

Press Release

DEWA launches updated version of smart app to shape a new era of digital experience

Dubai, UAE, 9 March 2023: Dubai Electricity and Water Authority (DEWA) launched a revamped version of its smart app to provide a comprehensive package of innovative and accessible services for customers, project builders, suppliers and students. This is part of its efforts to enrich the experience of stakeholders and provide a seamless digital experience with added and sustainable value.

The revamped app has many advanced features, including an enhanced login experience for users of all categories to log in seamlessly and securely; an enriched Guest Mode for guests to review DEWA's strategic initiatives and services; a re-designed user profile to help users manage their personal and account data; personalised customer dashboard for each customer, to view details of their bills and consumption on an annual, monthly, and daily basis, compare consumption with similar homes, and improved service information, service delivery channels, and a smarter navigation system. The app is supported by Artificial Intelligence (AI) and an improved search. The user interface is designed according to the best international standards of digital design for easy accessibility and is available on iOS, Android and Huawei.

HE Saeed Mohammed Al Tayer, MD & CEO of DEWA, highlighted the importance that DEWA attaches to enhancing its digital transformation process, and developing its digital channels based on the latest disruptive technologies and AI tools, to enhance the happiness of stakeholders, reduce the carbon footprint and protect the environment. This supports Smart Dubai initiative to make Dubai the smartest and happiest city in the world. Al Tayer noted that the smart adoption of DEWA's services had reached 99% in 2022. DEWA also obtained 98% in the Dubai Government's Instant Happiness Index by Dubai Digital Authority in 2022.

"We are guided by the words of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who once said, 'Providing an ideal experience for customers in obtaining government services through digital channels is the first and primary goal that the government is working to achieve.' We spare no effort to enhance the experiences of all stakeholders across Dubai and achieve the Dubai 10X initiative, which mandates the Government of Dubai to be 10 years ahead of other cities through government innovation and redefining the traditional work mechanisms; as well as the Services 360 policy by the Government of Dubai to provide seamless, proactive, integrated, and specialised services that meet customer expectations," added **Al Tayer**.

DEWA's smart app enables customers, through the "Smart Living" dashboard, to monitor their consumption and obtain annual, monthly and daily consumption reports, and the ability to compare their consumption with that of similar homes through the "My Sustainable Living" programme. It also helps them learn about billing details and customised tips to reduce waste. The app also enables them to benefit from the EV green charger services by scanning the QR Code on DEWA's green charger stations, which are available in various locations in Dubai, and obtaining exclusive offers on DEWA store.

The smart app also enables project builders to submit and track their orders. It provides comprehensive services to suppliers, such as purchase orders and auctions. Through the app, students can apply for DEWA scholarship programmes, internships and training opportunities, as well as general information about DEWA Academy.

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