

## Bills:

### 1. How can inquire about my bills?

You can inquire about your bill through the listed option below:

- Website.
- SEWA Smart App.
- Call Center at 600566665
- Bank Channels and Exchange center
- Customer happiness center
- Etisalat payment devices

### 2. How can I know my billing cycle?

Bill cycles are divided into 4 cycles as shown below:

<b>Bill Cycle</b>	<b>Last Due date</b>	<b>date of invoice issued</b>	<b>read setting</b>
1	14 days from the date of issuing the bill	7 <sup>th</sup> of each month	meter reading takes place from the 1 <sup>st</sup> to 7 <sup>th</sup> of each month
2	14 days from the date of issuing the bill	14 <sup>th</sup> of each month	meter reading takes place from the 8 <sup>th</sup> to 14 <sup>th</sup> of each month
3	14 days from the date of issuing the bill	21 <sup>st</sup> of each month	meter reading takes place from the 15 <sup>th</sup> to 21 <sup>st</sup> of each month
4	14 days from the date of issuing the bill	28 <sup>th</sup> of each month	meter reading takes place from the 22 <sup>nd</sup> to 22 <sup>th</sup> of each month

### 3. What are the available methods for paying my consumption bills?

- Smart Services Portal
- SEWA Smart App
- Bank channels and Exchange centres
- Customer Happiness Centers
- Etisalat Payment devices

### 4. What are the fees for paying through (banks and credit cards)?

- For direct payment from the bank account, an amount of 10 dirhams will be added as knowledge fees
- For direct cash payment at service centres, an amount of 10 dirhams will be added as knowledge fees
- For credit cards there are fees as follows:
  - 1.25% of the total amount of Credit Card payments through the smart services portal and SEWA Application
  - 1.24% of the total amount of Credit Card payments in the Authority's payment channels (subscribers, happiness centre, exchange centres)
  - 1.75% when paying through SEWA's payment machines

### 5. How are bills delivered?

- billing inquiry services, viewing and paying them online through the website or banking channels through a bank account with the relevant bank.
- Via SMS, Email and SEWA smart App notification when your monthly bill is available for online viewing and payment. there are no additional fees associated with this service.

## **6. what is the minimum an maximum amount that i can pay on my bill?**

the consumption bill must be paid in full, considering the abnormal consumption, and it is determined by a specialized committee to obtain the minimum payment.

## **7. is it possible not to register as a tenant and agree with the landlord to pay the bills on his account?**

no, it is not permissible to subscribe to the SEWA'S services without an effective lease contract> if you are a tenant, and the bill is still in the name of the property owner, a violation of the rules and regulations followed by SEWA may be imposed on the service subscribe.

## **8. i have completed the registrastion process, when will my subscription be activated?**

the subscription is activated with in 24 hours after paying the insurance amount according to the type of property and documenting the lease contract from Sharjah Municipality.

## **9. i paid my bill on time, but the last payment fee was applied to my bill?**

late payment fees are applied if the due amount is not settled on the due date of each invoice, which is 14 days from the date of issuance of the consumption bill

## **10. Can I pay in advance?**

In general, it is advisable to pay your bill in advance, for example, to pay a larger amount than is due so that the amount is transferred to your account in the form of a deposit, and when you get your monthly bill, the bill is deducted from the amount deposited in your account. Especially if you are planning to travel abroad for a long time, it is advisable to pay your bill in advance so that the services are not cut off due to non-payment off the amount due.

## **11. is there an added tax?**

As of January 1,2018, Article 8/2017 Value Added Tax Law and Implementing Regulations are applicable in the UAE. SEWA had to comply with the provisions of the law, and thus consumption invoices are subject to a value od 5% of the full amount added to the invoice as of January 1, 2018, in accordance with the VAT law.

## Supplier Registration

### **1. How can I register as a supplier with the SEWA?**

Customers can submit the following documents to start the first step of registration:

- letterAddressed to: Chairman of the Sharjah Electricity, water and Gas Authority, with the content including information about the company's activities, product, or project.

- A copy of the Trade License
- A copy of the Chamber Of Commerce certificate.
- Company profile.
- Certificate from other facilities (such as Dubai Electricity and water Authority, Federal Electricity and water Authority, Abu Dhabi Distribution Company)
- Approvals from the municipality and civil defence department if any.

## **2. How many days does the supplier registration process take?**

The registration and approval process takes 2 to 7 working days, including issuance of the card and certificate.

## **3. How much are the registration fees as a supplier with SEWA?**

Fees may vary for each company based on their location, products, past business dealings, and other protocols for this segment.

## **4. where and how to apply?**

Documents must be submitted at the Registration Section in Helwan office (hard copy) or sent to the email: [registration.section@sewa.gov.ae](mailto:registration.section@sewa.gov.ae)

## Training in SEWA:

### **1. How is training applied in Sharjah Electricity, Water and Gas Authority?**

The trainee must submit an official letter to the head of the commission, which contains the type and field of the internship in addition to mentioning the period of the internship.

### **2. Where can a request for training be submitted to SEWA?**

by submitting the official letter via e-mail to [student.training@sewa.gov.ae](mailto:student.training@sewa.gov.ae) or by submitting it to the Training section at the main office.

### **3. Who is eligible for the training?**

University Student in the following field:

1. Administration
2. Information technology
3. Mechanical engineering and its specialties
4. Chemical engineering and its specialties
5. Electrical engineering and its specialties
6. Renewable energy
7. Hydropower

### **4. Is it only for citizens or can residents apply for the training?**

for both citizens and residents can apply.

### **5. How many months are allowed for training?**

From 6 weeks to 8 weeks.

## Internship in SEWA:

### 1. How to apply internship in SEWA?

An intern is required to submit a formal letter to SEWA's Chairman, which briefs about the type of internship, field of internship and the period of internship.

### 2. Where to apply Internship in SEWA?

Through submitting the formal letter via email to [student.training@sewa.gov.ae](mailto:student.training@sewa.gov.ae) OR by hand to Training Department at SEWA Main Office, Al Khan Government Buildings Complex

### 3. Who are eligible for internships?

Students in the following fields:

- Administration
- IT
- Mechanical
- Chemical
- Electrical
- Renewable Energy
- Hydroelectric Energy

### 4. What are the requirements?

An intern should submit the following along with the formal letter:

- Passport Copy
- CV
- Syllabus for the current year
- GPA should be 2.5 and above

### 5. Is it only for locals or expats can apply too?

For both locals and expats

### 6. How many months is allowed for internships?

From 6 weeks to 8 weeks.

## General Customer Service

### 1. How many customer service centres dose SEWA have in Sharjah?

There are 8 customer service centers in sharjah, which are:

- Al Jazzat center
- Bu daneq center
- Halwan center
- Al majaz center
- The center of the Industrial area
- Cooperation Centre
- Muwaileh center
- Rahmaniyah center

### 2. What are the office timings?

- All centres from 7:30 AM to 8:30 PM Monday - Thursday
- Saturday and Sunday 08:00 AM - 1:00 PM
- Helwan center 24/7

### **3. How can I reach Customer Service for any complaints and inquiries?**

1. Submit complaints on the SEWA'S website.
2. Submit complaints on the SEWA'S Smart App.
3. Visit the nearest customer service centre.
4. By calling the call centre 600566665.

### **4. What is the call centre number?**

Call us on 600566665 for services only, for emergency cases, call 991.

### **5. What are the working hours in Ramadan for the customer service office?**

1. from 08:00 AM - 05:30 PM
2. sat - sun 9:00 AM - 2:30 PM

### **6. Are there emergency hotline number?**

for emergencies, call us at 991.

### **7. I am a subscriber with the Authority, and i would like to move to another real estate unit in the same building. Do i update my exiting account, or do i have to register again?**

yes, the old account shall be closed, and new account shall be created, if you are moving to another unit of the same building or another building, you must terminate the previous lease and register the lease for the new residence.

### **8.I have many different accounts. How can I watch them together?**

You can view the bills for multiple accounts through your account service with SEWA, which is available on the website and on the smart application.

### **9.How can I make changes to my account Information?**

you can change your profile through the profile update service through the website, or by calling the call center 600566665, or through the service offices.

## **SEWA E-Service**

### **1. How to register for electronic services?**

You can register ONLINE for SEWA Electronic Services through the SEWA official Website ([www.sewa.gov.ae](http://www.sewa.gov.ae)) or SEWA Smart Application (SEWA) available on both Google Play and Apple Store BY providing your Emirates ID or Trade License Number then enter your desired username and password.

You will receive a test messege to verify the validity of your registered mobile number and an activation email to your email address registered with Authority.

In case you are not sure whether you have updated your Profile by providing your email address and mobile phone, you can update it directly on the SEWA website or smartphone application using the profile update service and providing details.

## **2. What are the registration requirements?**

To update the profile with SEWA, the following must be provided:

- The mobile number operates in the United Arab Emirates
- A valid Email Address
- Emirates ID for service subscribers (for the residential sector)
- Commercial license for service subscribers (for the commercial or industrial sector)

## **3. How do I register?**

- SEWA Website.
- SEWA Smart App is available on Google Play AND Apple Store. details

## **4. What are the benefits of using electronic services?**

- Manage your account with SEWA anywhere and anytime to pay your bills and request service online.
- Check consumption state and services requests.
- Check past bills and past payments.
- Follow up on Service requests and their status.
- Manage accounts and update your profile with SEWA
- Receive invoices via email and SMS

## **5. What do I do if I forgot my username?**

You can use the "Forgot Username / Password" service on the SEWA website or application and provide your Subscriber ID (Bill Subscriber ID) and email address to obtain your login details.

## **6. How do I change my password?**

If you forgot your password and are unable to log in, you can use the "Forgot Username/ Password" service on the Authority's website or application and provide your username and address. The email to reset your password. In case you want to change your password, you can use the option to change your password after logging in from the side menu.

## **7. Any advice on creating a password for my account with SEWA?**

- The password must be composed of letters and number with special symbol.
- Must be at least 6 characters long.

## **8. In the event of a temporary outage or malfunction of the website, smart application, or e-services portal, what are the other methods that I can use to inquire and pay the bill?**

You can pay through our other payment channels.

## **9. How do I view my previous payments?**

- you can view your previous payments after logging into your account in SEWA website by clicking on previous payments.
- you can also view the payments by providing the number of the subscriber to the service in SEWA website.
- previous payment on the SEWA smart application

## **10. What are the channels provided for submitting complaints?**

- Complaints from on the SEWA website.
- Call center 600566665.
- WhatsApp 600566665.

- SEWA Smart App.

## Complaint:

### 1. How to register a complaint?

You can contact our complaint channels by providing your name, mobile number and account (if issue is related to your account).

### 2. What are the channels to issue a complaint?

- SEWA Website [Complaint](#) OR [Inquiry](#) form, click here to submit a complaint
- SEWA emergency 991 for inquiries 600566665
- SEWA Customer Care Centers, [Click Here](#) for locations

### 3. How many hours required to reply the complaint?

It depends on the type and complexity of complaint.

## EV car Charging station:

### 1. SEWA announced in October 2017. What progress has been made so far?

The Sharjah Electricity and Water Authority, SEWA, inaugurated the first electric vehicle charging station, backed by solar panels that operate a photovoltaic system, in line with its goal of promoting sustainable development and conserving natural resources.

### 2. What are the planned objectives of this project for the sustainable development of Sharjah?

The EV Green Charger infrastructure is one of three smart initiatives SEWA launched in-line with its strategic direction towards Sustainability, Minimize Environmental Footprint (TBL03), Enabling Smart City (IP09), and supporting Sharjah sustainability city of conservation.

A main opportunity SHARJAH capitalized on for the success of this initiative was the clear strategic direction in Sharjah sustainable city of conservation Plan 2020 and aligned with UAE Vision 2021.

### 3. What are the different types of the EV Green Chargers?

- Technology growing and improving very fast, there are three types of chargers, Fast Charger, Public Charger and Wall Box.
- Fast Charger provides an 80% charge within 20 to 45 minutes depending on the type of car and battery capacity. Most of these are installed at petrol stations.
- Public Charger (dual outlet) provides full charge in 2 to 4 hours, depending on the type of car and battery capacity.
- Wall Box (single outlet) provides a full charge in 2 to 4 hours, depending on the type of car and battery capacity.

### 4. Where will I find assistance in using the EV Green Charger?

Customers can contact SEWA customer Call Center on 991 for assistance about the EV Green Chargers. However the charge points are easy to use and have instructions attached to the side on how to be used.

### 5. Are the EV Green Charger accessible on a 24-hour basis?

The EV Green Chargers located at the SHARJAH Head Quarter, all week days and 24/7. However, EV Green Charger located in petrol stations and other public locations, also will be available on a 24/7 basis.

**6. Where can I purchase an electric vehicle in Sharjah and at what cost?**

Please contact car dealerships for availability and costs since the prices vary for vehicles. Since the launch of SHARJAH EV green charger initiative, demand has increased, leading to more models of EV being made available by dealers.

**7. What is the typical range of an electric vehicle?**

The range of the electric vehicle depends on battery capacity and type of vehicle, typically it ranges from 120km to 500km.

**8. What happens if my battery runs out of charge before I reach the charge points?**

Same as with any vehicle, drivers are responsible for ensuring that they have a sufficient charge for the journey. All electric vehicles provide information to their drivers on their estimated range in the car's instrument panel.

**9. What is a plugin hybrid vehicle?**

A plugin hybrid vehicle has a regular petrol engine and with an additional electric motor. This vehicle can run on either petrol, batteries or both at the same time. It also has a plug for charging on-board batteries and can run as full electric mode with a limited range.

**10. Can everyone use the SHARJAH EV Green Chargers?**

Sharjah EV Green Chargers are open to all holders of the **Green Charger card** that can be obtained by registering with SHARJAH and setting up a special account at a SHARJAH Customer Happiness Centre.

**11. How can I tell when my electric vehicle is completely charged?**

Check the display on our charging station or battery charge indicator on your vehicle's display. Either one will tell you when your charging session is complete.

**12. Can I discontinue the charging process before it is complete?**

Yes. You can stop the charge at any time following the instructions on the charger.

**13. Can I charge the battery even if it's not empty?**

Yes, an electric vehicle's battery management system actively manages the delivery of the charge to ensure the maximum lifespan of the battery. Just plug it in and let the car do the rest.

**14. How much does it cost to charge an electric vehicle?**

The cost to charge the electric vehicle depends on energy required to charge the battery, which is directly related to the capacity of the battery in the vehicle and the usage by the car owner. However, the rate per kilowatt hour (kW/h) for charging an electric vehicle in public charging points is 29 Fils per kW/h. If you charge your vehicle at home, the standard residential electricity rate will be applied.

**15. How can I charge my electric vehicle at home? How much does it cost?**



Home chargers can be installed at customers' premises behind the customers' meter, like any other home appliances. When charging the car at home, the electricity used is added to the normal SHARJAH bill at standard residential electricity rates

## Request for Scholarship from SEWA:

### **1. How to I apply for scholarship?**

High School graduates can apply for scholarships through SEWA'S official website.

### **2. Where can I apply for scholarship?**

You can apply through the official website of Sharjah Electricity, Water and Gas Authority.

### **3. Who is entitled to benefit from scholarship ?**

High school graduated in the Emirate of Sharjah by 85%

### **4. What are the requirements?**

- Photograph
- University ID
- Sedondary certificate
- Guardian's salary certificate
- Valid passport
- Family book
- Identity

### **5. Is there any grade to keep after getting the scholarship ?**

Maintain a GPA of at least 2.2 over the course of the academic year.