



## Documents Required

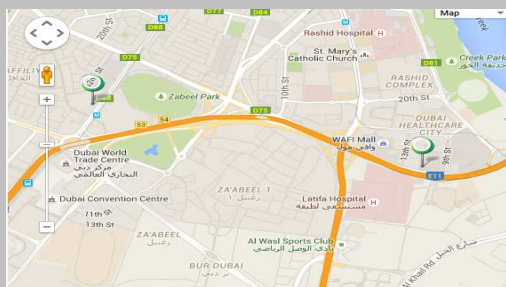
### Ownership

1. Completed DEWA form duly signed
2. Original Agreement of Sale/Title Deed
3. DEWA deposit: AED 2000 for Apartments  
AED 4000 for Villas & townhouses  
(Connection charges as levied by DEWA)
4. Passport Copy with Residence visa page
5. Emirates ID/National ID copy (both sides)
6. Trade license copy and company documents in case of company registration

These requirements are subject to change. For additional information please contact DEWA.

### **DEWA HEAD Office**

P.O Box 564, Dubai, U.A.E  
Tel. No. +9714 – 601 9999  
Fax No. +9714 – 601 9995  
Email: [customercare@dewa.gov.ae](mailto:customercare@dewa.gov.ae)  
[www.dewa.gov.ae](http://www.dewa.gov.ae)  
Emergency No: 991  
Dubai Municipality: 800900



### Contacts

For any enquiries please contact:

**Emaar Customer Care Department**  
P.O. Box: 9440, Dubai, U.A.E.  
Tel: 800 EMAAR (36227)  
Tel: +971 4 366 1688  
Fax: +971 4 367 3011  
Email: [customercare@emaar.ae](mailto:customercare@emaar.ae)  
Web: [www.emaar.ae](http://www.emaar.ae)

Location: Customer Care Center at Emaar Square Building 2, Ground floor.

## DEWA Account Transfer Procedure

Dear Homeowner,

Kindly read the information provided in this document as it will help you understand the procedure for transferring your DEWA consumer account. It is **mandatory** to transfer the DEWA premise account to you name prior to handover of the property.

1. Fill in all relevant details on the DEWA form, including your DEWA consumer number (which can be obtained from your main door in case of apartments and on the meter box / gate in case of villas)
2. Take the following documents:
  - **DEWA form duly** signed by the owner.
  - **Original Sale Agreement/Title Deed**
  - **DEWA deposit** AED 2000 for Apartments/AED 4000 for Villas and connection charges as levied by DEWA.
  - **Passport Copy** with Residence visa page
  - **Emirates ID/National ID** copy (both sides)
  - **Trade license copy** and company documents in case of company registration.
3. While paying the deposit kindly confirm the property details. These should match with the property number under DEWA system.
4. After making the DEWA payment a receipt will be given to you. Kindly bring this **receipt** along with you when you come to take handover of your property. Please note that the supplies are activated within 24 hours by DEWA.

For any queries, clarifications and complaints regarding housing fees please call Dubai Municipality Housing Fees Toll free number **800900**.

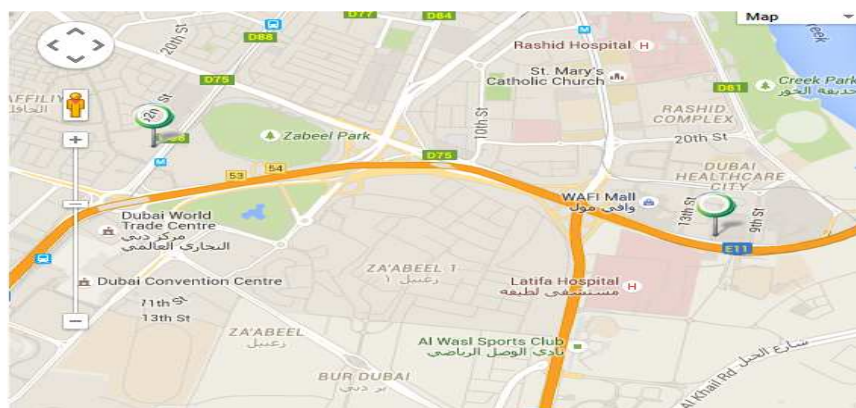
### **P.O Box**

Please note; you need to provide DEWA with your own P.O Box.

### **DEWA Offices:**

Sheikh Zayed Road: Located behind Mazaya Shopping Mall.

Bur Dubai Office: Located behind Grand Hyatt Hotel near Wafi City Mall, next to Citibank.



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