



FAQS - DEWA & RERA Integration Management Companies

1. What is One Step Move-in?

Upon issuance of your Ejari from any of the 800 Property Management Companies / RERA approved centres, your data automatically get transferred to the DEWA system and DEWA creates your account (DEWA Move in).

2. Do I need to request separately for DEWA Move in at Property Management Company / RERA approved centres?

No, you are not required to request separately for DEWA Move in at Property Management Company / RERA approved centres.

3. Do I need to submit any documents for DEWA Move in at Property Management Company / RERA approved centres?

No, you are not required to submit any documents for DEWA Move in at Property Management Company / RERA approved centres.

4. Do I need to submit DEWA payment receipt to Property Management Company / RERA approved Typing Centre for issuance of Ejari?

No, you are not required to submit DEWA payment receipt to Property Management Company / RERA 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 Move in?

When you get your Ejari, you will immediately receive an SMS and Welcome email from DEWA with your DEWA account details.

6. How I 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 online. 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 make Move in?

If you do not receive a Welcome email from DEWA due to not entering your correct email ID by Property 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 DEWA Move in at DEWA Website / DEWA Smart App.

9. How will Ejari number help me in DEWA 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 DEWA Move-in Service?

Yes, effective July 01, 2017 all customers (Tenants only) will be required to submit Ejari for DEWA Move-in service.

11. Do I need to submit both Tenancy Contract and Ejari for DEWA Move in?

No, you are required to submit Ejari only which will replace the traditional tenancy contract, for DEWA Move in.

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

Yes, you will get your Ejari at the time of getting your tenancy contract from any of the 800 Property Management Companies

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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 RERA through any of the authorised property management companies / RERA approved centres
- Service Charge - AED 40 to be paid for Ejari issuance to authorized property management companies / AED 45 to RERA approved centres

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

In instances when customers notice extra charge(s) from any property management company / RERA approved centres, kindly notify Dubai Land Department 80022553737 – for corrective measures to be accordingly taken.

15. How much is the fee that I need to DEWA for activation of supply?

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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