



Ref: DP/057/2018

18th June 2018

To

Consultants and Electrical Contractors
Dubai

Enhancements of Services On-Line Technical Discussions & Support.

Dear Customer,

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

We observe that, for some of the projects, the engineers from the Consultants and Contractors are visiting DEWA offices for technical queries / discussions. In order to avoid the requirements for such physical visits DEWA had launched on-line facilities for effective interaction through DEWA website (www.dewa.gov.ae), by logging into the technical discussion link.

The services include the below features:-

- Video –conference discussion
- Request call back
- Request SMS reply to enquiry
- Request E-Mail reply to enquiry.

More information is available on our website. We are arranging training & awareness on the new facilities for the Consultants and Contractors, for which our concerned team will contact you.

Your usual cooperation in this regard will be appreciated.

Thanking you,

Yours faithfully
for Dubai Electricity & Water Authority


(Rashid Bin Humaidan) 19/6/18

Executive Vice President- Distn. Power

