

## FAQS - DEWA & Dubai Land Department Integration Management Companies

### 1. What is Activation of Electricity and Water Service (Move In)?

Upon registering your Ejari with real estate management companies or typing centres authorised by Dubai Land Department, you will receive an SMS and email to activate your electricity and water service without having to visit DEWA Customer Happiness Centres.

### 2. Do I need to request separately for Activation of Electricity and Water Service (Move In) at the real estate Management Company / DLD approved centres?

No, you are not required to request separately for Activation of Electricity and Water Service (Move In) at the real estate Management Company / DLD approved centres.

### 3. Do I need to submit any documents for Activation of Electricity and Water Service (Move In) at the real estate Management Company / DLD approved centres?

No, you are not required to submit any documents for Activation of Electricity and Water Service (Move In) at the real estate Management Company / DLD approved centres.

### 4. Do I need to submit DEWA payment receipt to real estate Management Company / DLD approved Typing Centre for issuance of Ejari?

No, you are not required to submit DEWA payment receipt to real estate Management Company / DLD approved Typing Centre for issuance of Ejari. You only need to provide your DEWA 9 digit premises number (displayed on the door of each premises).

### 5. How I will know that DEWA has created my Activation of Electricity and Water Service (Move In)?

When you get your Ejari, a contract account number will automatically be created in DEWA system. Once that takes place you will immediately receive an SMS and Welcome email from DEWA with your DEWA account details.

### 6. How can I pay DEWA Security Deposit?

The welcome email that you receive from DEWA includes a link for payment of Security Deposit. By clicking on the link, you can pay DEWA Security Deposit through DEWA app or website. Alternatively, you can pay DEWA Security Deposit through any DEWA payment channel.

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7. If I do not receive Welcome email from DEWA, how can I apply for Activation of Electricity and Water Services (Move In)?

If you do not receive a Welcome email from DEWA due to not entering your correct email ID by real estate Management Company, you can apply online on DEWA Website / DEWA Smart App.

8. Do I need to enter Ejari number while applying online at DEWA Website / DEWA Smart App?

Yes, effective July 01, 2017 you will be required to enter Ejari number at the time of applying for Activation of Electricity and Water Service (Move In) at DEWA Website / DEWA Smart App.

9. How will Ejari number help me in the Activation of Electricity and Water Service (Move In) at DEWA Website / DEWA Smart App?

If you enter a valid Ejari number, you will not be required to submit any documents.

10. Do I need to submit Ejari for Activation of Electricity and Water Service (Move In) ?

Yes, effective July 01, 2017 all customers (Tenants only) will be required to submit Ejari for Activation of Electricity and Water Service.

11. Do I need to submit both Tenancy Contract and Ejari for Activation of Electricity and Water Service?

No, you are required to submit Ejari only which will replace the traditional tenancy contract, for Activation of Electricity and Water Service.

12. Can I get my Ejari at the time of getting my tenancy contract from any of the 800 real estate Management Companies?

Yes, you will get your Ejari at the time of getting your tenancy contract from any of the 800 real estate Management Companies or typing centres authorised by Dubai Land Department.

**EJARI 'attestation' fees, 'security deposit' fee and supply activation fee for electricity and water services:**

13. How much is the fee for getting the Ejari?

- Ejari issuance - AED 170 to be paid to DLD through any of the authorised real estate management companies / DLD approved centres

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- Service Charge - AED 40 to be paid for Ejari issuance to authorized real estate management companies / typing centres

14. What should I do, if the charges demanded by authorized real estate management companies / DLD approved centres is more than the above?

In instances when customers notice extra charge(s) from any real estate management company / DLD approved centres, kindly notify DLD 80022553737 – for corrective measures to be accordingly taken.

15. How much is the fee that I need to apply for Activation of Electricity and Water Service?

Refundable security deposit for electricity and water connections - AED 2,000 (for apartments) / AED 4,000 (for villas), in addition to supply activation fees - AED 130 to be paid to DEWA through any payment channel.

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