



Press Release

DEWA is the first utility in the world to enrich its services with ChatGPT technology

The move complements the success of Rammas, DEWA's virtual employee, which is supported by AI from Microsoft technology

Dubai, UAE, 8 February 2023: HE Saeed Mohammed Al Tayer, MD & CEO of Dubai Electricity and Water Authority (DEWA) announced that DEWA is working to enrich its services with ChatGPT technology supported by Microsoft. This will make DEWA the first utility globally and the first UAE government entity to use this new technology. This is part of DEWA's continuous efforts to promote its leadership locally and globally

The announcement was made as HE Saeed Al Tayer received **Naim Yazbeck, General Manager of Microsoft UAE**. The move underlines DEWA's pioneering successes in all digital areas and is a continuation of its use of Artificial Intelligence (AI), which started in 2017 by developing an AI roadmap. DEWA has already launched various services and initiatives that use AI to enrich the experiences of customers, employees, and other stakeholders.

The meeting was attended by Marwan Bin Haidar, Executive Vice President of Innovation and Future at DEWA, and Mohammed bin Sulaiman, CEO of Moro Hub (Data Hub Integrated Solutions),

DEWA intends to provide ChatGPT technology through Moro Hub (Data Hub Integrated Solutions LLC), a subsidiary of Digital DEWA. The aim is to provide services supported by this technology and employ it in serving customers and employees. This will ensure providing integrated and advanced services that enhance productivity and meet current and future needs.

"Our collaboration with Microsoft is a translation of the vision and directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to benefit from digital technologies and Artificial Intelligence to improve performance and enhance people's lives. It also supports the Dubai 10X initiative launched by His Highness, and our endeavour to contribute to shaping a new digital future for Dubai through Digital DEWA, the digital arm of DEWA, becoming the world's first digital utility to use autonomous systems for renewable energy and storage. We are also expanding the use of AI and digital services," said **Al Tayer**.

"DEWA is investing in developing its digital infrastructure to accelerate its digital transformation to enhance customer happiness and provide added-value advanced digital services that enrich their experiences. This



promotes DEWA's global position as one of the most distinguished and pioneering utilities in the world, added **Al Tayer**.

"We applaud DEWA for their pioneering spirit and look forward to further exploring the possibilities of integrating cutting edge technologies into their products to enhance their business, services and customer experience," said **Naim Yazbeck, General Manager of Microsoft UAE**.

ChatGPT, which uses AI and smart algorithms, is distinguished by its superior ability to interact with users through dialogue, in addition to its advanced ability to learn and understand their needs and enquiries. It is also capable of writing programming codes and solving coding problems, in addition to its ability to create different scenarios.

-Ends-

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>



<https://www.Snapchat.com/add/dewaofficial>



<https://www.linkedin.com/company/dewaofficial>