



# About FEWA

## Introduction

Federal Electricity & Water Authority (FEWA) was established in 1999 under the Federal Law No. 31 of 1999 to carry out the duties assigned by Ministry of Electricity and Water in achieving several objectives. Its Main objective is to cater the needs of Electricity and potable Water for the population of the Northern Emirates. To achieve this main objective FEWA has to create a balance between the cost of production and the distribution price in consideration with unifying the existing variable pricing strategies, study the consumption behaviors and create awareness to overcome the waste of electricity and water by consumers. FEWA also has to develop and improve revenue collection processes. One of its objectives is also to provide qualification and training to the citizens making them able to work in FEWA.

## Vision

"Leadership in providing electricity and water services to improve the standards of living and achieve sustainable growth by 2021".

## Mission

"To provide electricity and water services at distinct levels and develop electricity and water facilities infrastructure to meet the growing demands of electricity and water in emirates under FEWA jurisdiction so as to enhance sustainable development".

## Values

- Transparency
- Teamwork
- Responsibility
- Work Professionally
- Customers Focus
- Creativity and Innovation

## Strategic Objectives

- To provide electricity and water services to customers at distinct levels.
- To manage the demand for electric energy efficiently to meet the needs of customers.
- To manage the demand for desalinated water efficiently to meet the needs for customers.
- To rationalize the use of electricity and water and reduce their wastage to ensure sustainable development.
- To ensure that all administrative services are provided in accordance with standards of quality, efficiency and transparency.