



هيئة كهرباء ومياه الشارقة

Sharjah Electricity & Water Authority

SEWA SERVICES GUIDE

FIRST EDITION

2017

Registration of new Customer (Residential)

Description of Service	The service is provided to create a new account to connect the services to individuals (residential)
Average time of service	3 hours
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Original Tenancy Contract duly signed by the Landlord and Tenant. 2. Copy of the new Tenant's emirates ID 3. Last Clearance Certificate of the premise. If more than 10 days passed from its date of issue, meter reading should be taken again) 4. Landlord (Ownership certificate)
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> • Procedures by the Tenant: <ul style="list-style-type: none"> - Application shall be submitted by the Customer at the concerned service center - In case of National's residence (Local), a special undertaking shall be signed. - Security deposit's amount shall be fixed as per the type of the leased unit - Payment of Security deposit and approval of the tenancy contract - Execution of Service Agreement as per tenancy contract (applicable). - The Customer shall approach Sharjah Municipality to attest the Tenancy contract. - The Customer shall approach the concerned service center to activate the service. • Procedures by the Landlord: <ul style="list-style-type: none"> - Application shall be submitted by the Customer at the concerned service center - Activation of Service Agreement. - Activation of the service
Service Fee	NIL
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Service Linkage with other service	<ul style="list-style-type: none"> ▪ Attestation of the Tenancy Contract with Sharjah Municipality ▪ Connection of services
Category the targeted customers	Individuals
Times for provision of the service	<p>Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm</p>

Registration of new Customer (Commercial/Industrial)

Description of Service	The service is provided to create new account to connect the services to companies, industrial and commercial establishments
Average time of service	3 hours
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of Trade License or Commercial Registration 2. Inspection Report of the Economic Department and Approval of the Tenancy Contract. 3. Original Tenancy Contract duly signed by the Landlord and Tenant 4. Last Clearance Certificate of the premise. If more than 10 days passed from its date of issue, meter reading should be taken again
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> - Application shall be submitted by the Customer at the concerned service center - Confirmation of the approved load (Industrial Activity) - Security deposit's amount shall be fixed as per the type of the leased unit - Payment of Security deposit and approval of the tenancy contract - Execution of Service Agreement as per tenancy contract (applicable). - The Customer shall approach Sharjah Municipality to attest the Tenancy contract. - After the attestation of the Tenancy Contract, Customer shall approach the concerned service center to activate the service
Service Fee	NIL
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Service Linkage with other service	<ul style="list-style-type: none"> ▪ Signed and sealed Inspection Report of the Economic Department and Approval of the Tenancy Contract. ▪ Attestation of the Tenancy Contract with Sharjah Municipality ▪ Connection of services
Category the targeted customers	Companies & Corporations
Times for provision of the service	Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Registration of new Customer (Government)

Description of Service	The service is provided to open new account to connect the services to government entities
Average time of service	One hour
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. NOC from the Local/federal government entity to connect the services. 2. Original Tenancy Contract (for the leased unit) 3. Ownership Deed
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> - The government entity shall submit the application to the concerned service center - The service center shall refer the transaction to the Government Departments & Ministries Section. - Execution of Service Agreement. - The account shall be incorporated in the Accounts System of the government entity.
Service Fee	NIL
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Service Linkage with other service	<ul style="list-style-type: none"> ▪ Letter of Request for Connection of services from the concerned government entity
Category the targeted customers	Government entities
Times for provision of the service	Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Closing of Account (Government)

Description of Service	The service is provided to enable the Government Customer to officially vacate the leased premises
Average time of service	3 working days
Requirements of service (required documents)	<ul style="list-style-type: none"> ▪ NOC from the Local/federal government entity to close the account.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request for closing of account to Disconnection & Re-Connection Unit at Government Departments & Ministries Section. ▪ Disconnection & Re-Connection Unit shall send the concerned Technician to disconnect the services and bring the last readings. ▪ The Disconnection Unit shall enter the last reading in the system and refer the transaction to the Account Closing Section for processing. ▪ The Closing Account Section shall check the transaction documents and ensure the consumption quantity is appropriate with comparative to other services, otherwise the Meter shall be checked. ▪ Follow-up Request (Closing of account) shall prepared and referred to Internal Control Department ▪ Consumption amount shall be paid. ▪ The Concerned Employee shall, accordingly issue the Clearance Certificate.
Service Fee	NIL
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Closing of account
Category the targeted customers	Government entities
Times for provision of the service	Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Closing of Account (Commercial/Industrial)

Description of Service	The service is provided to enable the Commercial/Industrial Customer to officially vacate the leased premises
Average time of service	<ul style="list-style-type: none"> - 3 working days for normal cases - One working day for urgent transaction
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Cancellation of the Tenancy Contract by the Economic Development Department. 2. Original Clearance Certificate from Sharjah Municipality. 3. Original Deposit Payment Receipt. 4. Copy of the Trade/Industrial License.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request for closing of account to Disconnection & Re-Connection Unit at Government Departments & Ministries Section. ▪ Disconnection & Re-Connection Unit shall take the last reading and refer the transaction to the Account Closing Section for processing. ▪ The Closing Account Section shall check the transaction documents and ensure the consumption quantity is appropriate with comparative to other services, otherwise the Meter shall checked. ▪ Follow-up Request (Closing of account) shall prepared and referred to Internal Control Department ▪ Payment of any amount exceeding the deposit value, if any. ▪ The Concerned Employee shall, accordingly issue the Clearance Certificate.
Service Fee	<ul style="list-style-type: none"> - NIL for normal cases - AED 200.00 for urgent transaction (AED 100.00 as disconnection fee - AED 100.00 as urgent Refund fee for deposit in case not exceeding AED 10,000.)
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Clearance Certificate from the Municipality ▪ Closing of Account ▪ Deposit refund transaction ▪ Cancellation Stamp of the Tenancy Contract from the Economic Development Department
Category the targeted customers	Companies & Corporations
Times for provision of the service	Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Closing of Account (Residential)

Description of Service	The service is provided to enable the Residential Customer to officially vacate the leased premises
Average time of service	<ul style="list-style-type: none"> - 3 working days for normal cases - One working day for urgent transaction
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Original Clearance Certificate from Sharjah Municipality. 2. Original Deposit Payment Receipt. 3. Copy of the Customer's emirates ID.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request for closing of account to Disconnection & Re-Connection Section. ▪ Disconnection & Re-Connection Unit shall refer the transaction to the Technical to send the concerned Technician to the last readings. ▪ The Closing Account Section shall check the transaction documents and ensure the consumption quantity is appropriate with comparative to other services, otherwise the Meter shall checked. ▪ Follow-up Request (Closing of account) shall prepared and referred to Internal Control Department ▪ Payment of any amount exceeding the deposit value, if any. ▪ The Concerned Employee shall, accordingly issue the Clearance Certificate.
Service Fee	<ul style="list-style-type: none"> - NIL for normal cases - AED 200.00 for urgent transaction (AED 100.00 as disconnection fee - AED 100.00 as urgent Refund fee for deposit in case not exceeding AED 10,000.)
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Clearance Certificate from the Municipality ▪ Closing of Account ▪ Deposit refund transaction
Category the targeted customers	Individuals
Times for provision of the service	Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Replacement (of the Lost Deposit Receipt)

Description of Service	The service is provided to issue copy of the lost deposit Receipt.
Average time of service	- 7 minutes
Requirements of service (required documents)	1. The Number of the Customer Account
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall approach the Service Center and show the Number of his/her account. ▪ Payment of the prescribed fee against the service. ▪ Issuance of the Replacement Receipt of the Deposit.
Service Fee	- AED 20.00 against each AED 1000.00 of the deposit
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Closing of Account (Residential - Commercial - Industrial - Government)
Category the targeted customers	Individuals
Times for provision of the service	Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Service of Deposit Refund

Description of Service	The service is provided to issue a cheque for refund of the deposit amount to the Customer
Average time of service	- 7 minutes
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the Customer's ID 2. Copy of the Representative's ID and company seal (for companies and corporations) 3. The Number of the Customer Account
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall approach the Service Center and the Original ID. To collect the cheque of the deposit amount
Service Fee	<ul style="list-style-type: none"> - NIL for normal cases - AED 100 for urgent cases
Service Category	Supplementary
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Closing of Account (Residential - Commercial - Industrial - Government)
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations ▪ Government Entities
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm - Saturday From 8:00 am to 1:00 pm

Meter Inspection (Electricity, Water & Natural Gas)

Description of Service	The service is provided to check the electricity, water or gas meter in order to ensure their efficiency
Average time of service	- 3 working days
Requirements of service (required documents)	1. Number of the Customer Account (in case of inspection at the request of the customer, the prescribed fee shall be paid)
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ➤ At the customer's request : <ul style="list-style-type: none"> - For Inspection at the Customer's request, inspection fees as set out below, shall be paid as per the meter type. ➤ At SEWA Request: (In case the consumption reading is not commensurate with the normal consumption of the customer (as reported by the concerned employee or the system) ➤ The Procedures: <ul style="list-style-type: none"> - The Inspection Request shall be processed by the concerned employees and referred to the concerned technician who shall fill the prescribed form and ensure that the payment receipt of the inspection is annexed to the request in the event of the inspect at the Customer request. - The Inspection Request then shall be referred to the concerned meter lab (electricity, water or gas) <ul style="list-style-type: none"> 1. If the inspection reveals that the meter properly functional, the Request shall be closed. 2. If the meter is found non-functional and no meter tampering by the customer is revealed, the customer shall be charged with average consumption covering the period in which the meter was not functioning in addition to the period during which the meter was repaired and reinstalled 3. In case that meter is found non-functional, however a meter tampering by the customer is revealed, the customer shall pay the prescribed penalty as per the Rules in addition to the charges against average consumption covering the period in which the meter was not functioning in addition to the period during which the meter was repaired and reinstalled
Service Fee	<ul style="list-style-type: none"> ➤ Inspection at the customer's Request: <ul style="list-style-type: none"> ◆ Fees of Electricity Meter Inspection: <ul style="list-style-type: none"> - One Phase Meter : AED 100 - 3 Phase Meter (Residential) : AED 150 - 3 Phase Meter Commercial):AED 250 - CT Meter :AED 600 ◆ Fees of Water Meter Inspection: <ul style="list-style-type: none"> - Water Meter (Residential) : AED 100 - Water Meter (Commercial) : AED 150 ◆ Fees of Gas Meter Inspection: (To be confirmed) ➤ Inspection at the SEWA's Request: NIL
Service Category	Supplementary

Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Closing of Account ▪ Complaint for high quantity consumption
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations ▪ Government Entities
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Tariff Change for Emirates national (Locals)

Description of Service	The service is provided to UAE national who are entitled to special consumption tariff
Average time of service	- 15 working days
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the Customer ID 2. Copy of the Passport 3. Copy of family book (National Register) 4. Copy of the Marriage Certificate (if the wife in not registered in family book 5. Copy of the Tenancy Contract duly attested by Sharjah Municipality or the Ownership Deed if the customer is the owner of the premises. 6. an undertaking signed by requestor for National Residence
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request supported by the required document. ▪ The concerned Employee shall ensure that all requirements for entitlement to special tariff are met. <p>Conditions:</p> <ol style="list-style-type: none"> (1) Only one account will be opened for each national (2) The concerned service center shall be notified in writing, in case that any persons not registered in family book (Khulasat Al Qaid) are staying in the premises <ul style="list-style-type: none"> ▪ The Inspection employee shall inspect the premises 3 times to ensure that it is a national (local) residence. ▪ If the inspection reveals that non-nationals are staying in the premises, the customer shall pay a fine of AED 10,000.00. Additionally, the necessary legal action will be taken against the customer.
Service Fee	NIL
Service Category	Supplementary
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Registration of new customer (Residential)
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Renewal of Tenancy Contract (Residential)

Description of Service	The service is provided to process the Renewal of Tenancy Contract
Average time of service	- 7 minutes
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the Tenancy Contract signed by the Tenant and the Landlord 2. The Number of the customer Account.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request supported by the required documents to the Service center ▪ The concerned Employee shall make sure that the customer's name in the Deposit is identical to the name stated in the Tenancy Contract ▪ The concerned employee shall make sure that the amount of the deposit is appropriate to the consumption. ▪ The Tenancy contract shall be approved by the Service Center ▪ The Customer shall approach Sharjah Municipality to attest the contract
Service Fee	NIL
Service Category	Supplementary
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Attestation of the Tenancy Contract by Sharjah Municipality
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Renewal of Tenancy Contract (Commercial & Industrial)

Description of Service	The service is provided to process the Renewal of Tenancy Contract for Commercial and industrial customer
Average time of service	- 7 minutes
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the Tenancy Contract signed by the Tenant and the Landlord 2. The Number of the customer Account. 3. Valid trade/industrial License.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request supported by the required documents. ▪ The concerned Employee shall make sure that the customer's name in the Deposit is identical to the name stated in the Tenancy Contract ▪ The concerned employee shall make sure that the amount of the deposit is appropriate to the consumption. ▪ The Tenancy contract shall be approved by the Service Center ▪ The Customer shall approach Sharjah Municipality to attest the contract
Service Fee	NIL
Service Category	Supplementary
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Attestation of the Tenancy Contract by Sharjah Municipality
Category the targeted customers	<ul style="list-style-type: none"> ▪ Companies & Corporations
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) <li style="padding-left: 20px;">From 8:00 am to 8:00 pm

Change owner information (Ownership)

Description of Service	The service is provided to update the data of the new owner of the premises
Average time of service	- One working day
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Clearance Certificate issued by the previous owner of the premises 2. Copy of the New Ownership Deed 3. Copy of the New Owner's ID. 4. Copy of the New Owner's Passport. 5. Special Undertaking by the Owner if he/she is staying in the premises.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request supported with the required documents to the service center. ▪ The concerned Employee shall make the necessary update at the request of the new owner. ▪ Application for connection of service to the Owner shall be prepared if required ▪ The concerned Employee shall prepare Follow-up Request to update the owner's data and enter the relevant documents in the system ▪ Connection of service if the Owner requests the same ▪ In case there is a tenant: The previous account shall be closed and a new account shall be opened ▪ In case there is no tenant: The previous account shall be closed without opening a new customer
Service Fee	AED 100.00
Service Category	Branch
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Issuance of new ownership deed by the Real Estate Registry Department. ▪ Registration of new account (Residential - Commercial - Industrial)
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations ▪ Government entities
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Change beneficiary name (cheque)

Description of Service	The service is provided to change details of a cheque already issued
Average time of service	- One hour
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the Trade/Commercial License 2. Copy of the customer's ID. 3. Copy of the Closing-of-Account Report. 4. The original cheque
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request supported with the required documents to the service center. ▪ The concerned Employee shall make update the details of the cheque (in case of renewal of the cheque date). ▪ For Individual license, the cheque may be changed to the name of the customer ▪ If there more partners, an assignment shall be made by the partners to one partners. ▪ The concerned employee shall print the new cheque and handed over to the customer.
Service Fee	AED 100.00
Service Category	branch
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Closing of account
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Clearance Certificate

(For Owner, Employer, Real Estate Registration Department)

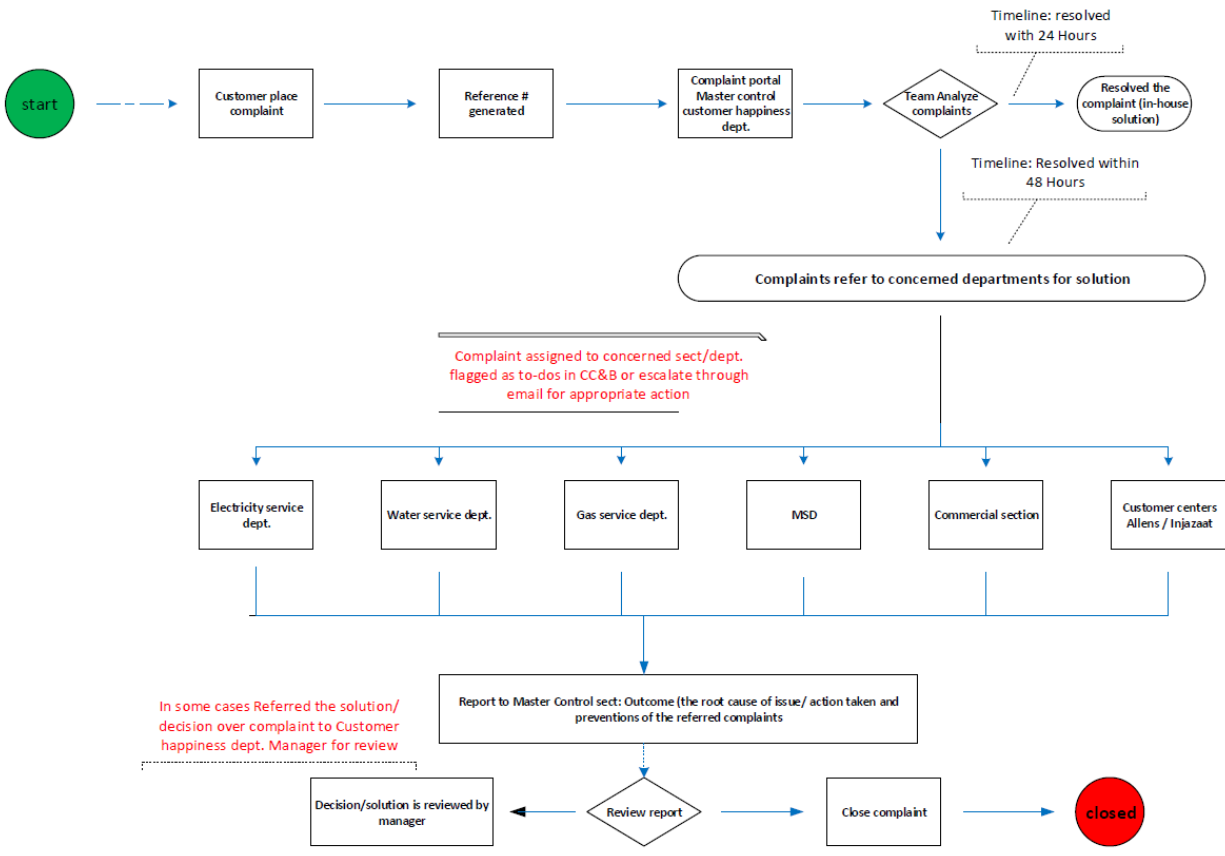
Description of Service	The service is provided to issue a clearance certificate for Owner, Employer, or Real Estate Registration Department.
Average time of service	- 2 Hours
Requirements of service (required documents)	<ol style="list-style-type: none">5. The Number of the Customer Account.6. Copy of the customer's ID.7. Copy of the Ownership Deed (Owner).8. The original Tenancy Contract
Procedures/Requirements of Application for the service	<ul style="list-style-type: none">▪ The Customer shall submit the Request supported with the required documents to the service center.▪ The concerned Employee shall make enter the last readings in the system to issue a bill▪ The Customer shall pay the consumption dues and receive a clearance certificate valid for a period of 15 days
Service Fee	AED 20.00
Service Category	Supplementary
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none">▪ Closing of account
Category the targeted customers	<ul style="list-style-type: none">▪ Individuals▪ Companies & Corporations▪ Government entities
Times for provision of the service	Times for typing and submission of Applications - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Update Customer information

Description of Service	The service is provided to update the customer data.
Average time of service	- 7 minutes
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. The Number of the Customer Account. 2. The customer's Mobile No. 3. Copy of the Trade/industrial license. 4. Copy of the customer's ID. 5. E-mail address of the customer
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request supported with the required documents to the service center. ▪ The concerned Employee shall update the customer data in the system ▪ Tariff change for nationals
Service Fee	NIL
Service Category	branch
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Registration of new customer. ▪ Closing of account ▪ Connection of service for maintenance
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations ▪ Government entities
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm <p>SEWA website: www.sewa.gov.ae</p> <p>Call Center: 991</p>

Customer's feedback

Description of Service	The service is provided to handle the comments and suggestions made by the Public.
Average time of service	- One working day
Requirements of service (required documents)	<ol style="list-style-type: none">1. The Number of the Customer Account.2. The customer's Mobile No.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none">▪ The Customer shall make his/her request through one of the approved channels.▪ The Request will be received through the approved channel.▪ The case will be handled and the customer will be notified of action taken in this regard.
Service Fee	NIL
Service Category	branch
Service Type	Information
Limitation Service	General
Linkage with other service	
Category the targeted customers	<ul style="list-style-type: none">▪ Individuals▪ Companies & Corporations▪ Government entities
Times for provision of the service	Times for typing and submission of Applications - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm SEWA website: www.sewa.gov.ae Call Center: 991



Bills Payment

Description of Service	The service is provided to enable the customers to pay their bills (Electricity, water and gas)	
Average time of service	- 5 minutes	
Requirements of service (required documents)	3. The Number of the Customer Account. Mobile No. or Copy of ID	
Procedures/Requirements of Application for the service	- The Customer approach the following approved channels:	
	Channel Name	Method of Payment
	SEWA Website	Visa Card
	The Customer Services Centers	Cash, cheque or visa cards
	The approved banks with direct debit from the account	Visa Card - cash
	The Approved Exchange Centers	cash
	Etisalat ATM machines	cash
	UAE Post	cash
	<ul style="list-style-type: none"> - The Customer shall select the convenient channel - Payment Receipt shall be collected. 	
Service Fee	As per the consumption value	
Service Category	branch	
Service Type	procedural	
Limitation Service	special	
Linkage with other service	<ul style="list-style-type: none"> ▪ Registration of new customer ▪ Connection of the service for maintenance ▪ Closing of account ▪ Inspection of meter ▪ Reconnection 	
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations ▪ Government entities 	
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm <p>SEWA website: www.sewa.gov.ae Call Center: 991</p>	

Complaints on High Water Consumption

Description of Service	The service is provided to form a committee to examine the reasons of high water consumption at the customer's request
Average time of service	- 10 working days
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. The Number of the Customer Account. 2. The Number of the Customer's Mobile No 3. Copy of the Customer's ID
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> - The customer shall be made a complaint at the Customer Service Center if he/she thinks that the water consumption is abnormal. - A technician from the Customer Service Center will check the water meter. - The report on the complaint of high water consumption will be referred to the Water Department. - A committee to be formed to inspect the premises report about the reason of such increase. - The customer will be notified of the reasons of high consumption (if any) and make the necessary settlement.
Service Fee	AED 100.00 : Meter inspection fee
Service Category	branch
Service Type	Procedural
Limitation Service	special
Linkage with other service	<ul style="list-style-type: none"> ▪ Inspection of meter (residential)
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm <p>SEWA website: www.sewa.gov.ae Call Center: 991</p>

Installation of additional meter/additional load/change of meter

Description of Service	The service is provided to issue NOC to the concerned authorities (electricity, water and gas)
Average time of service	- 7 minutes
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. drawing Plan approved by Sharjah Municipality 2. Copy of the Plot Map
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> - The customer shall submit the request, supported with required documents, for the required service, - The concerned employee shall fill prescribed form and print the NOC to concerned authorities. - The customer shall approach the other department to complete the transaction.
Service Fee	- NIL
Service Category	branch
Service Type	Procedural
Limitation Service	special
Linkage with other service	<ul style="list-style-type: none"> ▪ Registration of new customer (Residential, Commercial and Industrial)
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm <p>SEWA website: www.sewa.gov.ae Call Center: 991</p>

Re-connection of service

Description of Service	The service is provided to reconnect the service after payment of dues
Average time of service	- 3 hours
Requirements of service (required documents)	1. Payment of dues
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> - The customer shall pay the dues at the Customer Service Center> accordingly the service will be reconnected. - .
Service Fee	<p style="text-align: center;">AED 100.00 (at the official working hours) From 8:00 am to 8:00 pm</p> <p style="text-align: center;">AED 250.00 after the official working hours</p>
Service Category	branch
Service Type	Procedural
Limitation Service	special
Linkage with other service	<ul style="list-style-type: none"> ▪ The procedure of disconnection of the supplies for non-payment
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations ▪ Government entities
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm - Saturday From 8:00 am to 1:00 pm - Halwan Center : 24 hours a day

Connection of service (for maintenance purposes)

Description of Service	The service is provided to connect the service at the owner request for maintenance purposes
Average time of service	- 7 minutes
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the owner's ID 2. Copy of the ownership deed 3. Payment of deposit
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> - The customer shall submit the request, supported with required documents. - The deposit amount shall be fixed by the Concerned employee - After payment of dues, agreements to be executed and service connection to be activated
Service Fee	NIL
Service Category	branch
Service Type	Procedural
Limitation Service	special
Linkage with other service	<ul style="list-style-type: none"> ▪ NIL
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals ▪ Companies & Corporations
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Discount for SAC Holders and People-of-Determination (disabled) (National)

Description of Service	The service is provided to grant 25% discount to UAE holders of Social Affairs Cards and People-of-determination,
Average time of service	<ul style="list-style-type: none"> - 15 Working days - 30 days in case of change of the consumption code to National
Requirements of service (required documents)	<ol style="list-style-type: none"> 1. Copy of the Customer ID 2. Copy of the Passport 3. Copy of Khulasat Al Qaid (family book) 4. Copy of the Tenancy Contract duly attested by Sharjah Municipality or ownership deed if the customer is the owner of the premises. 5. A letter issued by the Social Security Department or Social Affairs Department certifying that the customer is earning social assistance (SAC holders OR Card of (disabled) People-of-determination. 6. Number of the Customer's Mobile
Procedures/Requirements of Application for the service	<p>Conditions:</p> <ol style="list-style-type: none"> (1) Only one account will be opened for each national (2) The concerned service center shall be notified in writing, in case that any persons not registered in Khulasat Al Qaid (family book) are staying in the premises <ul style="list-style-type: none"> ▪ The Inspection employee shall inspect the premises 3 times to ensure that it is a residence of national <p>If the inspection reveals that non-nationals are staying in the premises, the customer shall pay a fine of AED 10,000.00. Additionally, the necessary legal action will be taken against the customer.</p>
Service Fee	NIL
Service Category	branch
Service Type	Procedural
Limitation Service	special
Linkage with other service	<ul style="list-style-type: none"> ▪ Change of Code (Consumption Tarrif) - National
Category the targeted customers	<ul style="list-style-type: none"> ▪ Individuals
Times for provision of the service	<p>Times for typing and submission of Applications</p> <ul style="list-style-type: none"> - Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm

Closing of Account (construction)

Description of Service	The service is provided to enable the construction Customer to officially obtain clearance certificate.
Average time of service	- 3 working days for normal cases
Requirements of service (required documents)	<ol style="list-style-type: none"> 4. Affirmation from concerned depts.i.e. (electricity & water) department for temporary services disconnection. 5. Inspection report 6. Original Deposit Payment Receipt. 7. Copy of the trade license.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request for closing of account to Disconnection & Re-Connection Section. ▪ Disconnection & Re-Connection Unit shall refer the transaction to the Technical to send the concerned Technician to the last readings. ▪ Issue the letter addressing concerned depts. asking affirmation for temporary services disconnection. ▪ Prepare an inspection report of the project approved by customer happiness department administration. ▪ In case the temporary water connection hasn't been availed despite the availability of service, a penalty of 10,000/-AED shall be levied for the projects initiated before 2018. ▪ The Closing Account Section shall check the transaction documents and ensure the consumption quantity is appropriate with comparative to other services, otherwise the Meter shall checked. ▪ Follow-up Request (Closing of account) shall prepared and referred to Internal Control Department ▪ Payment of any amount exceeding the deposit value, if any. ▪ The Concerned Employee shall, accordingly issue the Clearance Certificate.
Service Fee	- NIL for normal cases
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Affirmation for service disconnection from concerned depts. ▪ Closing of Account ▪ Deposit refund transaction
Category the targeted customers	Individuals
Times for provision of the service	<p>Times for typing and submission of Applications Sunday - Thursday (inclusive) From 8:00 am to 8:00 pm</p>

Premise demolished procedure

Description of Service	The service is provided to enable the construction Customer to officially obtain clearance certificate.
Average time of service	- 7 working days
Requirements of service (required documents)	<ol style="list-style-type: none"> 8. Demolition request approved by planning & survey department. 9. Inspection report 10. Ownership Deed 11. Demolition company trade license copy 12. Copy of the customer's emirates id 13. Affirmation from concerned depts.i.e. (Electricity, water & Gas) department for services disconnection from main line.
Procedures/Requirements of Application for the service	<ul style="list-style-type: none"> ▪ The Customer shall submit the Request for closing of account to Disconnection & Re-Connection Section. ▪ Disconnection & Re-Connection Unit shall refer the transaction to the Technical to send the concerned Technician to the last readings. ▪ Issue the letter addressing concerned depts. asking affirmation for services disconnection from main line. ▪ Follow-up Request (Closing of account) shall prepared and referred to Internal Control Department ▪ Payment of any amount exceeding the deposit value, if any. ▪ The Concerned Employee shall, accordingly issue the Clearance Certificate.
Service Fee	<ul style="list-style-type: none"> - NIL for normal cases - AED 200.00 for urgent transaction - (AED 100.00 as disconnection fee - AED 100.00 as urgent Refund fee for deposit in case refund amount not exceeding AED 10,000.)
Service Category	Main
Service Type	Procedural
Limitation Service	Special
Linkage with other service	<ul style="list-style-type: none"> ▪ Affirmation for service disconnection from concerned depts. ▪ Closing of Account ▪ Deposit refund transaction
Category the targeted customers	Individuals
Times for provision of the service	<p>Times for typing and submission of Applications</p> <p>Sunday - Thursday (inclusive)</p> <p>From 8:00 am to 8:00 pm</p>