

DEWA ACCOUNT TRANSFER FACTSHEET

Dear Homeowner,

As you are getting ready to take possession of your new home, we have put together some pointers to ease your DEWA (Dubai Electricity & Water Authority) transfer procedure. Kindly note, the transfer has to be completed before the date of Handover.

DOCUMENT CHECKLIST

<input type="checkbox"/> 1. DEWA form, filled and signed	<p>Fill in all relevant details on the DEWA form, including your DEWA consumer number.</p> <p>You would have received your DEWA consumer number during Home Orientation and in your Property Handover letter/email. You can also find the number on the main door (for apartments) or on your meter box/gate (for villas).</p>
<input type="checkbox"/> 2. Receipt for your DEWA deposit payment	<p>You will receive a receipt for your DEWA deposit payment. Kindly bring along this receipt to your property Handover. Your DEWA connection will be activated within 24 hours of registration.</p> <p>Security deposits (Apartments: AED 2,000. Villas / Townhouses: AED 4,000. Other charges may be applicable). Registration can be done via www.dewa.gov.ae or the DEWA Smart App. Alternatively, you can drop into a DEWA Customer Happiness Centre nearest to you. For the full list of locations, click here.</p>
<input type="checkbox"/> 3. Copy of the Sales Agreement and / or Title Deed	
<input type="checkbox"/> 4. Copies of Passport and Residence Visa Page (if applicable)	<p>Please make sure you bring a coloured copy of the full passport ID page (i.e. both pages) as well as your residency visa.</p>
<input type="checkbox"/> 5. Original Emirates ID or National ID from your country of residence	<p>If you reside in the UAE, the original Emirates ID is mandatory. You can only use the ID from your country of residence if you do not reside here.</p>
<input type="checkbox"/> 6. Copy of the trade license and Company registration documents	<p>If the property is owned by a company.</p>

Note: All applications are subject to approval. The policy and procedures may change without prior notice.

EMAAR

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DEWA REQUIREMENTS

The above requirements are accurate at the time this Factsheet was created but are subject to change. You can contact DEWA directly for further information.

DEWA Customer Care: +97146019999

www.dewa.gov.ae

customercare@dewa.gov.ae

Download the DEWA Smart App



HOUSING FEES

For information regarding housing fees, contact Dubai Municipality at 800900 or if overseas, call +97142215555.

WE ARE HERE TO HELP

Should you have any other questions, get in touch with EMAAR's dedicated Customer Relations Team. You can contact us at 800-EMAAR (36227) or if overseas, call +97143661688. Alternatively, you may drop us a message at customercare@emaar.ae, or reach us through the [Emaar One App](#) (for iPhone users). You can also visit <https://eservice.emaar.com>