

Terms & Conditions

Applicability of Content

Information on this site includes descriptions of products and services available in the United Arab Emirates only. This site is operated in Dubai, United Arab Emirates.

Governing Law

Dubai Electricity and Water Authority has established the following Terms and Conditions for visiting this website in accordance to the Authority's Rules and Regulations as well as U.A.E laws. Whenever a person breaches these Terms and Conditions, the Authority reserves the right to use the law in its full to protect its infrastructure and information. The courts of Dubai shall have exclusive jurisdiction to settle any dispute in this connection.

Acceptable Usage of the Authority's website

Regardless whether you are registered user or not, by accessing DEWA's website you agree to the following terms and conditions:

- To use the site only for lawful purposes
- Not to commit any criminal offense
- Not to post or transmit any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practices, political beliefs or national origin
- Not to attempt to circumvent data protection scheme, uncover security loopholes, or to decrypt secure data
- Not to misinterpret your identity in any communication with DEWA
- Not to Access / Modify / Delete any of the information posted on the Authority's website
- Not to transmit fraudulent or any other messages / materials prohibited by law
- Not to create / run / install any content that contains malicious code, viruses or any other programs that may alter, damage or interrupt the functionality of the Authority's Website. Also not to intentionally perform any other act that will interfere with the normal operations of the Authority's website.

Restricted Areas

Certain areas of the website, require you to register with the Authority. You agree that all information, which you provide on the website is complete and accurate. You are also responsible for the update of your personal information whenever it is changed. By registering with the Authority you automatically agree with this Terms and Conditions, as well as with the Authority's Security and Privacy Policy. All materials on DEWA's web site are copyright protected. No material from the site may be copied, distributed, transmitted or used without expressed written permission from DEWA. Any unauthorized misuse of copyrighted materials could be in violation of copyright, trademark, publicity or privacy laws.

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Termination

DEWA may cancel access to its site/s for any reason, including lack of use or violation of this policy or its Privacy Policy and may terminate this agreement at any time without notice for any reason whatsoever. Users may also terminate this agreement by giving advance notice to DEWA.

Terms & Conditions Changes

DEWA reserves the right to change this Terms & Conditions at any time. The latest version of this Terms and Conditions will be always published to DEWA web site.