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23<sup>rd</sup> Dec. 2015

To  
All Consultants & Electrical Contractors  
Dubai

**Enhancements & Evaluation of  
Consultants/Contractors' Electrical Works**

Dear Customer,

The Authority is constantly endeavoring to improve its services to all Customers. We thank for your valuable cooperation and coordination with us to provide the best services within minimum time limit.

In order to encourage the Consultants & Contractors use qualified engineers for carryout electrical works and also be recognized for their quality of works, we are introducing a recognition system by identifying through categories/grades.

Currently, based on the project submissions and quality of the works, the Consultants & Contractors will be categorized in to 4 Groups of Platinum, Gold, Silver and Bronze.

The awarded category/grade will be based on the correctness and quality of the project drawings submissions and works at sites. The projects approved during the first submission and first inspection will be grouped under the Platinum Category for the evaluation period.

The categories/grades as per assessment will be displayed on the Consultant/Contractors' portal.

We request your coordination and support for enhancing the quality electrical works and services to the customers.

Yours faithfully,  
For **DUBAI ELECTRICITY & WATER AUTHORITY**

(Obaid Saif Al Falasi)

**Vice President-Connection Services**

هيئة كهرباء ومياه دبي Dubai Electricity & Water Authority

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**Our Vision:** A Sustainable World-Class Utility

**Our Mission:** Meeting customer satisfaction and promoting Dubai's vision through delivery of electricity and water services at a world-class level of reliability, efficiency, safety and environment by a competent workforce and effective partnerships; supporting resources sustainability.

**رؤيتنا:** مؤسسة مستدامة على مستوى عالمي.  
**رسالتنا:** الحصول على رضا المتعاملين وتعزيز رؤية دبي من خلال تقديم خدمات الكهرباء والمياه بمستوى عالمي من الإعتمادية والكفاءة والسلامة والبيئة، بكادر مؤهل وشركات فعالة، داعمين لديمومة الموارد.