



# Customer Registration and Update for Testing Services

**USER  
MANUAL**



ISSUE DATE

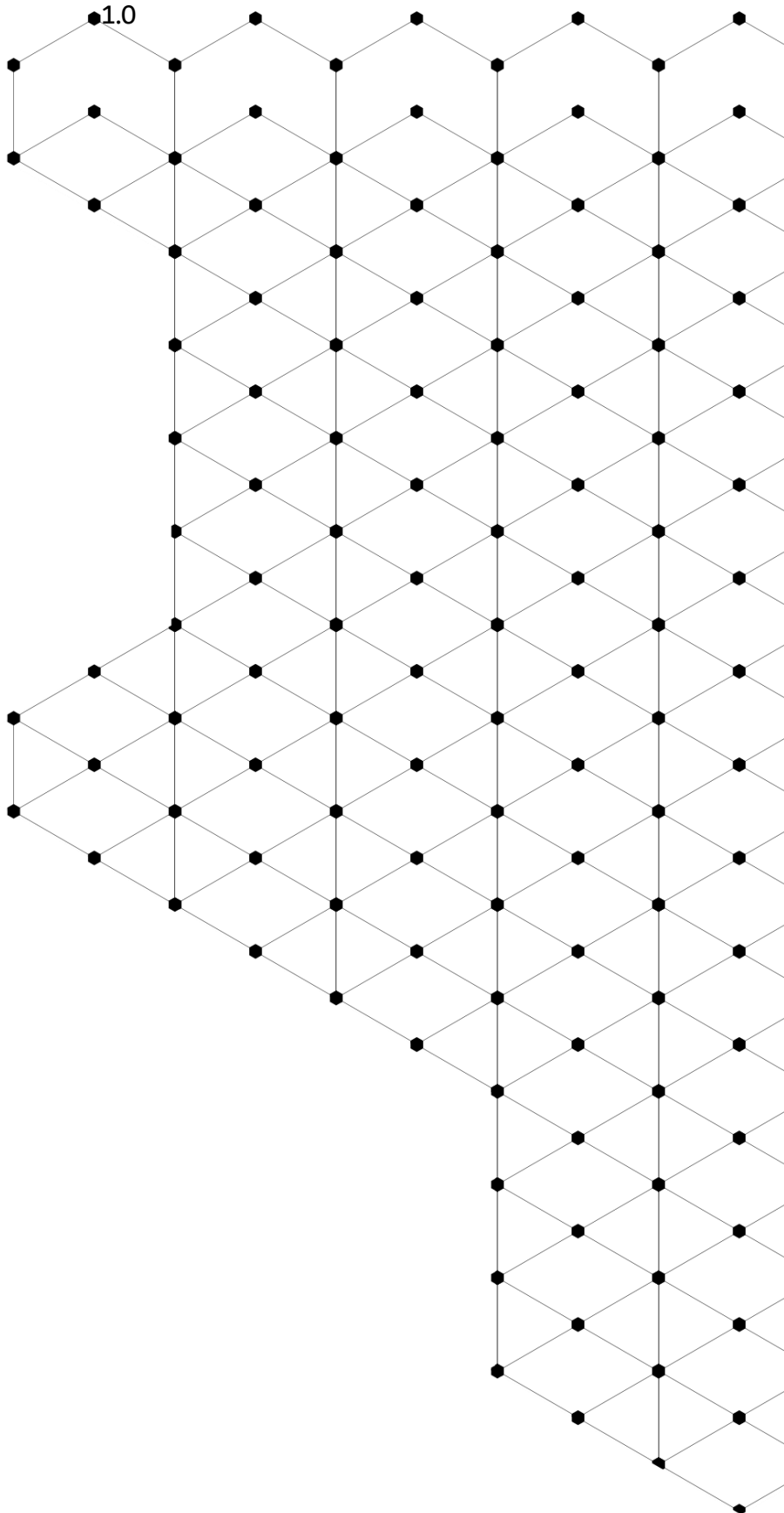
30 Nov 2023

REVISION DATE

03 Dec 2023

VERSION

1.0



## Overview

The objective of this Tutorial is to learn the DEWA SAP Customer Registration and Update. : Customer Registration is a process to create new customer of Testing services for Organization and Individual.

### 1.1. Service features

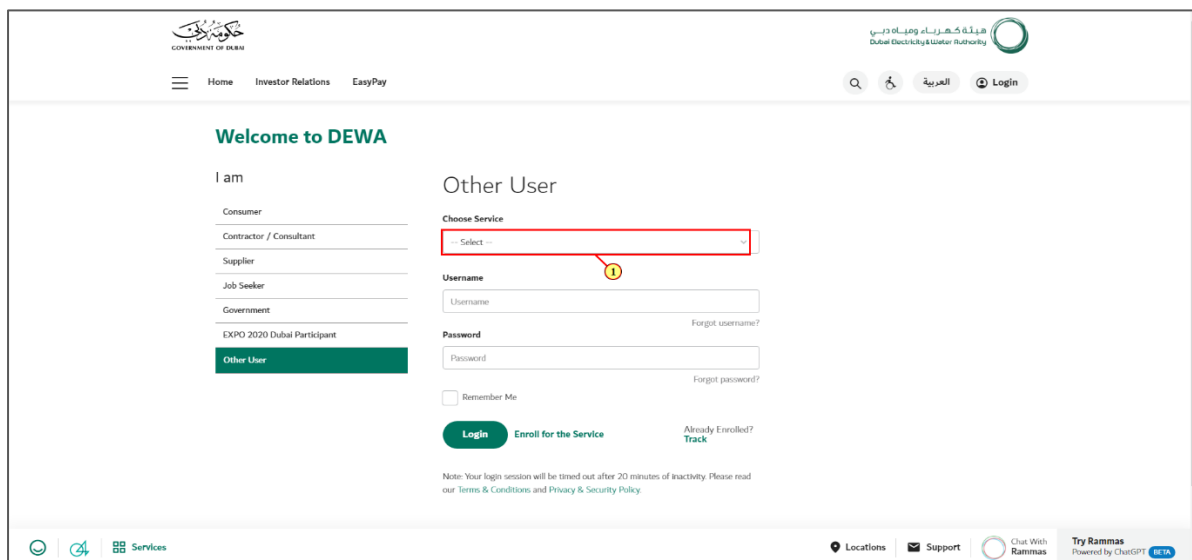
- Customer Registration For Testing (Organization)
- Customer Registration For Testing (Individual)
- Track Customer Application
- Update The Customer

### 1.2. How to request (steps+ screen screenshots)

#### 1.2.1. Customer Registration For Testing (Organization)

##### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use <https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.



The screenshot shows the DEWA Customer Registration page. On the left, there is a 'Welcome to DEWA' section with a list of user types: Consumer, Contractor / Consultant, Supplier, Job Seeker, Government, EXPO 2020 Dubai Participant, and Other User. The 'Other User' button is highlighted. On the right, there is a 'Choose Service' dropdown menu with a red box around it and a yellow circle with the number 1. Below this, there are fields for Username and Password, each with a 'Forgot' link. There is also a 'Remember Me' checkbox and a 'Login' button. At the bottom, there are links for 'Enroll for the Service', 'Already Enrolled? Track', and a note about session timeout. The footer contains various service links and a chatbot icon.

**User Action:** Click on **Choose Service** button and select Miscellaneous Service from dropdown. For ex. For Testing Testing is selected.

**User Action:** You can click [Enroll for the Service](#) link to create new customer.

GOVERNMENT OF DUBAI

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Dubai Electricity & Water Authority

Home Investor Relations EasyPay

العربية Login

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

**Company Details**

**Company Type**  
☒ Organization ☐ Individual

**Trade License Issued By**  
 -- Select --

**Trade License Number**  
 Trade License Number

**Trade License - Date of Expiry**  
 Trade License - Date of Expiry

**Trade License - Date of Issue**  
 Trade License - Date of Issue

**Company Name**  
 Company Name

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**User Action:** Select Organization ☒ radio button to create Customer for Organization.

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العربية Login

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

**Company Details**

**Company Type**  
☒ Organization ☐ Individual

**Trade License Issued By**  
 -- Select --

**Trade License Number**  
 Trade License Number

**Trade License - Date of Expiry**  
 Trade License - Date of Expiry

**Trade License - Date of Issue**  
 Trade License - Date of Issue

**Company Name**  
 Company Name

**VAT Registration Number (Optional)**  
 VAT Registration Number

**Code**  
 +971

**Company Telephone Number (Optional)**  
 Company Telephone Number

**Extension**

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**User Action:** Select Trade License Issue by authority from drop down list. For Ex. **DUBAI ECONOMIC DEVELOPMENT** selected as below.

Government of Dubai | Home | Investor Relations | EasyPay

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ABU DHABI AIRPORTS FREE ZONE  
ABU DHABI DED  
ABU DHABI GLOBAL MARKET  
AJMAN DEPARTMENT OF ECONOMIC DEVELOPMENT  
AJMAN FREE ZONE AUTHORITY  
AJMAN MEDIA CITY FREE ZONE  
DUBAI AIRPORT FREEZONE  
DUBAI AUTO ZONE  
DUBAI BIOTECHNOLOGY & RESEARCH PARK  
DUBAI CAR AND AUTOMOTIVE CITY FREE ZONE  
DUBAI COMMERCE CITY  
DUBAI CREATIVE CLUSTERS AUTHORITY  
DUBAI DESIGN DISTRICT  
**DUBAI ECONOMIC DEVELOPMENT**  
DUBAI FINANCIAL SERVICES AUTHORITY  
DUBAI FLOWER CITY  
DUBAI GOLD AND DIAMOND PARK  
DUBAI HEALTHCARE CITY  
DUBAI INDUSTRIAL PARK

Trade License Number: [Text Field]  
Trade License - Date of Expiry: [Calendar Icon] [Text Field]

Trade License - Date of Issue: [Calendar Icon] [Text Field]

Company Name: [Text Field]

Services | Locations | Support | Chat With Rammas | Try Rammas

Government of Dubai | Home | Investor Relations | EasyPay

هيئة كهرباء ومياه دبي | Login

Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

Company Details

Company Type: ☒ Organization ☐ Individual

Trade License Issued By: [Dropdown Menu]

Trade License Number: [Text Field]  
Trade License - Date of Expiry: [Calendar Icon] [Text Field]

Verify Trade License


Terms & Conditions | Privacy & Security Policy | Sitemap | Website Survey | The Workplace & Careers | Customer Care Centre Services

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Services | Locations | Support | Chat With Rammas | Try Rammas

**User Action:** Enter Trade license Number of customer and select Trade License Expiry date as below.



**User Action:** Click on  button to validate the entered details. You will see Date of issue is automatically fetched.



**User Action:** Enter Company Name for customer.

**User Action:** VAT Registration Number is optional field, you can enter VAT number in same field.



1063694 14 November 2025

**Verify Trade License**

Trade License - Date of Issue  
19 May 2022

Company Name  
Albil per Ltd

VAT Registration Number (Optional)  
12353

Code Company Telephone Number (Optional) Extension  
+971 Company Telephone Number

Code Mobile No  
+971 Mobile Number 1000000000

E-mail  
E-mail

Address Details  
Street (Optional)  
Street

Country  
United Arab Emirates

Entrate (Optional) P.O. Box (Optional)

**User Action:** Enter Company Telephone Number and extension for it.

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**Verify Trade License**

Trade License - Date of Issue  
19 May 2022

Company Name  
Albil per Ltd

VAT Registration Number (Optional)  
12353

Code Company Telephone Number (Optional) Extension  
+971 805/996/8

Code Mobile No  
+971 Mobile Number 1000000000

E-mail  
E-mail

Address Details  
Street (Optional)  
Street

Country  
United Arab Emirates

Entrate (Optional) P.O. Box (Optional)

1063694 14 November 2025

**Verify Trade License**

Trade License - Date of Issue  
19 May 2022

Company Name  
Albil pet ltd

VAT Registration Number (Optional)  
12353

Code Company Telephone Number (Optional) Extension  
+971 40579678 432

Code Mobile No  
+971 5000000000

E-mail  
E-mail

Address Details  
Street (Optional)  
Street

Country  
United Arab Emirates

Emirate (Optional) P.O. Box (Optional)

**User Action:** Enter Customer Mobile Number.

1063694 14 November 2025

**Verify Trade License**

Trade License - Date of Issue  
19 May 2022

Company Name  
Albil pet ltd

VAT Registration Number (Optional)  
12353

Code Company Telephone Number (Optional) Extension  
+971 40579678 432

Code Mobile No  
+971 5000000000

E-mail  
E-mail

Address Details  
Street (Optional)  
Street

Country  
United Arab Emirates

Emirate (Optional) P.O. Box (Optional)

**User Action:** You need to provide customer email in the email address field.



**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

**User Action:** Select Emirates for customer address.

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Dubai Electricity & Water Authority

E-MAIL  
jdb@dw.com ✓

Address Details

Street (Optional)  
13 - Nicos Building 1 ✓

Country  
United Arab Emirates

Emirate (Optional)  
 Select  
 ADU (DUBAI)  
 AJMAN  
 RAKA  
 RAS AL KHAIMA  
 SHARJAH 1  
 UMM AL QUWAIN

P.O. Box (Optional)  
P.O. Box

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

Next

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DEWA SOCIAL  
Last update on 29 August 2021

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Dubai Electricity & Water Authority

E-MAIL  
jdb@dw.com ✓

Address Details

Street (Optional)  
13 - Nicos Building 1 ✓

Country  
United Arab Emirates

Emirate (Optional)  
DUBAI

P.O. Box (Optional)  
P.O. Box 1

Attachments

Trade License  
Upload your File

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Security E-Pass

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**User Action:** Enter PO Box Details for customer.



E-mail  
jdb@db.com ✓

Address Details  
Street (Optional)  
13 - Nicos Building 1 ✓

Country  
United Arab Emirates

Emirate (Optional)  
DUBAI

P.O. Box (Optional)  
344532 ✓

Attachments  
Trade License  
Upload your File  
Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

Next

**User Action:** Click on **Upload your File** button to upload Customer Trade License copy.

E-mail  
jdb@db.com ✓

Address Details  
Street (Optional)  
13 - Nicos Building 1 ✓

Country  
United Arab Emirates

Emirate (Optional)  
DUBAI

P.O. Box (Optional)  
344532 ✓

Attachments  
Trade License  
Upload your File  
PDF Trade License.pdf  
40055\_KB

Next

**User Action:** Click on **Next** button and you will receive OTP on Email.

Address Details

Street (Optional)

Verify Email Address

Email containing a 6 digit verification code has been sent to your registered Email ID with DEWA [abb@du.com](mailto:abb@du.com)

1 4

RESEND CODE (2:58)

Not my Email ID? [Contact Customer Care Center](#)

Submit

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Security & Policy

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**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.

Submission Successful

You have successfully submitted the application 0000001949

Print this page

What's next?

Your application is being processed, you will receive an E-mail upon completion of your request.

Track Application →

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## 1.2.2. Customer Registration For Testing (Individual)

### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use <https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.

The screenshot shows the DEWA Customer Registration Page. The page has a header with the DEWA logo and navigation links. The main content area is titled 'Welcome to DEWA' and includes a 'Choose Service' dropdown menu. The 'Other User' section is highlighted, and the 'Joiner Certification' option is selected in the dropdown menu. A red box and a yellow circle with the number 1 highlight the 'Joiner Certification' option.

**User Action:** Click on **Choose Service** button and select Miscellaneous Service from dropdown. For ex. For Testing - Jointer Certification is selected.

The screenshot shows the DEWA Customer Registration Page with the 'Joiner Certification' option selected in the 'Choose Service' dropdown menu. A red box and a yellow circle with the number 1 highlight the 'Joiner Certification' option.

**User Action:** You can click [Enroll for the Service](#) link to create new customer.

**User Action:** Select Individual ☒ radio button to create Customer for Individual Person.



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Home Investor Relations EasyPay

العميل Login

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

**Company Details**

Company Type  
☐ Organisation ☒ Individual

Emirates ID  Expiry Date

**Search & Auto-Fill**

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**User Action:** For individual customer you need to enter Emirates Id for the customer. Enter Expiry Date

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Home Investor Relations EasyPay

العميل Login

### Create Account with DEWA (General Services)

All fields are mandatory, unless marked optional.

**Company Details**

Company Type  
☐ Organisation ☒ Individual

Emirates ID  Expiry Date

**Search & Auto-Fill**

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**User Action:** Click on **Verify Trade License** button to validate the entered details. You will see Date of issue is automatically fetched.

796157591258144 ✓ 04 October 2030 ✓

Search & Auto-Fill

**Details Of Individual**

First Name: AL-ABASA ✓ Last Name: EMAD-UL-DIN ✓

Code: +973 Mobile No: 56\*\*\*\*\*22 ✓

Code: +973 Company Telephone Number (Optional): Company Telephone Number Extension:

Email Address: Email Address (email@domain.com) ⚠  
Email Address is required. 1

**Address Details**

Street (Optional): Street

Country: United Arab Emirates

Emirate (Optional): -- Select -- P.O. Box (Optional): P.O. Box

**User Action:** You need to provide customer email in the email address field.

796157591258144 ✓ 04 October 2030 ✓

Search & Auto-Fill

**Details Of Individual**

First Name: AL-ABASA ✓ Last Name: EMAD-UL-DIN ✓

Code: +973 Mobile No: 56\*\*\*\*\*22 ✓

Code: +973 Company Telephone Number (Optional): Company Telephone Number Extension:

Email Address: email@mytech.com ✓

**Address Details**

Street (Optional): Street ⚠  
Country: United Arab Emirates

Emirate (Optional): -- Select -- P.O. Box (Optional): P.O. Box

**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.



Details Of Individual

First Name: AL ABADA ✓ Last Name: IMAD UH DIN ✓

Code: +971 Mobile No: 56\*\*\*\*\*22 ✓

Code: +971 Company Telephone Number (Optional): Company Telephone Number Extension:

Email Address: email@hyprotech.com ✓

Address Details

Street (Optional): 12 Nover, building 1

Country: United Arab Emirates

Emirate (Optional): - Select - P.O. Box (Optional): P.O. Box

Attachments

Emirates ID

Upload your File

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

**User Action:** Select Emirates for customer address. For Ex. Dubai selected.

Details Of Individual

First Name: AL ABADA ✓ Last Name: IMAD UH DIN ✓

Code: +971 Mobile No: 56\*\*\*\*\*22 ✓

Code: +971 Company Telephone Number (Optional): Company Telephone Number Extension:

Email Address: email@hyprotech.com ✓

Address Details

Street (Optional): 12 Nover, building 1

Country: United Arab Emirates

Emirate (Optional): DUBAI P.O. Box (Optional): 123456

Attachments

Emirates ID

Upload your File

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: jpg, png, pdf.

**User Action:** Enter PO Box Details for customer.



Details Of Individual

First Name: AL ARADA ✓ Last Name: IMAD UL DIN ✓

Code: +971 ✓ Mobile No: 56\*\*\*\*\*12 ✓

Code: +971 ✓ Company Telephone Number (Optional): Company Telephone Number ✓ Extension: ✓

Email Address: email@hytech.com ✓

Address Details

Street (Optional): 12-Nicos, Building 1

Country: United Arab Emirates

Emirate (Optional): DUBAI ✓ P.O. Box (Optional): 323232 ✓

Attachments

Emirates ID

Upload your File

Note that the maximum 1 sized for each attachment is 2MB. Formats allowed: jpg, png, pdf.

**User Action:** Click on **Upload your File** button to upload Customer Trade License copy.

Address Details

Street (Optional): 12-Nicos, Building 1

Country: United Arab Emirates

Emirate (Optional): DUBAI ✓ P.O. Box (Optional): 323232 ✓

Attachments

Emirates ID

Upload your File

PDF Emirates ID.pdf 22255 KB

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Next

1

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Security E-Post

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DEWATOTAL

Last update on 29 August 2023

**User Action:** Click on **Next** button and you will receive OTP on Email.

Verify Email Address

Email containing a 6 digit verification code has been sent to your registered Email ID with DEWA [siemens@tech.in](mailto:siemens@tech.in)

4

RESEND CODE (2/44)

Not my Email ID? Contact Customer Care Center

Upload your File

PDF Trade License.pdf 98432\_KB

Note that the maximum size allowed for each attachment is 2MB. Formats allowed: pdf, png, jpg.

Next

**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.

Submission Successful

You have successfully submitted the application 0000001949

Print this page

What's next?

Your application is being processed, you will receive an E-mail upon completion of your request.

Track Application →

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DEWAKC14236  
 Last update on 29 August 2021

### 1.2.3. Track Customer Application

#### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use <https://www.dewa.gov.ae/en/miscellaneous/login> to access this portal.

**User Action:** Click on [Track](#) link to track the customer applications.

**User Action:** Enter the application number in the search field and click on [Search](#) button.



GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority

[Home](#)
[Investor Relations](#)
[EasyPay](#)

[العربية](#)
[Login](#)

## Track Application

[Search](#)

[Terms & Conditions](#)
[Privacy & Security Policy](#)
[SiteMap](#)
[Website Survey](#)
[The Workplace & Careers](#)
[Customer Care Centre Services](#)

[Security E-Plan](#)

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DEWATV1234

[Locations](#)
[Support](#)
[Chat With Rammas](#)
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## Track Application

[Search](#)

**Request for User Enrollment** In Progress

Enrollment Services  
0000001949

**Request Submitted**

10 Oct 2023, 05:21 PM

[Terms & Conditions](#)
[Privacy & Security Policy](#)
[SiteMap](#)
[Website Survey](#)
[The Workplace & Careers](#)
[Customer Care Centre Services](#)

[Security E-Plan](#)

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DEWATV1234

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## 1.2.4. Update The Customer

### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use <https://www.dewa.gov.ae> to access this portal.

The screenshot shows the DEWA Customer Registration Page. The page has a header with the Government of Dubai and DEWA logos, and navigation links for Home, Investor Relations, and EasyPay. The main content area is titled 'Welcome to DEWA' and features a 'Choose Service' dropdown menu. The 'Other User' section is highlighted with a red box and a yellow circle with the number 1, indicating the next step in the registration process. The page also includes a footer with links to Terms & Conditions, Privacy & Security Policy, Sitemap, Website Survey, The Workplace & Careers, and Customer Care Centre Services.

**User Action:** Click on **Choose Service** button and select Testing Service from dropdown. For ex. Testing selected.

The screenshot shows the DEWA Customer Registration Page with the 'Testing' service selected in the 'Choose Service' dropdown menu. The 'Other User' section is highlighted with a red box, and the 'Testing' service is selected in the dropdown menu. The page also includes a footer with links to Terms & Conditions, Privacy & Security Policy, Sitemap, Website Survey, The Workplace & Careers, and Customer Care Centre Services.

**User Action:** Enter **Username** and **Password** for customer.



Welcome to DEWA

I am

Consumer

Contractor / Consultant

Supplier

Job Seeker

Government

EXPO 2020 Dubai Participant

Other User

Other User

Choose Service

Scrap Sale

Username

test@fda ✓

Password

test@fda

Remember Me

Login

Enroll for the Service

Already Enrolled? Track

Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.

Terms & Conditions | Privacy & Security Policy | Storage | Website Survey | The Workplace & Careers | Customer Care Centre Services

Security E-Plan

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DEWA 2021 E-JAL

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Welcome to DEWA

I am

Consumer

Contractor / Consultant

Supplier

Job Seeker

Government

EXPO 2020 Dubai Participant

Other User

Other User

Choose Service

Scrap Sale

Username

test@fda ✓

Password

test@fda

Remember Me

Login

Enroll for the Service

Already Enrolled? Track

Note: Your login session will be timed out after 20 minutes of inactivity. Please read our Terms & Conditions and Privacy & Security Policy.

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Security E-Plan

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DEWA 2021 E-JAL

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**User Action:** Click on  button to access in customer profile.

**User Action:** Click on **MY PROFILE** tab to update customer profile.

**User Action:** Click on **Company Details** tab to update the customer fields. For Ex. Company Telephone Number, Customer Mobile Number, Emirates, PO Box number etc. as below screenshot.

**دولة الكويت - دولة الكويت**

**GOVERNMENT OF KUWAIT**

**دولة الكويت - دولة الكويت**

**GOVERNMENT OF KUWAIT**

**Code** **Mobile No**

+973 63291111 ✓ 17312

+973 5A1297336 ✓

**E-mail**

sead@fics78@gmail.com

**Address Details**

**Street (Optional)**

Filali street

**Country**

United Arab Emirates

**Emirate (Optional)** **P.O. Box (Optional)**

AJMAN 14129B

SABER

AJLU ENAB

AJMAN

DUBAI ①

RAS AL KHAIMAH

SHARJAH

UML AL QUAHNA

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**Security & Pass**

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**DEWA OFFICIAL**

Last update on 6 September 2023



Government of Dubai

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Dubai Electricity & Water Authority

Code: +971 41291777 ✓ 12312

Mobile No: +971 5612917316 ✓

E-mail: user@dwat.ae

Address Details

Street (Optional): 78th street

Country: United Arab Emirates

Emirate (Optional): DUBAI

P.O. Box (Optional): 123456

Update Information

Terms & Conditions | Privacy & Security Policy | Sitemap | Website Survey | The Workplace & Careers | Customer Care Center Services

Security & Privacy

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Last updated on 6 September 2021

Government of Dubai

هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority

Code: +971 41291777 ✓ 12312

Mobile No: +971 561291777 ✓

E-mail: user@dwat.ae

Address Details

Street (Optional): 78th street

Country: United Arab Emirates

Emirate (Optional): DUBAI

P.O. Box (Optional): 123456

Update Information

Terms & Conditions | Privacy & Security Policy | Sitemap | Website Survey | The Workplace & Careers | Customer Care Center Services

Security & Privacy

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Last updated on 6 September 2021

**User Action:** Click on **Update Information** button to submit the updated details. On submission you will receive OTP on Mobile.

**Verify Mobile Number**

SMS containing a 6 digit verification code has been sent to your registered mobile number with DEWA 542297777

1 [ ] [ ] [ ] [ ] [ ] [ ]

RESEND CODE (2/56)

Not my Mobile Number? [Contact Customer Care Center](#)

**User Action:** Enter OTP received on Customer Mobile number. You will receive successful message with application number as below.

Home Investor Relations EasyPay

MY DASHBOARD SALES ORDER PAYMENT HISTORY **MY PROFILE**

Company Details Change Password

✓ Your update request no. 0000001982 has been submitted successfully

Track Application →

1

Terms & Conditions Privacy & Security Policy Sitemap Website Survey The Workplace & Careers Customer Care Center Services

Security E-Plan

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Services

https://dewa.gov.ae/en/miscellaneous/trackapplication?appno=0000001982

**User Action:** You can click on  button to check the application status.


GOVERNMENT OF DUBAI


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### Track Application

Search

Request for User Enrollment
In Progress

0000001962

Request Submitted
18 Oct 2023, 03:31 PM

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