

Press Release

Empower launches a Smartphone App for its Customers to manage their District Cooling Services account easily.

Dubai, United Arab Emirates, April 9, 2025: Emirates Central Cooling Systems Corporation PJSC (Empower), the world's largest district cooling services provider, has launched a smartphone application to serve its individual and corporate customers. The app, compatible with Android and Apple devices, is now available to download on the Apple Store and Google Play Store.

Empower highlighted that the app was developed as part of its commitment to enhancing customer convenience and addressing their service needs. The company stated that the feature-packed mobile app will be a hassle-free solution for its customers to experience Empower e-Services smoother than ever before. Through its intuitive interface and powerful tools, the app offers high flexibility and ease of use, enabling users to access Empower's comprehensive range of services seamlessly and effectively. The app includes helpful guidelines to assist users in requesting the desired services and tracking the status of their application and inquiries in real-time through their smartphones. This application is designed to simplify customers' lives and provide a more convenient and user-friendly experience for individual customers, corporate entities, building owners, unit owners, and tenants alike.

Among the app's advanced features are the ability to easily create new registration, access user accounts with ease, and pay monthly bills using various payment channels while safeguarding user privacy. Additionally, users can view monthly bills and account statements, monitor consumption charges, submit and track service requests, and explore other features tailored for their needs.

His Excellency Ahmad bin Shafar, CEO of Empower, said: "Leveraging technological advancements elevates customer expectations, as most clients now anticipate seamless access to the services they need remotely, beyond traditional working hours, and from anywhere within or outside the UAE. At Empower, we were committed to meeting these expectations through the development and thoughtful design of our smart app. By introducing advanced features, we have ensured that our clients can connect with us anytime, anywhere. We are confident that users across all customer segments will warmly welcome this app."

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