



SMCS/GEN/402-(Cir-28)/2010

20.01.2011

To
Consultants/Contractors/Consumers
Dubai

Dear Customers.

DEWA e-Services
Tracking of application status
and receiving of Electricity Estimate through e-service

As part of the E-government initiative pioneered by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice-President & Prime Minister & Ruler of Dubai, DEWA aims at continuous improvement of its on-line services for its valuable customers.

As you are aware, you can submit all the applications for New Connections through DEWA e-Services (www.dewa.gov.ae). Further, the above service has been extended with following benefits:-

- You will be able to check the status of your application, online at each stage of Estimation such as, in process, Estimation prepared, etc.
- Receive notification through SMS or e-mail upon approval of application and also on completion of estimation.
- Receive Estimate through on-line.
- Pay Estimation through on-line using Credit Cards or Direct Debit Option.

Please utilize our above services for Electricity Connection requirements of all your projects.

Assuring you our best services at all the times.

Thanking you,

Yours faithfully,
For DUBAI ELECTRICITY & WATER AUTHORITY


Rashid Bin Humaidan

(Executive Vice President – Distribution Power)



