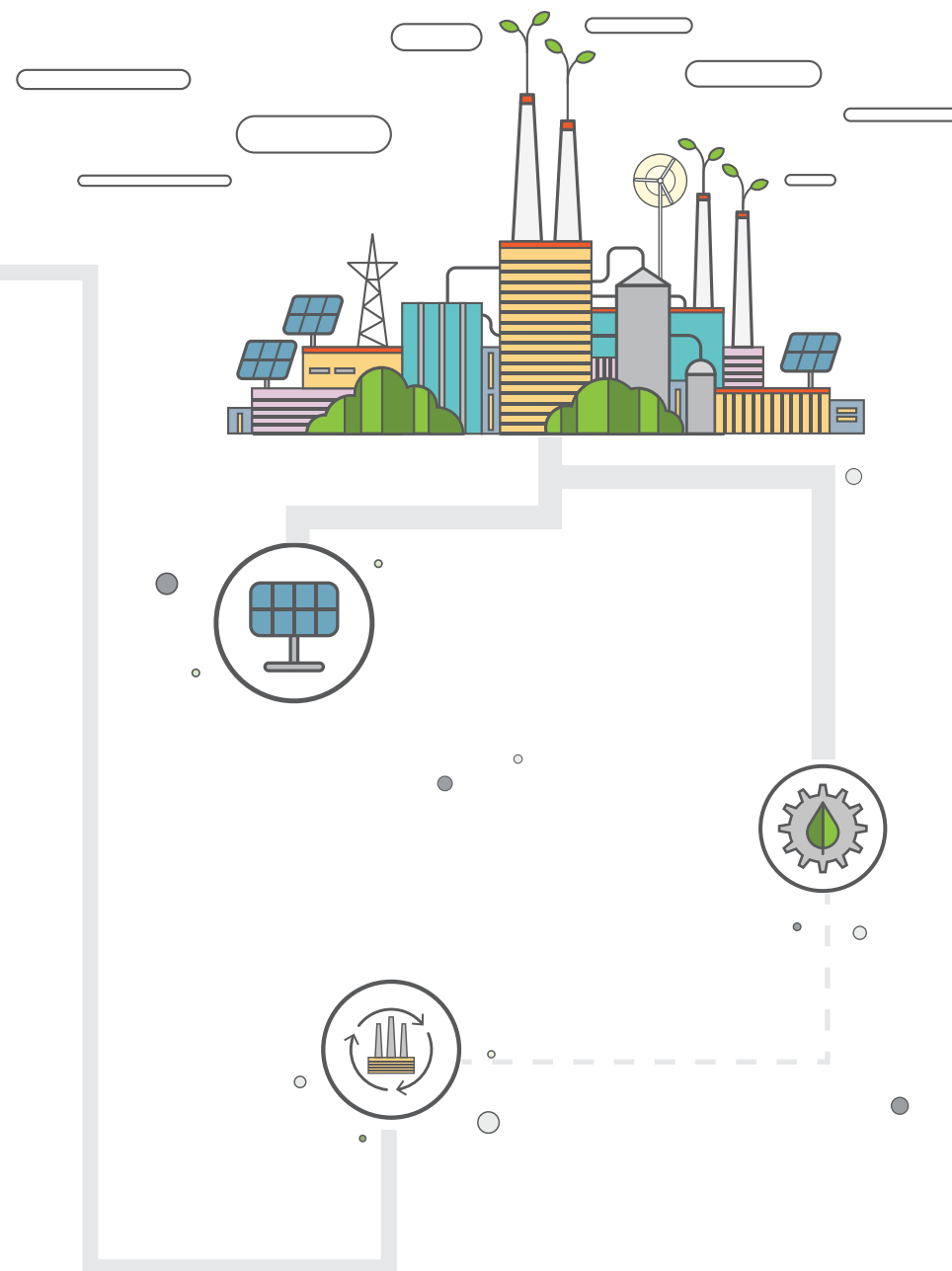
SI. No	Description of Test	Rate Per Test (Dhs.)	Testing Time / one Sample
5	Inhibitor Content	415.00	3 Hrs
6	Furan Analysis	1,110.00	3 days
7	Color and Appearance	315.00	2 Hrs
8	Kinematic Viscosity	425.00	3 Hrs
9	Flash Point	715.00	3 Hrs
10	Oxidation Stability	4,480.00	2 months
11	Degree of Polymerization	2,655.00	4 days
12	Corrosive Sulphur Test	3,090.00	4 days
13	Dissolve Gas Analysis	1,890.00	One Day
14	Passivator Analysis	1,120.00	One Day
15	Dielectric Dissipation Factor and D.C. Resistivity	660.00	4 Hrs
16	Particle Count	405.00	3 Hrs

Service Fees	
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA transformer oil laboratory, DEWA Warsan Complex, Academic City Road, Dubai, or e-mail tamoillab@dewa.gov.ae
Application Form for this Service	Request from customer for transformer oil testing service
Time Required to Deliver this Service	Depends on number of samples and type of tests requested. Please refer to rates table above.
Package	N/A
Service Limitations	N/A

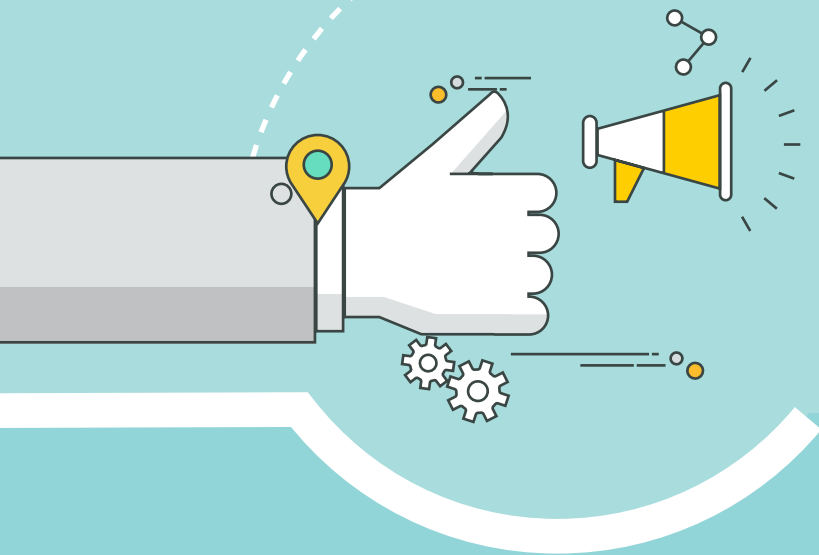


ENERGY AUDIT SERVICE

Service Description	DEWA conducts energy audit service free of charge for its customers' buildings, where DEWA's engineers visit the building to gather different data about all its facilities and identifies the conservation opportunities and provides customer energy audit report.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Commercial - Industrial - Government
Documents Required	N/A
Service Requirements	- Customer or Organization Name - Building Type. - Account Numbers (Electricity & Water) - Address - Number of buildings to be audited. - Concerned Person - Contact person (Mobile & email of the contact person)
Application Process	- To make a request for the energy audit by applying in DEWA website - Book an appointment with the client for the site visit - Energy Audit Team conduct site visit to the client building - Prepare audit report to be sent to customer for study and implementation
Service Application Timings	7:30 AM – 2:30 PM Sunday to Thursday (Official working hours)
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 request through DEWA website
Time Required to Deliver this Service	10 Working Days for each building
Package	N/A
Service Limitations	N/A



NO OBJECTION CERTIFICATES



NO OBJECTION CERTIFICATE (NOC) FOR GENERAL PROJECTS

Service description	Application for General Projects NOC, in which the Consultant or Contractor requests DEWA's Approval for design and construction drawings respectively, before starting the construction within the Right of Way (ROW) or within or adjacent to DEWA's assets and corridors.
Service category & type	- Subsidiary - Procedural
Customer segment	- Residential - Government - Contractor - Consultant
Documents required	Trade license
Service requirements	- Covering Letter - Affection plan - Key plan showing the proposed work in Dubai map - General layout plan showing proposed work (DTLM coordinates) - 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 - Trial pit /site verification from concerned departments. - Detailed program of proposed work - Contractor's emergency contact details - 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://crm.dewa.gov.ae/irj/portal/anonymous



Application process	1. Work within right of way - Apply online for a NOC on the RTA System (e-NOC) through the link: https://noc.rta.ae - For online application, customers should attach their requirements as mentioned in the NOC submission guidelines - For manual applications, 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 land and premises - NOC applications that don't need to be made on the RTA E-NOC system for DEWA-related projects can be done on the DEWA customer portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service application timings	24/7 through DEWA and RTA Website
Service fees	Free
Service integration with other services	N/A
Partner organisations	RTA
Where applications can be made	DEWA and RTA Website
Application form for this service	N/A
Time required to deliver this service	10 Working days
Package	N/A
Service limitations	NOC applications on the RTA E-NOC system will be automatically cancelled if: - The customer fails to obtain NOC approval for the online and manual NOC submission within 60 days. - The customer fails to make the RTA E-NOC application on the DEWA Customer Portal, providing an RTA-NOC application reference number, within 7 working days
Notes	For NOC Submission Guideline, upload the soft copy from www.dewa.gov.ae

NO OBJECTION CERTIFICATE (NOC) FOR HOUSE CONNECTION

Service description	Application for House Connection NOCs are needed for when a customer requests approval from DEWA before starting the construction works within the Right of Way (ROW) to connect the plot service to the relevant utility network.
Service category & type	- Subsidiary - Procedural
Customer segment	- Government - Contractor
Documents required	Trade license
Service requirements	- Covering Letter - Affection plan - Key plan showing the proposed work in Dubai map - General layout plan showing proposed work (DTLM coordinates) - 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 - Trial pit /site verification from concerned departments. - Detailed program of proposed work - Contractor's emergency contact details - 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://crm.dewa.gov.ae/irj/portal/anonymous

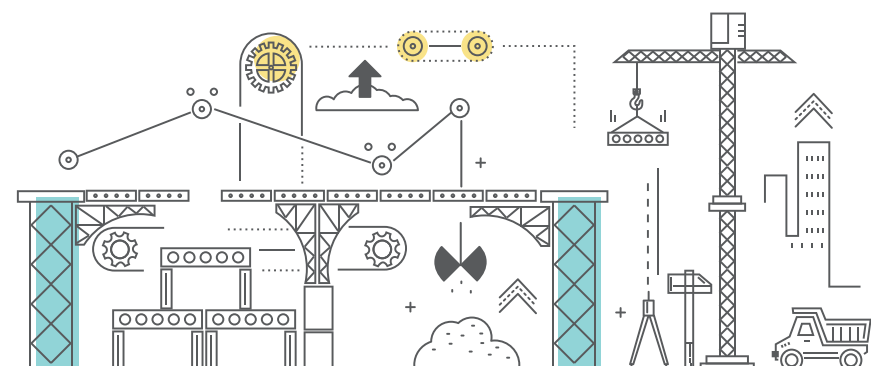


Application process	1. Work within right of way - Apply for NOC online on the RTA System (e-NOC) through the link: https://noc.rta.ae - For online applications, customers should attach their requirements as mentioned in the NOC submission guidelines - For manual application, get the online RTA reference number from e-NOC and upload necessary documents on the DEWA customer portal at https://crm.dewa.gov.ae/irj/portal/anonymous 2. Work inside DEWA lands and premises - NOC applications that don't need to be made on the RTA E-NOC system (DEWA Related Projects) can be made on DEWA's customer portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service application timings	24/7 through DEWA and RTA Website
Service fees	Free
Service integration with other services	N/A
Partner organisations	RTA
Where applications can be made	DEWA and RTA Website
Application form for this service	N/A
Time required to deliver this service	5 Working days
Package	N/A
Service limitations	NOC applications on the RTA E-NOC system will be automatically cancelled in the following cases: - The customer fails to obtain NOC approval for the online and manual NOC submission within 60 days. - The customer fails to make the RTA E-NOC application on DEWA Customer Portal, providing the RTA-NOC application reference number, within 7 working days.
Notes	For the NOC submission guidelines, upload the soft copy from www.dewa.gov.ae

NO OBJECTION CERTIFICATE (NOC) FOR ROAD PROJECTS

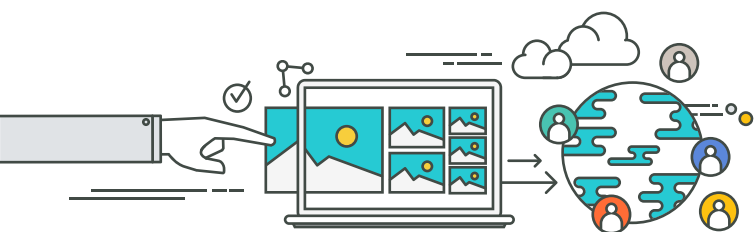
Service Description	Application for Road Projects NOC, in which the Consultant or Contractor requests approval from DEWA for Design or Construction Drawings respectively, before starting the construction works within the Right of Way (ROW) or within or adjacent to DEWA assets and corridors.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work in Dubai map - General layout plan showing proposed work (DTLM coordinates) - 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 - Trial pit /site verification from concerned departments. - Detailed program of proposed work - Contractor's emergency contact details - 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://crm.dewa.gov.ae/irj/portal/anonymous

Application Process	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 necessary documents on DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous Work inside DEWA Reservations & Premises - NOC applications that do not need to be made on the RTA E-NOC system (DEWA Related Projects) can be done on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service Application Timings	24/7 through DEWA and RTA Website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA
Where applications can be submitted	DEWA and RTA Website
Application Form for this Service	N/A
Time Required to Deliver this Service	14 Working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the online and manual NOC submission within 60 days. - 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 www.dewa.gov.ae



NO OBJECTION CERTIFICATE (NOC) FOR NETWORK SERVICES

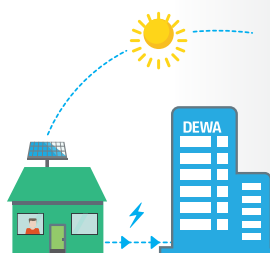
Service Description	Application for Network NOC, in which the Consultant or Contractor requests DEWA's Consultants and Contractors can request approval from DEWA for Design or Construction Drawings respectively, before starting any construction works within the Right of Way (ROW) or within or adjacent to DEWA's assets and corridors.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work in Dubai map - General layout plan showing proposed work (DTLM coordinates) - 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 - Trial pit /site verification from concerned departments. - Detailed program of proposed work - Contractor's emergency contact details - 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://crm.dewa.gov.ae/irj/portal/anonymous



Application Process	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 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 and RTA Website
Service Fees	Free
Service Integration with other services	Not Available
Partner organizations	RTA
Where applications can be submitted	DEWA and RTA Website
Application Form for this Service	N/A
Time Required to Deliver this Service	14 Working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the online and manual NOC submission within 60 days. - 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 Guidelines, upload the soft copy from www.dewa.gov.ae

REQUEST FOR INFORMATION NOC FOR DEWA ELECTRICITY AND WATER SERVICES

Service Description	Application for Information about DEWA assets and services (Existing, Ongoing, and Proposed) in the Right of Way (ROW) or corridors that might be influenced by or influence the proposed project's scope of work.
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Government - Contractor - Consultant
Documents Required	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work in Dubai map - General layout plan showing proposed work (DTLM coordinates) - 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 - Trial pit /site verification from concerned departments. - Detailed program of proposed work - Contractor's emergency contact details - 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://crm.dewa.gov.ae/irj/portal/anonymous

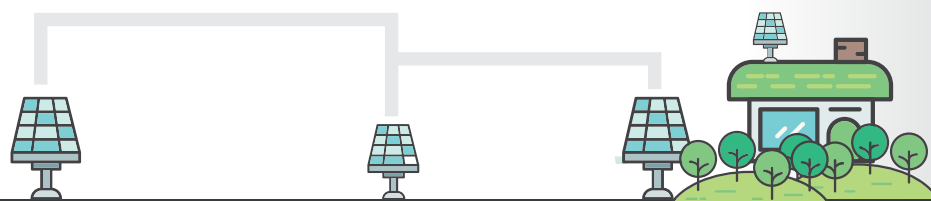


Application Process	Work within Right of Way - Apply for NOC online on the RTA System (e-NOC) through the link: https://noc.rta.ae - For online applications, customers should attach their requirements as mentioned in the NOC Submission Guidelines. - For manual applications, get the online RTA reference number from e-NOC and upload the required documents on DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous Work inside DEWA lands and 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 and RTA Website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA
Where applications can be submitted	DEWA and RTA Website
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the online and manual NOC submission within 60 days. - 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 Guidelines, please upload the soft copy from www.dewa.gov.ae

NO OBJECTION CERTIFICATE (NOC) FOR TRIAL TRENCH

Service Description	Application for a Trial Pit NOC before starting construction on the project site, in which the customer requests DEWA approval and conditions to expose existing services in the Right of Way (ROW) or corridors.
Service Category & Type	- Subsidiary - Procedural
Customer category	Contractor
Documents Required for DEWA enrollment	Trade license
Service Requirements	- Covering Letter - Affection plan - Key plan showing the proposed work in Dubai map - General layout plan showing proposed work (DTLM coordinates) - 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 - Trial pit /site verification from concerned departments. - Detailed program of proposed work - Contractor's emergency contact details - 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://crm.dewa.gov.ae/irj/portal/anonymous

Application Process	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 applications, get the online RTA reference number from e-NOC and upload the required documents on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous Work inside DEWA lands & premises - NOC applications which do not need to be made on the RTA E-NOC system (DEWA Related Projects) can be done on the DEWA Customer Portal at https://crm.dewa.gov.ae/irj/portal/anonymous
Service Application Timings	24/7 through DEWA and RTA Website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	RTA
Where applications can be submitted	DEWA and RTA Website
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days
Package	N/A
Service Limitations	Automatic cancellation of the NOC application from RTA E-NOC system for the following cases: - The customer fails to obtain NOC approvals for the online and manual NOC submission within 60 days. - 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 a soft copy from www.dewa.gov.ae



NO OBJECTION CERTIFICATE FOR BUILDING PERMIT (WATER)

Service Description	Issuing No Objection Certificate for Building permit
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Affection Plan - Internal Network Drawings - Details of Daily Water Requirements
Service Requirements	Online application with all required documents
Application Process	- Apply through DEWA website or Dubai Municipality website 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 or Dubai Municipality website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	Dubai Municipality
Where applications can be submitted	- DEWA website - Dubai Municipality website
Application Form for this Service	No Objection Certificate for Building Permit
Time Required to Deliver this Service	3 working days
Package	N/A
Service Limitations	N/A

BUILDING NOCs (NO OBJECTION CERTIFICATES) -ELECTRICITY

Service Description	DEWA offers this service to enrolled consultants & contractors to issue Building NOCs through DEWA E-Services available at DEWA website www.dewa.gov.ae
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Latest Affection Plan issued from Dubai Municipality / Concerned Authority - Site setting out plan with meter location - Load schedules with Connected Load / Maximum demand - Passport copy / Emirates ID of owner
Service Requirements	To be enrolled in DEWA Online Services www.dewa.gov.ae
Application Process	1. Apply through DEWA website www.dewa.gov.ae. 2. Choose "DEWA Website → Consultants & Contractors → Services → NOC Services → Building NOC" 3. Entry of Emirates ID / Trade License / Idbera number used for registering project owner 4. Move to Owner Registration page and search by identifying the category 5. If the owner name does not appear while searching, register the owner by selecting "create owner" and update the required details. 6. Select Type of procedure as per your requirement e.g. New, Revision, Renewal 7. Fill-up mandatory fields, then click "Submit Application"⁽¹⁾ Important Note: The projects which requires DM (Dubai Municipality) building permit, application for Building NOC is to be submitted through Dubai Municipality Portal for building permits.
Service Application Timings	24/7 through DEWA website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A

Where applications can be submitted	DEWA website
Application Form for this Service	N/A
Time Required to Deliver this Service	4 working days
Package	N/A
Service Limitations	Validity of Building NOC: 2 years for Normal growth area 1 year for Major Projects area - Application is automatically cancelled by system in case of not resubmitted by contractor / consultant within 10 working days of being returned from DEWA
Notes	(1) - System will automatically generate application reference number (111xxxx) - 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 10 Working Days



NO OBJECTION CERTIFICATE FOR DEMOLITION (WATER)

Service Description	Issuing No Objection Certificate for a demolition
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Affection Plan - Trade License
Service Requirements	Online application with all required documents.
Application Process	- Apply through DEWA website 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.
Service Application Timings	24/7 through DEWA website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website
Application Form for this Service	No Objection Certificate for Demolishing form
Time Required to Deliver this Service	3 working days
Package	N/A
Service Limitations	N/A

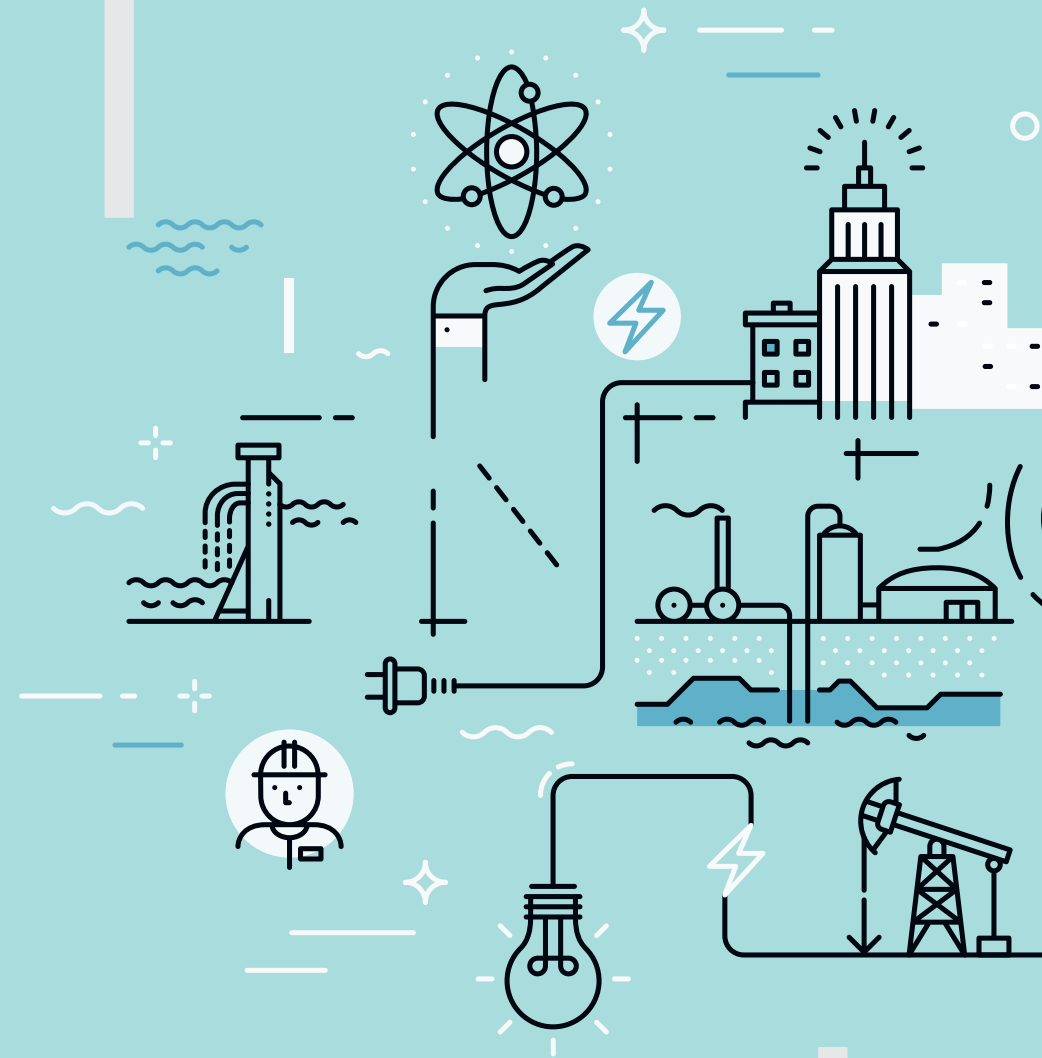
DEMOLITION NOCS (NO OBJECTION CERTIFICATES) – ELECTRICITY

Service Description	DEWA Offers Demolition NOC Service to registered Contractors through E-Services available on DEWA website www.dewa.gov.ae
Service Category & Type	- Subsidiary - Procedural
Customer Segment	- Contractor - Consultant
Documents Required	- Owner Passport copy - Affection Plan - 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
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
Application Process	- Application submission through www.dewa.gov.ae - Choose "Consultants & Contractors → Services → NOC Services → Demolition NOC" - Entry of Emirates ID / Trade License / Idbera number used for registering project owner - Move to Owner Registration page and search by identifying the category - If the owner name does not appear while searching, register the owner by selecting "create owner" and update the required details. - Select Type of procedure as per your requirement e.g. New, Revision, Renewal - Fill-up mandatory fields, then click "Submit Application"⁽¹⁾
Service Application Timings	24/7 through DEWA website
Service Fees	Free
Service Integration with other services	N/A
Partner organizations	N/A
Where applications can be submitted	DEWA website
Application Form for this Service	N/A
Time Required to Deliver this Service	5 working days

Package	N/A
Service Limitations	Demolition NOC is valid for 6 months
Notes	(1) - System will automatically generate application reference number (30xxxx) - Customer will be able to track the status of the application through DEWA E-Services using the above reference number

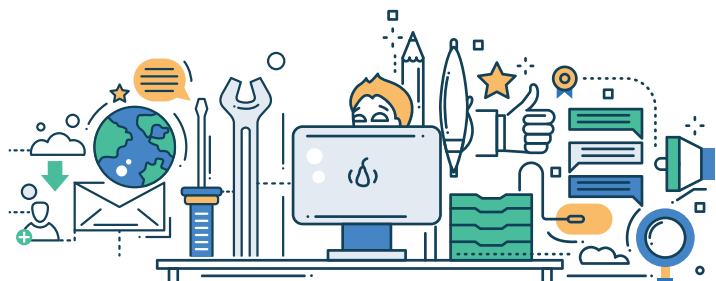


IMPORTANT INFORMATION



ENROLLMENT OF CONSULTANTS & CONTRACTORS

Service Description	Through this service, Contractors & Consultants will be able to use and benefit from DEWA Online Services					
Service Category & Type	- Subsidiary - Procedural					
Customer Segment	- Contractor - Consultant					
Documents Required	a. Consultants					
	Category	Documents / Requirements				
		Valid Trade License copy issued by Department of Economic Development Dubai	Supervising Engineer's passport copy along with visa page.	Experience Certificates	Qualification	Practical Experience
	Other requirements					
	Consultant General (Civil, Structural, Architectural)	✓	✓	✓	✓	-
	Consultant Electrical	✓	✓	✓	✓	Minimum 1 Year
	Consultant Utility (Government Organization, Utilities, Developers)	✓	✓	✓	✓	-
	DRRG solar PV consultant	✓	✓	✓	✓	Minimum 4 Years
						Attend DEWA certified solar professional Training and pass the exam



Service Requirements	b. Contractors						
	Category	Documents / Requirements					Other requirements
		Valid Trade License copy issued by Department of Economic Development Dubai	Supervising Engineer's passport copy along with visa page.	Experience Certificates	Qualification	Practical Experience	
	Contractor Electrical	✓	✓	✓	✓	Minimum 1 Year	List of technical staff within company with copies of valid employment visa
	Contractor Civil	✓	✓	✓	✓		
	Contractor Electrical Fit out	✓	✓	✓	✓	Minimum 1 Year	** List of technical staff within company with copies of valid employment visa ** Attend DEWA certified solar professional Training and pass the exam
	Contractor Demolition	✓	✓	✓	✓		
Application Process	Submit request for Enrollment through E-Service available in DEWA website www.dewa.gov.ae according to the mentioned categories						
Service Application Timings	24/7 through DEWA website						
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						

ELECTRICITY & WATER CONSERVATION & TIPS

Our natural resources are precious, and with it comes our 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.



PEAK TIME IN THE DUBAI

The peak time for electricity and water load in the Dubai is from 12-5 pm, especially in the summer months (June-September). To help us save energy during those hours and not put a burden on the load, try to get your main tasks done before 12 pm or delay it until after 5 pm, especially during the summer months. Try and limit using devices during those hours. It's wise not to run too many devices around your house simultaneously. Air-conditioning during the summer consumes a large amount of energy, so switch it off when you are going out of your home, or increase it to at least 28°C

GENERAL TIPS

- Turn your lights and air conditioning off when you step out of the house
- Install LED lamps where possible. LEDs save around 80% more energy and last up to 10 times than regular incandescent lamps
- Set your air-conditioners to 24°C and when you are going out set it to 28°C.
- Make sure all your house windows and doors are properly shut when air conditioning is on. This will make air conditioners more energy-efficient
- Unplug personal computers, electronic devices and chargers when they aren't in use. Most electronics use electricity even when switched off.
- Over 50% of water used in the house takes place in the bathroom. Toilets use around 27%, showers 17%, taps 8% and baths 2%. Avoid taking long showers. Shortening your shower by a minute or two can save you up to 150 gallons a month
- Replace tap filters and showerheads around the house with water flow reducers. They're inexpensive, easy to install and reduce water consumption
- When doing your laundry, try to operate the washing machine only when you are doing full loads. Set the water level to the appropriate size of load you are using
- When buying a washing machine, buy the one with 5 stars as per energy label. It will save water and energy
- Water your garden in the morning or evening when temperatures are lower and help reduce evaporation. 30% of water is evaporated if you water your lawn or plants during peak hours. The recommended watering times are before 8am or after 6pm
- The UAE is the land of sun. Consider using garden lights or spotlights that run on solar energy
- Use a bucket of soapy water to wash your car, or place a shut-off nozzle on the end of your hose
- Monitor your water bill. Unusually high bills may mean you have leaks that need to be checked. To check your meter, please contact DEWA Customer Care Centre on 04 601 9999

To obtain our comprehensive booklets on conservation practices please visit our website www.dewa.gov.ae

SLAB TARIFF DETAILS

In line with the decision of the Supreme Energy Council of Dubai to adjust the electricity and water tariff for all DEWA customers, which was applied from 1st January 2011, a fuel surcharge is added for electricity and water consumption from this date.

Fuel surcharge in your monthly electricity and water bill will vary on the rate of increase or decrease of the actual fuel cost supplied to DEWA generation plants.

Fuel surcharge will be shown separately in your monthly bill and will be charged by Fils/kWh for electricity and Fils/IG for water.

The new 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, or refer to page 87 in this booklet for conservation tips.

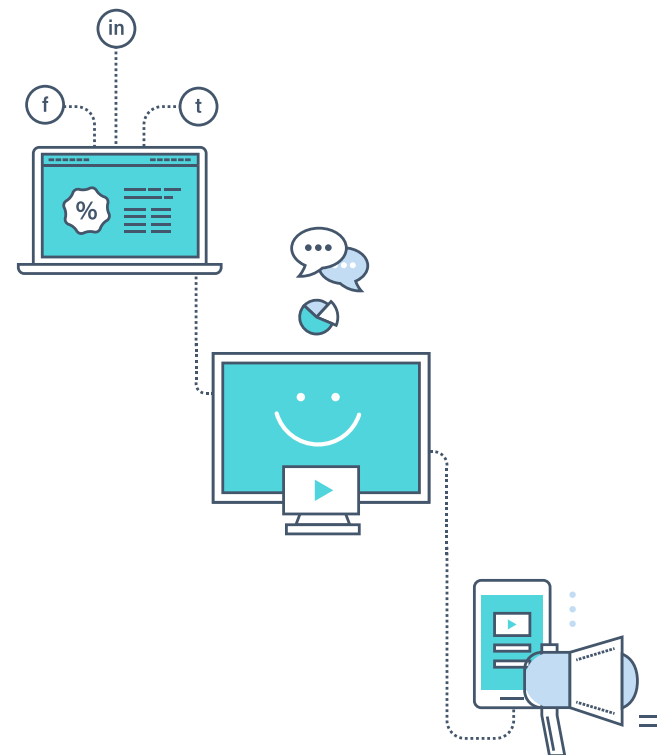
WATER SLAB TARIFF		
Residential Monthly Consumption		Fils/ IG*
G	0 - 6,000 IG*	3.5
Y	6,001 - 12,000 IG*	4.0
O	More than 12,000 IG*	4.6
Industrial & Commercial Monthly Consumption		Fils/ IG*
G	0 - 10,000 IG*	3.5
Y	10,001 - 20,000 IG*	4.0
O	More than 20,000 IG*	4.6
*IG - Imperial Gallons		

WATER SLAB TARIFF (UAE Nationals)		
Residential & Farms Monthly Consumption		Fils/ IG*
G	0 - 20,000 IG*	Exempted
Y	More than 20,000 IG*	1.5
*IG - Imperial Gallons		

ELECTRICITY SLAB TARIFF		
Residential / Commercial Monthly Consumption		Fils/ k Wh
G	0 - 2,000 kWh	23
Y	2,001 - 4,000 kWh	28
O	4,001 - 6,000 kWh	32
R	More than 6,000 kWh	38
Industrial Monthly Consumption		Fils/ k Wh
G	0 - 10,000 kWh	23
Y	More than 10,000 kWh	28

ELECTRICITY SLAB TARIFF (UAE Nationals)		
Residential & Farms Monthly Consumption		Fils/ k Wh
G	0 - 2,000 kWh	7.5
Y	2,001 - 4,000 kWh	9.0
O	4,001 - 6,000 kWh	10.5
R	More than 6,000 kWh	12.5

<https://www.dewa.gov.ae/en/customer/services/consumption-services/tariff>



CHANNELS OF SERVICE DELIVERY AND INTERACTION WITH DEWA



CUSTOMER HAPPINESS CENTRES

DEWA's Customer Happiness Centres are staffed with our highly – trained employees who will help you with your issues and enquiries. DEWA's centres are fully equipped with business and leisure facilities, as well as special services and facilities for the elderly and those People of Determination. Our centres also provide additional government services and provide free valet parking for your convenience. You can choose the most convenient centre to you based on location, timings and access to public transport locations.

CUSTOMER HAPPINESS CENTRE	ADDRESS (AREA)	MAKANI	GPS	TIMINGS
Head Office (Zaabeel East)	Sheikh Zayed Road – Close to Wafi Mall	31079 91073 31295 91238	Latitude: 25.226737 Longitude: 55.323109	Saturday to Thursday 7:30 AM to 8:00 PM
Burj Nahar Customer Happiness Centre	Omar Bin Al Khattab Road – Al Mutainah – Burj Nahar	30424 96434	Latitude: 25.2747267 Longitude: 55.3159153	Saturday to Thursday 7:30 AM to 8:00 PM
Al Wasl Customer Happiness Centre	Sheikh Zayed Road, Al Wasl – Behind Al Mazaya Centre	24905 88202	Latitude: 25.1997767 Longitude: 55.2623141	Saturday to Thursday 7:30 AM to 8:00 PM
Customer Happiness Centre - Al Quoz Sustainable Building	Al Quoz, 6 Street – Close to Department of Civil Defence – Behind Nissan showroom	21860 83177 21757 8317	Latitude: 25.15403 Longitude: 55.232204, 2175783178	Saturday to Thursday 7:30 AM to 8:00 PM
Al Hudaiba Customer Happiness Centre	Al Hudaiba, Al Mina Road	26946 93094	Latitude: 25.244201 Longitude: 55.2817118	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Ayal Nasser Customer Happiness Centre	Deira – Ayal Naser, 27 Street – Close to Naif Souq	29404 96358	Latitude: 25.275304 Longitude: 55.303161	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Umm Ramool Customer Happiness Centre	Nad Al Hamar Road, Umm Ramool – Close to Volkswagen workshop	36435 90875	Latitude: 25.2252861 Longitude: 55.3762972	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Discovery Gardens Customer Happiness Centre	Jebel Ali – Discovery Gardens, Building 8, Close to Chelsea Hotel	11480 71518	Latitude: 25.0474252 Longitude: 55.1314035	Sunday to Thursday 7:30 AM to 8:00 PM
Jebel Ali Industrial Area Customer Happiness Centre	Jebel Ali Industrial Area 1, Exit 22	08727 65926	Latitude: 24.996577 Longitude: 55.1049891	Sunday to Thursday 9:00 AM to 3:30 PM

CUSTOMER HAPPINESS CENTRE	ADDRESS (AREA)	MAKANI	GPS	TIMINGS
Hatta Customer Happiness Centre	Hatta	11712 44096	Latitude: 24.809165 Longitude: 56.126168	Sunday to Thursday 7:30 AM to 2:30 PM
Customer Happiness Centre at Dubai Municipality - Al Twar Centre	Al Twar 2	37378 95050 37356 95004	Latitude: 25.2629239 Longitude: 55.3849661	Sunday to Thursday 7:30 AM to 8:00 PM Saturday 7:30 AM to 2:00 PM
Customer Happiness Centre at Dubai Municipality - Al Manara Centre	Sheikh Zayed Road – Al Manara	21322 83423 21353 83461	Latitude: 25.1561131 Longitude: 55.2273595	Sunday to Thursday 7:30 AM to 2:00 PM
Customer Happiness Centre at General Directorate of Residency and Foreigners Affairs - Head Quarters	Al Jafliya, Sheikh Khalifa Bin Zayed Road	27916 91948 27891 92044 27664 92026	Latitude: 25.2341374 Longitude: 55.2912337	Sunday to Thursday 7:30 AM to 2:00 PM
Customer Happiness Centre at General Directorate of Residency and Foreigners Affairs - Jebel Ali	General Directorate of Residency & Foreigners Affairs – Jebel Ali – Entrance # 3, Exit 22	06771 67270	Latitude: 25.0080534 Longitude: 55.0856531	Sunday to Thursday 7:30 AM to 2:00 PM

LIST OF SERVICES OFFERED IN ALL DEWA CUSTOMER HAPPINESS CENTRES

1	Activation of Supply - Move-in
2	Disconnection of supply Move out
3	Up-date Customer information
4	Logging Notification for High / Low Consumption water and Electricity
5	Issue To whom it may concern Certificate
6	Bill payment
7	Security Deposit Payment
8	Complaints/Suggestions Services
9	Solar Power Reconciliation
10	Opening Electrical Vehicle Account
11	Closing Electrical Vehicle Account
12	General enquires
13	Billing Enquiries
14	Estimate Payment for New Connections
15	Other Services

LIST OF SERVICES OFFERED IN UMM RAMOOL CUSTOMER HAPPINESS CENTRE ONLY

1	Activation of Supply - Move-in
2	Disconnection of supply Move out
3	Up-date Customer information
4	Logging Notification for High / Low Consumption water and Electricity
5	Issue To whom it may concern Certificate
6	Bill payment
7	Security Deposit Payment
8	Complaints/Suggestions Services
9	Solar Power Reconciliation
10	Opening Electrical Vehicle Account
11	Closing Electrical Vehicle Account
12	General enquires
13	Billing Enquiries
14	Estimate Payment for New Connections
15	Other Services
16	Request for Electricity temporary Connection for Wedding and Mourning
17	Estimate Payment for Electricity temporary Connection for Wedding

*Note: While visiting DEWA Customer Happiness Centres we advise to present your customer account number.

OUR SERVICE DELIVERY PARTNERS

In order to achieve customer happiness and improve the customer journey in receiving our services, DEWA provides a number of services through integration with its partners. Integration with partners aims at providing different channels that suits you and suits your needs in requesting the service:

The following services are provided through our current partners:

SERVICE		PARTNER		
		Land Department	RTA	Dubai Municipality
Customer services and billing	Move-in to new premises			
	General Projects			
NOC Services	House Connection NOC			
	Road Projects NOC			
	Networks NOC			
	Trial pits NOC			
	Information NOC (infrastructure)			
	Construction NOC (Water)			
	Demolition NOC (Water)			

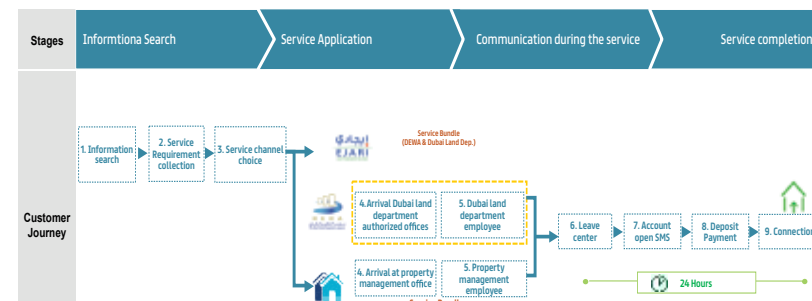
To increase the number of service channels, DEWA has engaged with a number of partners in order to provide channels that suits you and suits your needs in requesting the service:

SERVICE		PARTNER			
		Banks	ENOC	Emirates Post	Etisalat
Customer services and billing	Bill payment				

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 Package: Housing fee Account Activation & Move In to New Premise

Housing fees account is activated through DEWA in integration with the move in to new premise service.

Services included in package:

Activating housing fees account service + Move In to new premise service

Service Package: Housing fees Payment + Bill payment

You can get the service information through the green bill of the consumption. Housing fees are paid in DEWA in integration with bill payment service.

Services included in package: Housing fees payment service (Dubai Municipality) + Bill payment service

Note: To improve the customer experience the housing fees are being divided into equal installments over a 12-month (monthly payments).

BILL PAYMENT CHANNELS

This section provides you with an overview and details on DEWA's range of bill payment channels to make your life easier, and save you time and effort.

1. SMART SERVICES THROUGH DEWA SMART APP

DEWA offers a variety of smart ways in which you can pay your bill. The DEWA Smart App runs on Apple iOS, Android, Blackberry OS, and Windows OS systems.

2. DEWA WEBSITE (EPAY)

You can pay your bill online conveniently on DEWA's safe and secure website at <https://customer.dewa.gov.ae/irj/portal/anonymous/onbp> at no extra cost. We accept VISA, Master Card, Diners Club, JCB card, and Unionpay credit cards.

3. PAY VIA MOBILE – SMS (MPAY)

You can pay your bill by sending an SMS via your mobile phone. Register at <https://mpay.dubai.ae> to activate this service.

* You can also activate the Auto Payment feature to automatically deduct the DEWA bill amount from your credit card every month.

4. DEWA CUSTOMER HAPPINESS CENTRES

- Head Office (Za'abeel East)*
- Burj Nahar Customer Happiness Centre*
- Al Wasl Customer Happiness Centre*
- Customer Happiness Centre - Al Quoz Sustainable Building*
- Al Hudaiba Customer Happiness Centre*
- Ayal Naser Customer Happiness Centre
- Umm Ramool Customer Happiness Centre*
- Discovery Gardens Customer Happiness Centre
- Jebel Ali Industrial Area Customer Happiness Centre
- Hatta Customer Happiness Centre
- Customer Happiness Centre at Dubai Municipality - Al Twar Centre*
- Customer Happiness Centre at Dubai Municipality - Al Manara Centre*
- Customer Happiness Centre at General Directorate of Residency & Foreigners Affairs - Head Quarters
- Customer Happiness Centre at General Directorate of Residency & Foreigners Affairs - Jabel Ali

Payment in Customer Happiness Centres can be made by:

- a. Cash Counters through the following payment types:
 - Cash
 - Cheques
- b. Cheque Drop Box facility is available in the centres with* under point No.4 (Depositor mobile and customer's DEWA account number must be included on the reverse of the cheque).

5. 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

6. DRIVE-THROUGH SERVICE

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

7. ETISALAT PUBLIC PAYMENT MACHINES

Pay your bills using Etisalat public payment machines all over the UAE

8. ENOC/EPPCO SERVICE STATIONS

Pay your bills at ENOC/EPPCO Service Stations in Dubai

9. EMIRATES POST OFFICES

Pay your bills at any Emirates Post Office in the UAE during official working hours (Saturday to Thursday)

10. BANKS

Direct Debit: At partner banks, this service automatically deducts your DEWA bill amount from your bank account every month.

1. Abu Dhabi Commercial Bank (ADCB)
2. Union National Bank (UNB)
3. Abu Dhabi Islamic Bank (ADIB)
4. Dubai Islamic Bank (DIB)
5. Commercial Bank of Dubai (CBD)
6. Emirates NBD (ENBD)
7. Emirates Islamic Bank (EIB)

ATM Machines: Bills can be paid at ATM machines of many banks

Teller Counters: DEWA's partner banks offer DEWA bill payments from their tellers during office hours from Saturday to Thursday.

Phone banking: This service is 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

11. TAYSEER

A channel for multi-account bill payment by cheques using Emirates NBD cheque deposit machines

Step 1.: Create reference number (Tayseer number) with all the details required on the DEWA website

Step 2.: Pay based on the reference number through ENBD Cheque Deposit Machines or through bank-transfers, using the created Tayseer number as a reference

BANKS ACCEPTING DEWA BILL PAYMENTS

1. BANK ACCEPTING DEWA PAYMENTS FROM ALL CUSTOMERS

Emirates NBD (ENBD Customers and Non-ENBD Customers)

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

#	BANK NAME	#	BANK NAME
1	Abu Dhabi Commercial BANK	13	Union National Bank
2	Ajman Bank	14	Citi Bank
3	Commercial Bank of Dubai	15	Dubai Islamic Bank
4	Emirates NBD	16	United Arab Bank
5	Emirates Islamic Bank	17	Abu Dhabi Islamic Bank
6	First Gulf Bank	18	Barclays Bank
7	Mashreq Bank	19	HSBC Bank- Middle East
8	Standard Chartered Bank	20	Dubai First
9	Sharjah Islamic Bank	21	Arab Bank
10	Noor Islamic Bank	22	Habib Bank AG Zurich
11	National Bank of Fujairah	23	National Bank of Abu Dhabi
12	RAK Bank	24	Al Hilal Bank

Note: Credit Card charges: No credit card charges are applied on payments made through DEWA website or Smart App



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 Organisation: 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, CO2 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, CO2 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 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

The Customer Care Centre works round the clock to provide the best services, related to customer and billing, technical and emergency services, brought to you through latest technologies and professional staff to meet your needs quickly and effectively.

Customer & Billing Enquiries:

04 601 9999

Technical & Emergency services:

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ASH'IR

LIVE VIDEO CHAT FOR PEOPLE OF DETERMINATION
(HEARING DISABILITY)

Dubai Electricity & Water Authority is the first public organisations to launch Ash'ir, a dedicated sign language facility for customers with hearing disability. Customer Care Center staff are trained in sign language and are available 24/7 on DEWA's Application 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.



SUGGESTIONS & COMPLAINTS

SUBMITTING COMPLAINTS

SERVICE	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: - The unified ecomplain portal: https://ecomplain.dubai.gov.ae - DEWA website: www.dewa.gov.ae - Email: ecomplain@dewa.gov.ae - Complaint Boxes - Telephone: Contact Customer Complaints Unit during official working hours (7:30AM to 2:30PM Sunday to Thursday) on following numbers: 04 322 7096 – 04 322 7098 - Fax: 046019995 - P.O.BOX: 564, Dubai - 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	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: - The unified esuggest portal: https://esuggest.dubai.gov.ae - DEWA website: www.dewa.gov.ae - Email: esuggest@dewa.gov.ae - Suggestion Boxes - Telephone: Contact Customer Suggestions Unit during official working hours (7:30AM to 2:30PM Sunday to Thursday) on following numbers: 04 322 7082 – 04 322 7072 - Fax: 046019995 - P.O.BOX: 564, Dubai - Personal visit to any Customer Happiness Centre - DEWA Smart App
Service Fees	Free
Time taken to complete this service	Within (3) working days
Notes	The following details must be included when making any suggestions: - Full name - Contact Number - Email - Date - Suggestion Details



CONTACT US

DEWA Customer Care Centre

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

EMERGENCY

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Fax

04 601 9995

WEBSITE

www.dewa.gov.ae

EMAIL

customercare@dewa.gov.ae

SOCIAL MEDIA

facebook.com/dewaofficial

twitter.com/dewa_official

instagram.com/dewaofficial

youtube.com/dewaofficial

snapchat.com/dewaofficial

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



www.dewa.gov.ae

For generations to come



DEWA SMART WORLD

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CALL US 04 6019999
www.dewa.gov.ae



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