

Press Release

DEWA's call centre ranks among the top three in Dubai Government as assessed by Dubai Model Centre

Dubai, UAE, 3 October 2022: The Customer Care Centre of Dubai Electricity and Water Authority (DEWA) has been ranked among three call centres in the assessment conducted by the Dubai Model Centre in partnership with Digital Dubai Authority. This was part of a wider ongoing evaluation by the Hamdan bin Mohammed Programme for Government Services, to achieve its 'Services 360' vision and the Digital Transformation Strategy within the 'one government' concept. The result recognises DEWA's excellence in providing its services according to the highest efficiency and reliability standards.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, expressed his happiness with the result. He emphasised that DEWA places customer happiness at the top of its priorities. He noted that the Customer Care Centre achieved a service quality level of over 96% from January-July 2022.

"DEWA adopts a primary goal within its strategic map to achieve the happiness of stakeholders and provide a seamless and unique experience that exceeds customer expectations. This supports the vision of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and the directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, to provide the best government services and to make Dubai the happiest and smartest city in the world. DEWA has used its state-of-the-art digital infrastructure, which is supported by Artificial Intelligence (AI), to turn its Customer Care Centre into a pioneering, digital interactive hub, to enrich the customer experience and enable them to complete their transactions seamlessly on multiple integrated channels. This provides services according to the highest standards of availability, reliability, and accountability, in line with DEWA's vision to become a globally leading sustainable innovative corporation," added **Al Tayer**.

DEWA's Customer Care Centre, which is managed by Moro Hub (Data Hub Integrated Solutions), a subsidiary of Digital DEWA, the digital arm of DEWA, provides a wide range of services through an Interactive Voice System (IVR) enhanced by AI and available around the clock. This includes procedural and information services for customers to submit electricity and water requests, EV Green Charger services and the Smart Living dashboard. The Centre also provides the Ash'ir service round the clock for speech and hearing-impaired customers to communicate using sign language. It also provides the Hayak service, an online text and video-chat service on DEWA's smart app and website for customers to communicate directly with its call centre staff. DEWA's Customer Care Centre operates 24/7, including on public holidays. It accepts calls and enquiries via its



number 991 for technical notifications, 04-601 9999 for general enquiries, and through email customercare@dewa.gov.ae

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DEWA's social media accounts:



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