



HIGHLIGHTS



DIGITAL TRANSFORMATION



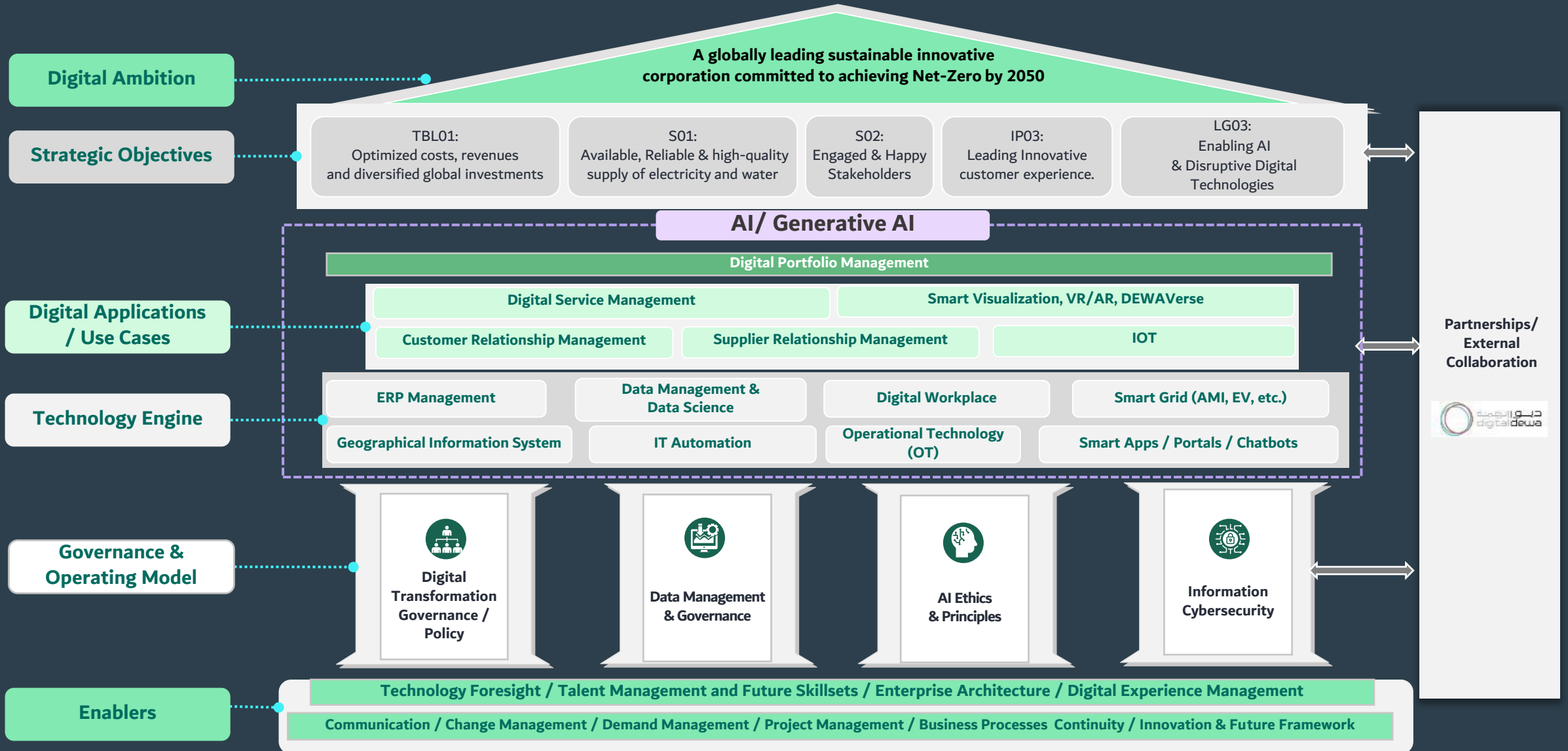
FUTURE LEADERSHIP

Innovation & The Future

DIVISIONAL MEETING

Apr 2025

DEWA'S DIGITAL HOUSE OF STATERGY



Alhasbah Executive Summary

AI-Enabled Efficiency Transformation - Strategic initiative to position DEWA as a first AI-Native Global Utility



Initiatives Launched

20+

Domain level initiatives



Leaders Mobilized

150+

DEWA leaders mobilized



Savings Secured

AED 350M+

Under execution (L4)



L4/L5 Validated

200M+

Finance validation



Realized in L5

31M

Till now



AI Agents/ Automation

90+

Identified initiatives



Workflow Initiatives

107

16% Completed

Billing Division

AMI Reconnection Automation

live: Feb'26

2,929

Unauthorized Reconnections

268

Auto reconnection Orders

EV Card Block/Unblock Automation

live: Feb'26

100%

Automation

780+

EV Cards blocked/unblocked

Security Deposit Refund Automation

live: Nov'25

91.4%

Automation

<30min

SLA (Was 3 days)

36,305 REFUNDS

(FROM 15.11.2025 – 27.03.2026)

Finance Division

AI Supplier Invoice Verification

live: Mar'26

36000

Annual Req

1.2k

Manhours Saved

80%

Automation

Custom Duty Exemption Automation

live: Jan'26

1.2k

Annual Req.

2.4k

Manhours Saved

75%

Automation

Smart Guarantee Admin

live: Nov'25

1.2k

Annual Req

480

Manhours Saved

90%

Auto

HR Division

AI Mass Off-cycle Payroll

live: Feb'26

4.5k

Annual Request

250

Exp. Time saved

100%

Automation

Emp. Personal ID & Family

live: Feb'26

1.3k+

Processed

30%

Efficiency

100%

Validation

Mass Approval Leaves & Tejori

live: Feb'26

250k

Annual Request

2k+

Manger Enabled

90%

Time reduced



Activated Alhasbah Governance Framework



Program Gov.

Strategic Oversight & Direction



Workstream Leads

Operational Management



Transf. Office

Execution Support



AI Factory

Technical Enabler



Product Owners

Value Capture




Initiative Owners


Project Delivery



Artificial Intelligence

 **95.29%**
Adoption Rate

 **56 M**
Productivity value

 **+1.6 M**
Copilot Actions
Taken

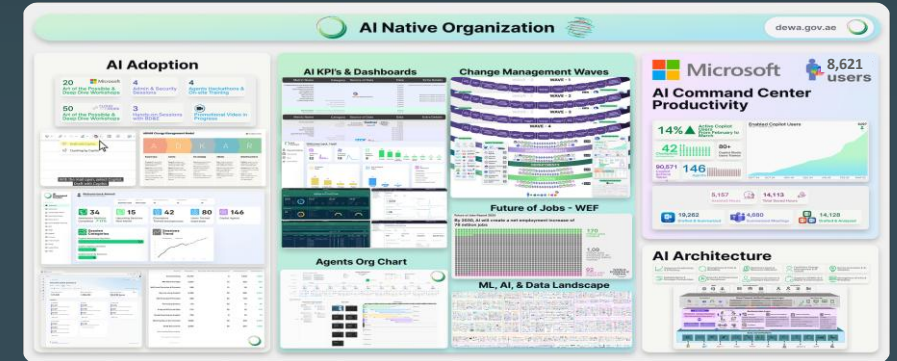
 **+162,000**
Total Saved
Hours

 **+640**
Live Copilot
Agents

122 Divisional
AI Champions

247 Divisional
AI Enablers

+12 AICC Dashboards



DEWA AI Academy

Engaged with 5 leading universities and learning institutes to establish the DEWA AI Academy, aimed at upskilling DEWA staff with advanced AI technologies and future-ready skills



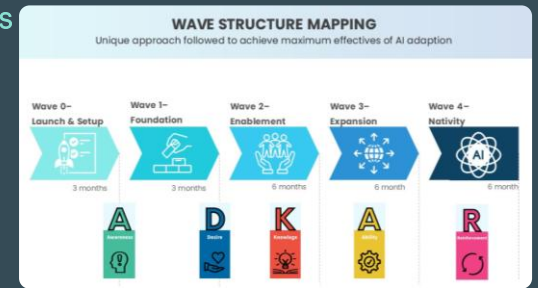
GitHub Copilot Hackathon conducted for **+250** DEWA Developers



+80 Training session delivered across divisions with 92.5% satisfaction rate in Q1

Change Management Waves

- Wave 0 **Launch & Setup**
- Wave 1 **Foundation**
- Wave 2 **Enablement**
- Wave 3 **Expansion**
- Wave 4 **Wave Nativity**



AI Adoption with Digital DEWA



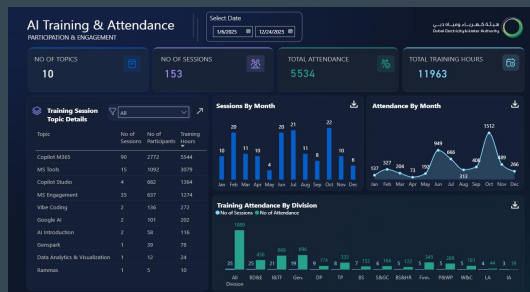
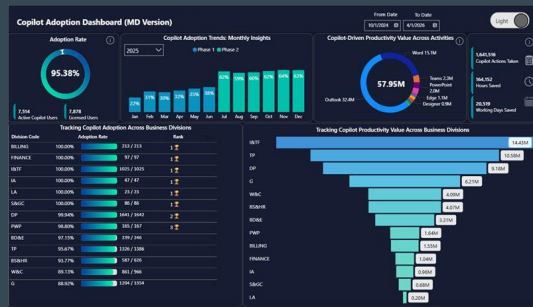
Demand to Delivery AI demands process activation

The D2D process has been updated to better support AI initiatives by introducing an upfront feasibility and readiness assessment during demand intake.



AI Center of Excellence

The AI Center of Excellence platform acts as the single source of truth for DEWA's journey toward becoming AI-Native, centralizing monitoring, utilization tracking, and adoption insights across all AI-enabled tools and processes.



Transformational Impact Across the Organization

Enterprise Visibility

+12
 Dashboards
 Unified KPI View Across Organization (UAT + Live)

Decision Speed

+70%
 Faster Insights
 Reduced Time to Decision-Making

Process Efficiency

+60%
 Reduction
 Manual Reporting Automated

Productivity Gains

+30%
 Improvement
 Faster Execution & Output

KPI Governance

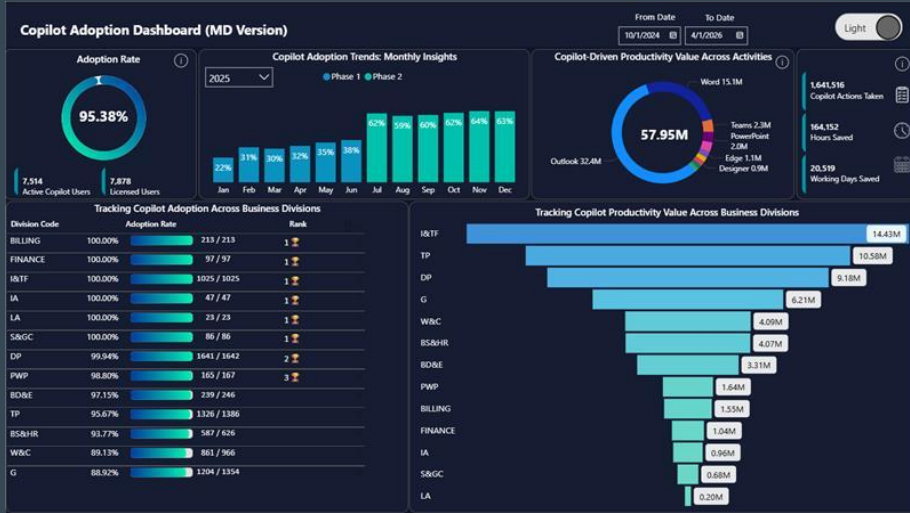
+90%
 Standardized
 Aligned Metrics Across Functions

Adoption & Reach

AI Adoption Office
 Organization-wide Engagement



AI Center of Excellence





Artificial Intelligence

AI Technology Partnerships Exploration



- Agent space licenses secured for agent-based exploration
- Notebook LM leveraged for knowledge transformation



- Monthly Copilot enablement webinars
- Introduction of default & custom agents
- Driving adoption through AI Champions network
- Positioned as Copilot Frontier organization



World Economic Forum

- Preparation for WEF Lighthouse Program participation
- Alignment with global AI and digital benchmarks



DELL Technologies

- Engagement with core operational divisions
- Exploration of AI use cases in OT environments
- Focus on performance, reliability, and efficiency



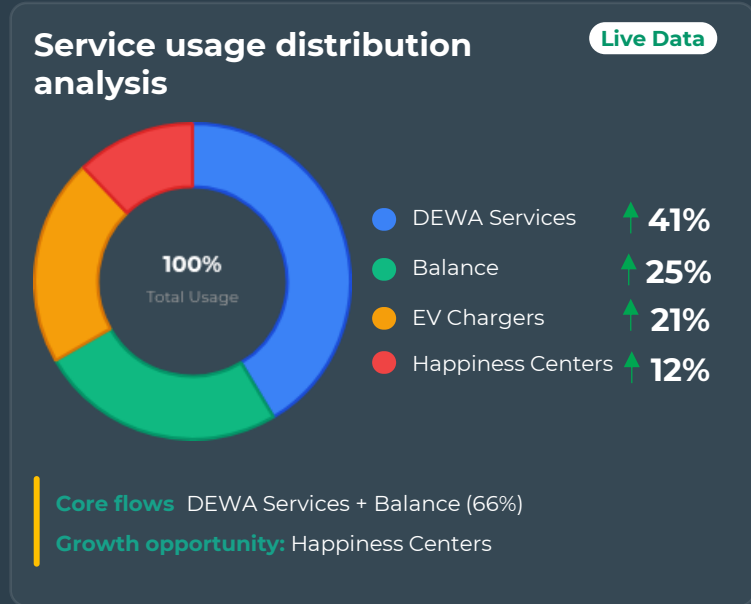
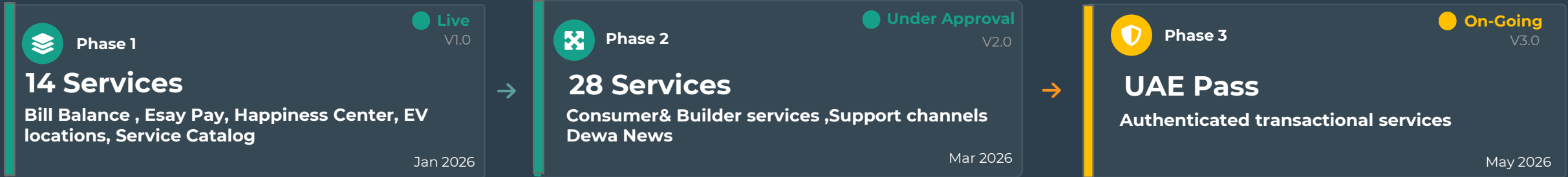
Dubai AI Week (DCAI)

- DEWA selected as strategic partner
- Platform to showcase AI leadership and initiatives



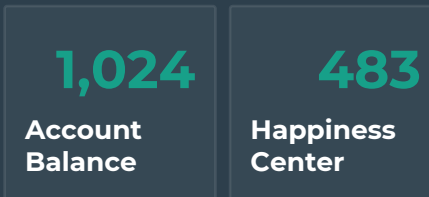
AI OS: DEWA App in ChatGPT

Development Roadmap



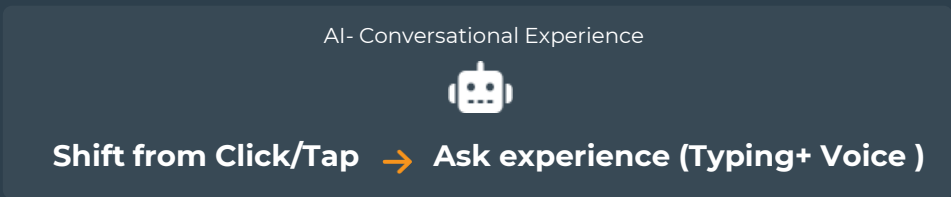
Total Engagement

DEWA's ChatGPT App rollout is showing strong early traction.



Key Innovations

Strategic Impact
Redefining government service delivery through AI-powered conversational experiences





AI OS: DEWA App in ChatGPT

The DEWA App in ChatGPT is part of the DEWA AI OS initiative, integrating DEWA services into a conversational, AI-powered interface that enables customers to interact using natural language.

 Early-mover advantage



1st Global government & utility
on ChatGPT APP Directory



~800M

Weekly users reach from ChatGPT



↓ 90%

Reduction in service discovery effort

Bill Inquiry

@DEWA Show my current total amount due

EasyPay
By DEWA

View your outstanding balance and pay in an easy way.


Your total outstanding for account number 2XXXXXXX5 is
₹ 390.32

Pay with EasyPay


22 Services Discovery

@DEWA Provide a clear summary of customer services

DEWA Top Consumer Services

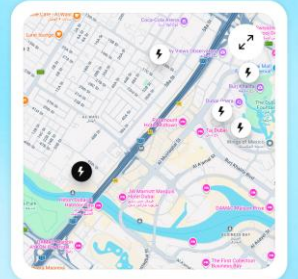
 **Bill Payment**
View & pay your DEWA bills quickly and securely

 **EasyPay**
Make different types of payments in an easy way

 **Activation of Electricity/Water (Move-in)**
I need to activate electricity and water for my new Premise

DEWA Locations

@DEWA Show nearby available DEWA EV Green Chargers



Service Description

@DEWA How do I apply to activate electricity and water supply in Dubai?

Activation of Electricity/Water (Move-in)


This service activates electricity and water for new premises.


This service is digitally integrated with Dubai Land Department (via real estate management companies and authorized Dubai Land Department offices) after "Ejari" issuance. DEWA will automatically send a welcome email to the customer that includes the new account number, security deposit details and pay...

6 Support Channels

@DEWA How can I contact DEWA support?

DEWA Support

 **Request for Support**
For general inquiries and assistance

 **Customer Care Center**
+971 4 601 9999

 **Emergency Hotline 24/7**
991

 **Smart Response**
In case of emergency or Electricity / Water Technical incidents

DEWA News

@DEWA What's the latest news from DEWA?

DEWA News

20 News found




25 FEBRUARY 2026
DEWA strengthens human capital through knowledge, education and skills development



Autonomous HR candidate Screening and Scoring AI Agent

Strategic use of Agentic AI to modernize recruitment by accelerating hiring decisions and improving workforce quality through objective, data-driven candidate matching and scoring.

Hours Saved per Year


 **740h**
BASELINE

→

7h
AI
VALUE

↓ **99%**

Average Time to Complete Screening per Vacancy


 **3h**
BASELINE

→

3 min
AI
VALUE

↓ **98%**

Average Time to Process a CV

 **180s**
BASELINE

→

2s
AI
VALUE

↓ **99%**

Application Overview

هيئة كهرباء ومياه دبي | Screening Platform | Ana Sofia Costa

Electrician (Transmission Equipment Maintenance)

Requests > Electrician (T... >

Refresh results | See JD | Add CVs

62 Candidates

92 Best Score

45 Average Score

79 Average of Top 10%

Candidates Results

Candidate	Location (0-5)	UAE Work Experience (0-5)	Competency Fit (0-20)	Qualification Fit (0-30)	Work Experience Relevance (0-40)	Total Score (0-100)
HAMID AKBAR	5	5	12	30	40	92



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Autonomous HR Attendance Control Ai Agent

AI-driven Agent of SAP HR attendance reports, reducing manual effort and accelerating accurate reporting across all DEWA's divisions & departments by generating and validating HR Absentee report, Time Evaluation Report and Overtime Report.

Process Automation

  **100%**



80 → **100**
BASELINE → AI VALUE

Happiness Rate

  **15%**

70% → **85%**
BASELINE → AI VALUE

Average Processing Time

  **100%**

3-4h/w → **0 min**
BASELINE → AI VALUE

The screenshot displays the SAP HR Agent Hub interface. At the top, there are three main navigation cards: 'Department Coordinator', 'Flow Run Status', and 'Variable Configuration'. Below these, there are several panels. One panel shows a list of HR Use Cases, including 'FLEET MANAGEMENT', 'PROJECTS WATER TRANSMISSION', 'TALENT ACQUISITION', 'CHIEF PRODUCTS', and 'PERSONNEL MANAGEMENT'. Another panel shows 'Flow Run History' with a table of report runs. A third panel shows an 'Absentee Report Notification' email template.

Report Name	Started on	Completed on
Attendance Control Absentee-DEV	3/23/2026 4:00 AM	3/23/2026 4:33 AM
Attendance Control Overtime Report	3/23/2026 3:01 AM	3/23/2026 9:20 AM
Attendance Control Time Evaluation_V1	3/23/2026 2:00 AM	3/23/2026 2:18 AM
Attendance Control Absentee-DEV	3/24/2026 8:40 AM	3/24/2026 9:00 AM
Attendance Control Overtime Report	3/24/2026 3:01 AM	3/24/2026 3:10 AM
Attendance Control Time Evaluation_V1	3/24/2026 2:00 AM	3/24/2026 2:16 AM



Marketing Tracker App

Marketing Tracker application help marketing teams plan, organize, and manage campaigns and sub-campaigns efficiently

Efficiency Improvement

100%

User Satisfaction Score

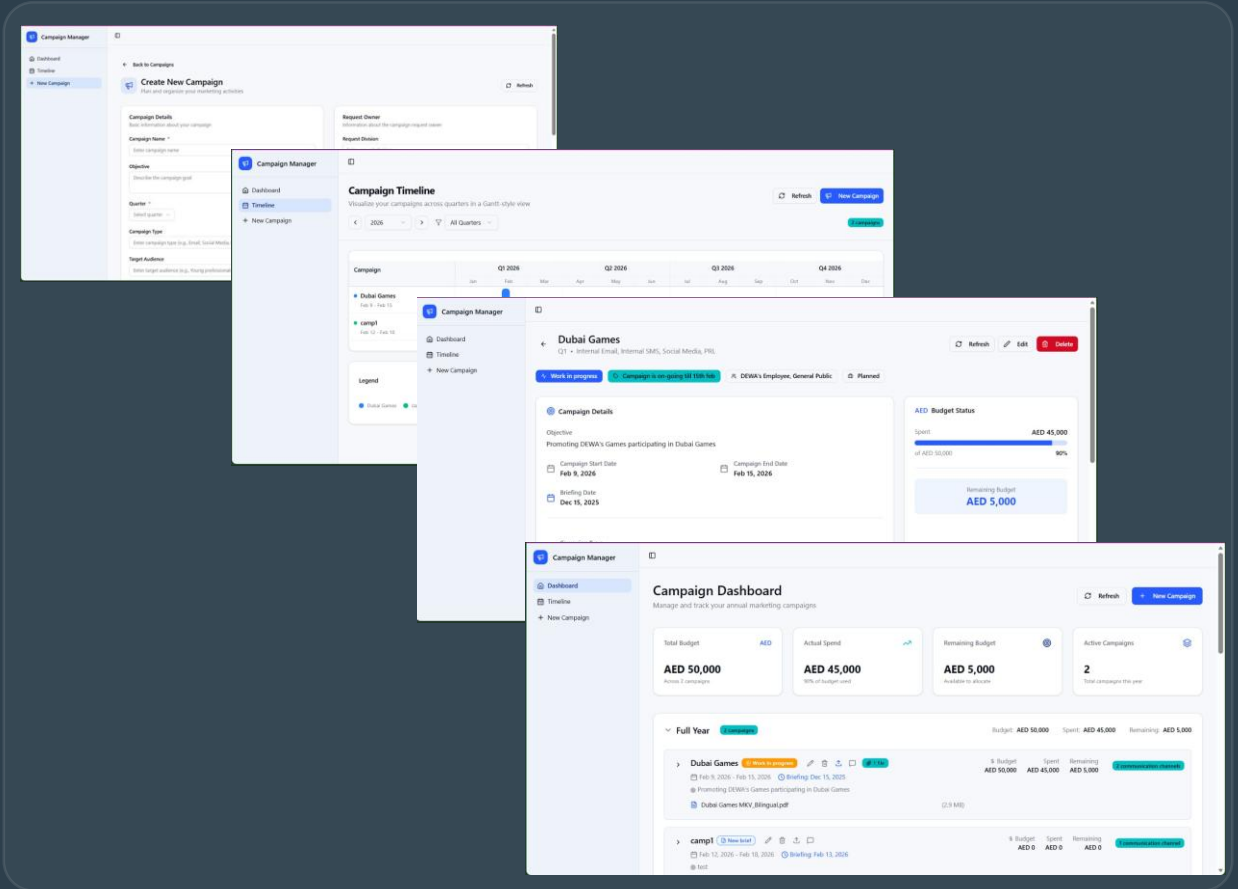
15%

70% BASELINE → 85% AI VALUE

Average Processing Time

90%

2-3h BASELINE → 5 min AI VALUE





DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

SAP Board Formation & Key Achievement

Formation
September 30, 2025

Purpose

- Centralized governance for DEWA's SAP ecosystem
- Alignment with corporate strategy and future technologies
- Drive innovation across AI and cloud

Strategic Pillars

- AI-Driven Transformation
- Cloud Modernization
- Strategic Partnership
- Portfolio Governance

SAP Board Members

- Rajab Albloushi Lead
- Saif Alsuwaidi Deputy
- Amina Abu Hamra
- Atif Waqar
- Fatma Albloushi
- Khaled Alshehi
- Samir Labacci
- Ashish Argawal
- Atif Sharif

~727,500 USD Savings
 Secured through SAP Value Acceleration Services
 Integration Suite, AI Advisory, LeanIX jumpstart

Key Achievements



Achievement 1

Launch of SAP Board Portfolio Application

Avg. Processing Time ↓ 1-2 Hrs → 3 Min | 30% Initiatives Posted

Achievement 2

Successful delivery of DEWA SAP AI Enablement Workshop

31 March 2026 | 272+ attendees



Next Steps – SAP Business AI Advisory & Assessment Program

Phase	Activity	Timeline	Status
Phase 1 Foundation	AI Discovery & LOB AI Workshops	Apr	Planning
	Order Form / SOW Signature	Mar-Apr	In Process
Phase 2 Readiness	Fiori Readiness & UX Strategy/Roadmap	Apr-June	Not Started
	Joule Readiness Service	Apr-May	Not Started
	BTP & AI Governance Service	Apr-May	Not Started
	AI Assessment & Readiness (S/4HANA)	Apr-July	Not Started
Phase 3 Strategy	SAP Business AI Strategy & Advisory	Apr-Oct	Not Started
Phase 4 Execution	Unified Joule Architecture Prep & Sign-off	Apr-June	Not Started
	Joule Activation (Non-Prod + FT + UAT)	June-Aug	Not Started
	Joule Activation (Prod)	July-Sept	Not Started
Phase 5 Enablement	AI Services Enablement	May-July	Not Started
	AI CoE Setup Services	Apr-Sept	Not Started



DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

Q3-Q4/2025

57

Total number of Projects

17

Completed Projects

AED 2,650,000

Total cost of Completed Projects

* Turnkey Projects

- ✓ Unified Channel - Dubai Now Project
- ✓ SAP S4HANA-2023 Upgrade
- ✓ Digital Mailroom Project – Transmission Power*
- ✓ SAP GRC-Risk Management Dashboards
- ✓ Leased vehicle process automation*
- ✓ DEWA & Digital DEWA Accounting Integration
- ✓ Smart Response Solution for SAP*
- ✓ GIS Data Modelling and visualization for DEWA
- ✓ 360 Services - Request for Water Network Modification
- ✓ 360 Services - Request for Electricity Network Modification
- ✓ 360 Services - Getting Electricity Supply for Fit-Out Connection
- ✓ 360 Services - Getting Solar Permits and Connection
- ✓ 360 Services - Getting Electricity Supply for Tents
- ✓ Migration and Upgradation of Physical Servers including HA & DR
- ✓ Website Accessibility Tools For People Of Determination
- ✓ GIS Hub Portal Enhancement

Q1/2026

58

Total number of Projects

4

Completed Projects

AED 1,125,000

1,125,000
Total cost of Completed Projects

* Turnkey Projects

- ✓ Project Recovery Process for Capital Projects
- ✓ Process Automations- for Water & Civil - Projects Water Transmission
- ✓ Mu'asherat Approval Delegation*
- ✓ ANPR System Implementation*



DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time


My Sustainable Living Program 2.0


In Progress 85%


Execution Phase - Start: April 2024 | End: May 2026



It empowers customers with data-driven insights into their electricity and water consumption - delivering a comprehensive and actionable view of resource consumption across DEWA channels.

- ↑ Improved customer awareness of consumption patterns
- ↑ Increased customer engagement with sustainability features
- ↑ Enhanced sustainability impact supporting DEWA's environmental goals
- ↑ Subscription-based revenue model for advanced sustainability features


600,000+
Residential Customers

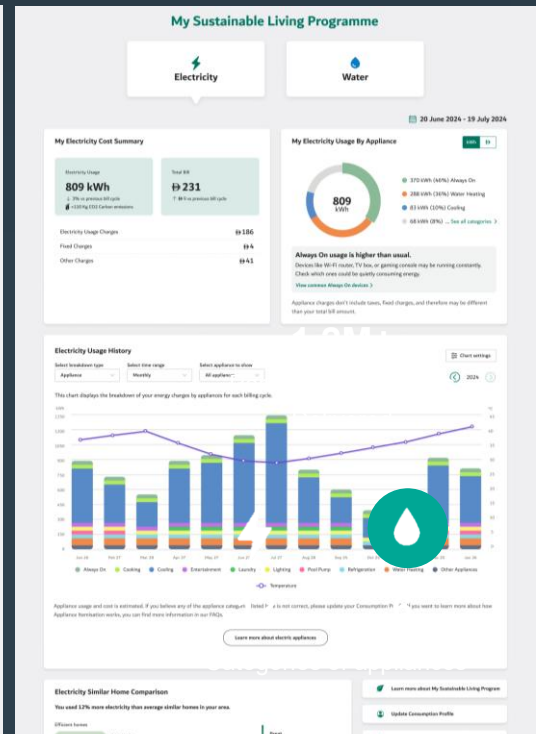
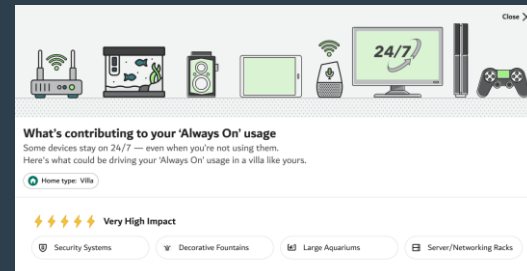
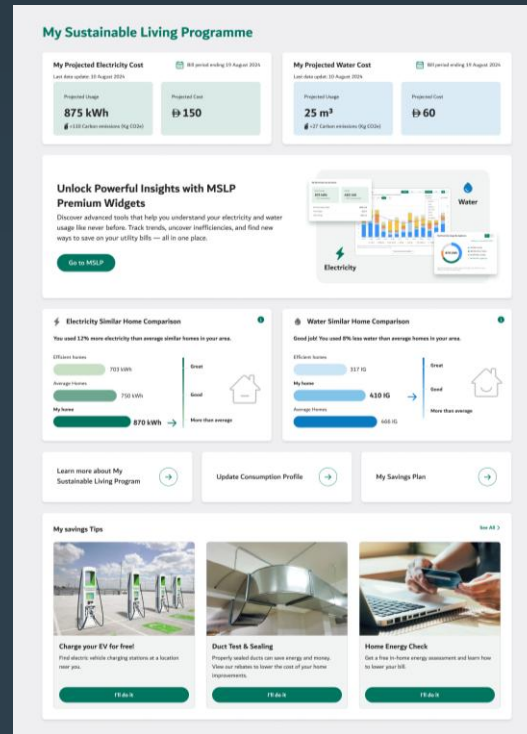

2500+
Clusters used for Similar Home Comparison


1.2M+
Personalized Insights

 
12 **6**
Categories of appliances

Key Outcomes

- ✓ Benchmarked leading sustainability platforms to define best-in-class experience.
- ✓ Reviewed and optimized data-heavy interfaces to enhance clarity and usability.
- ✓ Simplified complex insights to improve user understanding and decision-making.



DEWA Store Offers

- Smart Living Services
- Smart Thermostat Installation
- Smart Lighting
- Smart Thermostat Installation



DIGITIZED SERVICES

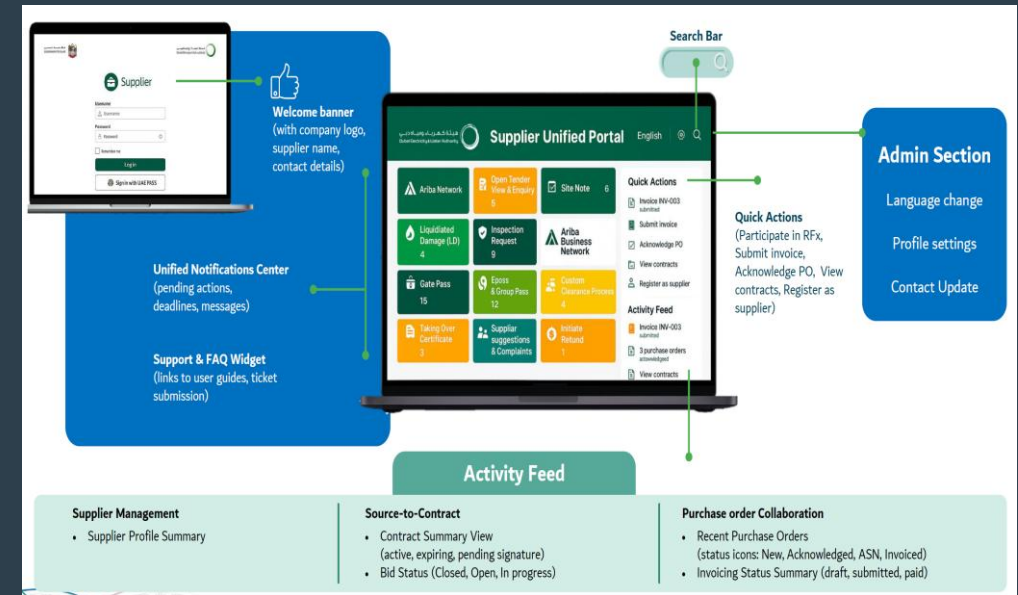
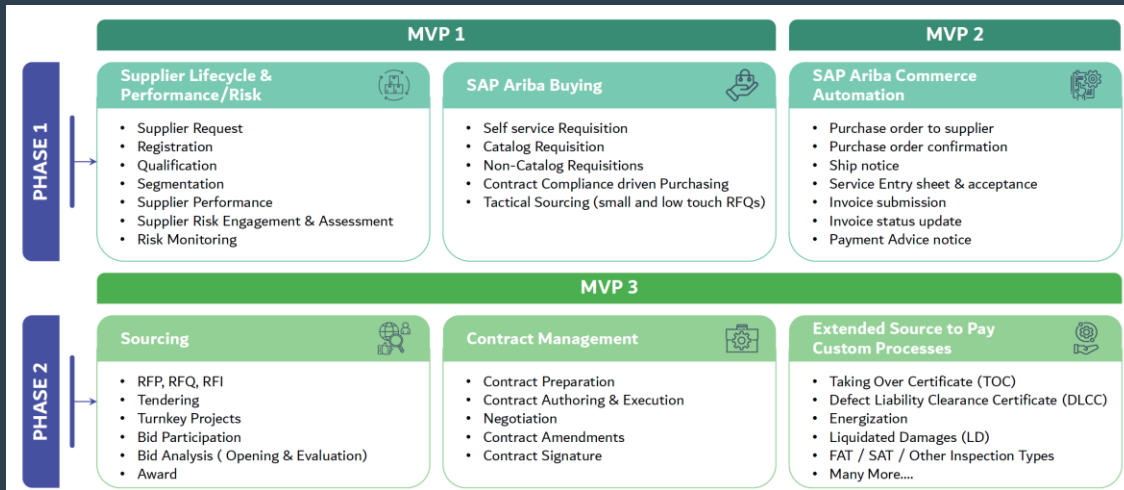
Ensuring seamless and secure implementation to deliver critical projects on-time

SAP ARIBA Transformation

In Progress 5%

Execution Phase - Start: February 2026 | End: March 2028

It replaces all SAP SRM procurement processes to SAP Ariba, delivering a modern cloud-based procurement environment with guided buying, advanced sourcing and contracting, enhanced supplier collaboration customer experience.





DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

Digital Experience

Total DX Projects

Q1 2026

84

AI Adoption

100%

AI Avg Time Saving

Q1 2026

89%

AI Productivity Gain

From 2022 till date

≈170%

AI Cost Saving

Since July 2025

13.08M AED

AI Annual Resource
Optimization Saving

2.6M AED

AI is integrated across all DX processes since July 2025

Testing Center of Excellence

Total TCoE Projects

Q1 2026

85

Releases Handled

Q1 2026

488

Total Test Cases
Created

47,605

Total Automated Test
Scenarios

304

Total Defects Identified

Q1 2026

1,478

Critical/High Defects

Q1 2026

316

≈ 61M AED ROI since the launch of TCoE (Jan 2023)



DIGITIZED SERVICES

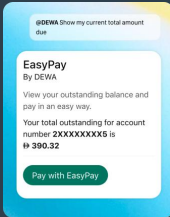
Ensuring seamless and secure implementation to deliver critical projects on-time

Improved Customer Digital Experience

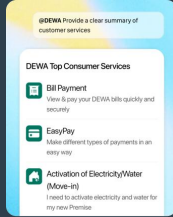
AI OS: DEWA App in ChatGPT



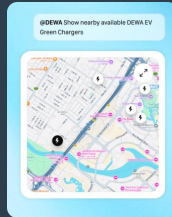
Bill Inquiry



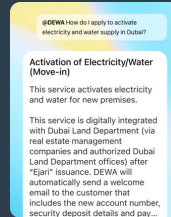
View Services



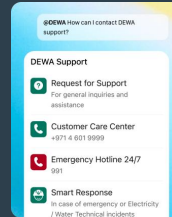
View Locations



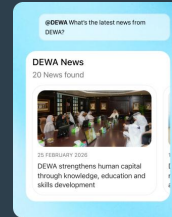
Service Info.



Support



View News



Investor Relations Revamp

Customer Profile Enhancements

My Sustainable Living Program 2.0

WETEX 2026 Improvements

Driving the Future of Electric Mobility



Charge Point Operator Portal (CPO)

EV Fleet Management Portal (Electron)

Empowering Solar Energy Experiences



Hosting & Receiving Accounts Setup

Net Meter Activation

Services & Digital Platforms

- ✓ Clearance Certificate Revamp
- ✓ Away Mode Revamp
- ✓ Dubai Now: EV Card Replacement
- ✓ Digital Correspondence (Builders)
- ✓ Smart Supervision (Suppliers)
- ✓ Smart Response – Live Tracking
- ✓ Media Center Revamp
- ✓ Generative AI Search
- ✓ The Ideal Home Revamp
- ✓ Green Pledge Revamp
- ✓ Green Bill Improvements
- ✓ Low Voltage (LV) Network



DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

Improved Employee Digital Experience

AI Shera'a App

Conducted a UX/UI audit of the Sheraa platform, identifying usability gaps, assessing alignment with DEWA standards, and providing actionable recommendations to enhance the experience.



+140 UI/UX Findings Reported

Internal Platforms

- ✓ Freejna 5 Revamp
- ✓ ROMS Portal – Phase 2
- ✓ GD Virtual Engineer AI
- ✓ Demand Management (D2D)
- ✓ Knowledge Management
- ✓ Lighthouse Collaboration
- ✓ Guest Wi-Fi Access
- ✓ RASID
- ✓ LIMS Cable Lab
- ✓ Field One Application
- ✓ Sustainability Word Search
- ✓ Afkari

Smart Office Improvements

- ✓ AI-Powered Smart Document
- ✓ Android 16 Upgrade
- ✓ IOS 26 Design Upgrade
- ✓ Corporate Excellence
- ✓ Marifa
- ✓ Masharee Approval
- ✓ Training Podcast
- ✓ Excellence Hub Approvals
- ✓ Self Service - Leave Application
- ✓ HR Services Release 2
- ✓ DEWA Locations



Internal Dashboards

MD Dashboard Enhancements

AI Center of Excellence Dashboard

Access Review Dashboard

External Data Sharing Dashboard

Service Transformation Model Dashboard

Copilot Adoption Dashboard



DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

Business Intelligence (BI)

High Impact AI Value Creation

Value Realization (Oct 2024 - Mar 2026)

56.9 Million

AED

Cumulative Savings Achieved

Copilot Adoption Suite

Tracking AI tool usage across Microsoft 365 applications.

Driving productivity across divisions



Strategic Dashboard & Reports

Smart Response

I&TF

Resolves notifications during **peak demand** (irregular weather), reducing refresh time by ~27% and enabling near real-time visibility

Service Transformation Model (STM)

I&TF

Team formation with automation review and approval workflow (*design*→*implementation*).

Copilot Dashboard

I&TF

Daily *AI adoption insights* + training ROI tracking.

Smart Service Solutions (SSS) Dashboard

I&TF

Identifies and displays *Service & General Inquiries* statistics.

Planned Outage

DP

Tracks SAIDI/SAIFI performance + MDG utilization.

MD Dashboard (Water Gen. & Storage)

I&TF

Real-time *Hassyan (IWP)* visibility for executive decisions in Daily statistics Dashboard.

DM Housing fee & Sewerage charges

Billing

enhanced visibility & operational efficiency through six automated reports for Housing Fee and Sewerage charges

Operational Excellence

- System Availability (BI Services) **100%**
- Mu'asherat KPI Compliance **100%**
- Data Ingestion (External/DDA) **100%**
- Service Requests Resolved **160+**
100% SLA

Modernization

Real-time Architecture

Streaming & Event-Driven Platform

Enables Near Real-Time Dashboards

For 2 Dashboards
Example: *DEWA SLA Services*

Intelligent Automation (Power Automate)

Delivers immediate insights & fully automated process start to end for 5 Dashboards



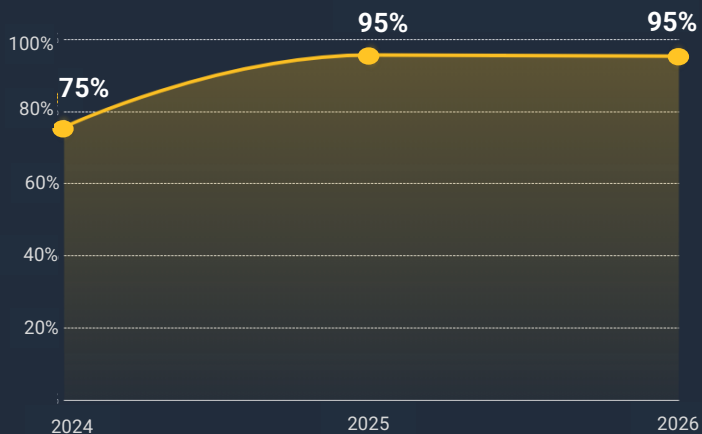
DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

DATA QUALITY

2025 → 2026 (Q1)
— Sustained

Data Quality Scores (2024-2026 Q1)



As of 2026 Q1

PROGRAM	Quality Score
Asset Management TP	92%
Asset Management DP	94%
SHAMS Dubai	98%
AMI Electricity & Water	93%
EV Green charger	98%

Data Quality is assessed per program to ensure sustained progress, reinforcing accountability and enabling more accurate reporting, analytics, and operational excellence

DATA SHARING



UNITED ARAB EMIRATES
 MINISTRY OF ENERGY & INDUSTRY

Completed

Water & Electricity Consumption (2025 Q4)

Datasets
3

Attributes
25

Ingestion
API



UNITED ARAB EMIRATES
 MINISTRY OF ENERGY & INDUSTRY

Completed

IRENA & Renewable Energy Data (2025)

Datasets
9

Attributes
70

Ingestion
Bulk



DIGITIZED SERVICES

Ensuring seamless and secure implementation to deliver critical projects on-time

DIGITAL MATURITY ASSESSMENT

ICT Maturity



Dimension	2023	2024	2025
ICT Strategy	L2	L3	L4
ICT Services	L3	L5	L5
Software Applications	L4	L4	L4
ICT Performance	L3	L4	L5
ICT Operations and Delivery	L3	L3	L5
ICT Services Support	L2	L4	L5
ICT Shared Services	L3	L3	L4
ICT Skills	L4	L4	L5
ICT Policies	L1	L4	L5
ICT Budget and Procurement	L3	L3	L5
ICT Audit and Compliance	L3	L3	L5
Emerging / Disruptive Technologies	L4	L4	L4

Data Maturity



Dimension	2023	2024	2025
Data Culture	L2	L4	L5
Regulatory Compliance	L1	L3	L5
Data Management	L2	L4	L5
Data Quality	L2	L4	L5
Publishing and Exchange	L1	L3	L4
Data Registers	L2	L3	L5
Data Driven Policy Making	L1	L2	L3
Data Driven Services	L1	L2	L3
Data Driven Processes	L1	L2	L3
Data Economy	NA	L2	L3

* Data Economy levels range from L1 to L3



THANK YOU