

Press Release

DEWA's customers conduct around 8 million digital transactions in 9 months

Dubai, UAE, 26 October 2022: Dubai Electricity and Water Authority (DEWA) provides various digital channels to its customers to complete their transactions easily and securely, anytime, anywhere. DEWA offers several options for customers to pay bills comfortably through various channels in cooperation with government and private organisations. From the beginning of 2022 until 30 September 2022, DEWA's customers conducted around 8 million transactions using the digital channels of DEWA and its partners. Over 1.2 million transactions were completed through DEWA's smart app, over 1.6 million transactions were completed using DEWA's website, while over 700,000 payment processes were completed through Dubai Now. Over 350,000 payment transactions were conducted via Etisalat Payment Machines. There were over 3.5 million transactions completed through the smart channels of 21 banks in the UAE, while over 22,000 transactions were done through the 'Tayseer' service using cheques through Emirates NBD's cash deposit machines, and over 600,000 transactions were completed via Apple Pay.

HE Saeed Mohammed Al Tayer, MD&CEO of DEWA, has emphasised the organisation's commitment to becoming a globally leading sustainable innovative corporation and maintaining its global position as one of the most distinguished and leading utilities in the world. DEWA provides all its services through its website and smart app. This enhances customer happiness and enables them to complete their transactions anytime, anywhere, easily and safely, in addition to protecting the environment and preserving natural resources. DEWA scored over 98% in the Dubai Government's Instant Happiness Index by Dubai Digital Authority. The smart adoption of DEWA's services reached 98.99% until the end of the third quarter of 2022.

"We are keen to enrich the customer experience through digital services that save their time and effort using the latest disruptive technologies and Artificial Intelligence tools. This is in line with the Dubai 10X initiative launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, the Smart Dubai initiative to make Dubai the smartest and happiest city in the world, and the Services 360 policy by Government of Dubai to provide seamless, proactive, integrated, and specialised services that meet customer expectations," added Al Tayer.

DEWA has completed the digital integration of more than 70 projects with government and private organisations. These organisations include Digital Dubai Authority, Dubai Municipality, Roads and Transport Authority (RTA) Dubai, Dubai Land Department, Dubai Health Authority, the Department of Economic Development, 21 banks, Etisalat, du, ENOC, EPPCO, Noqodi wallet, Western Union, and mPay. Through this

step, DEWA makes getting a wide range of services easier, including bill payment, information updates, electricity/water (Move-in), housing fees adjustment, refunds, updating trade license and others.

DEWA started sending an electronic copy of the invoice to its customers by email back in 2012, in order to protect the environment and enhance sustainability. In 2021, DEWA received the 100% Paperless Stamp from Digital Dubai Authority (previously Smart Dubai) in recognition of its leading success in completing the digital transformation of its operations and services by 100%.

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For more information, please contact:

Khuloud Al Ali / Ribal Dayekh

Dubai Electricity and Water Authority

+971 56 3974965 / +971 50 9099819

Media@dewa.gov.ae / Ribal.Dayekh@dewa.gov.ae

Afaf Abaza / Mohammed Meshal

Hattlan Media

+971 58 5680024 / +971 50 7006846

afaf@hattlan.com / mohammed@hattlan.com

For more information, please visit DEWA's website www.dewa.gov.ae

DEWA's social media accounts:

 <https://www.facebook.com/dewaofficial>

 <https://www.youtube.com/dewaofficial>

 <https://twitter.com/dewaofficial>

 <https://www.instagram.com/dewaofficial>

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