

# ANNUAL STATISTICAL REPORT 2024







**صاحب السمو الشيخ محمد بن زايد آل نهيان**

رئيس دولة الإمارات العربية المتحدة

**HIS HIGHNESS SHEIKH MOHAMED BIN ZAYED AL NAHYAN**

PRESIDENT OF THE UNITED ARAB EMIRATES



**صاحب السمو الشيخ محمد بن راشد آل مكتوم**

نائب رئيس الدولة - رئيس مجلس الوزراء - حاكم دبي

**HIS HIGHNESS SHEIKH MOHAMED BIN RASHID AL MAKTOUM**

VICE PRESIDENT AND PRIME MINISTER OF U.A.E. AND RULER OF DUBAI



H.E. Suhail Mohammed Al Mazrouei  
Minister of Energy & Infrastructure  
Chairman, EtihadWE Board of Directors

With the guidance of our wise leadership, we remain committed to delivering services that bring satisfaction and happiness to every customer. This reflects the vision of the government of the United Arab Emirates to enhance the quality of life for all.

Since its inception, Etihad Water and Electricity (EtihadWE) has been steadfast in its mission to provide world-class services that exceed expectations. By adopting the highest international standards, we aim not only to meet the needs of our customers but to bring them genuine happiness and fulfilment through the services we offer.

Over the years, EtihadWE has undergone remarkable transformations. We continue to evolve, particularly in enhancing the infrastructure of water and electricity, to ensure operational excellence and meet the growing demands of all regions we serve. These efforts align with the UAE's visionary strategy to lead in this sector locally, regionally, and globally.

Our people are our greatest strength. Their dedication and expertise are at the core of our success. We are confident that their unwavering commitment to excellence will continue to meet and exceed the aspirations of our customers, strategic partners, stakeholders, and empowering us to achieve our goals.



**H.E. Eng. Yousef Al Ali**  
CEO, Etihad Water and Electricity

In just fifty years, the United Arab Emirates has transformed into a global leader under the visionary guidance of its wise leadership. From the inspired legacy of the late Sheikh Zayed bin Sultan Al Nahyan, the founding father of the UAE, to the forward-looking leadership of our current rulers, the nation has consistently pursued excellence, paving the way for a prosperous and innovative future.

Today, under the leadership of H.H. Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, and the strategic vision of H.H. Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, and Ruler of Dubai, our institutions and service sectors work tirelessly to elevate the UAE's position on the global stage.

At Etihad Water and Electricity (EtihadWE), we proudly align with this vision, implementing comprehensive strategies and innovative programmes to meet the increasing demand for water and electricity across the Northern Emirates. Our mission is not only to deliver essential services with excellence but also to support the UAE's commitment to sustainability, environmental protection, and the green economy.

We take pride in our contributions to sustainable development, as recognised by numerous regional and international awards, which stand as a testament to the hard work and dedication of our team. These accolades inspire us to continue raising the bar in the energy and utilities sector.

# ETIHAD WATER & ELECTRICITY

At Etihad Water and Electricity (EtihadWE), we are proud to energise communities by delivering essential electricity and water services to the Northern Emirates. Established in 2020 under Federal Decree-Law No. (31), we continue the legacy of the Federal Electricity & Water Authority, driven by a mission to empower lives and enable growth.

As a wholly owned entity of the Emirates Investment Authority, EtihadWE is entrusted with meeting the dynamic needs of our region. We are dedicated to excellence, sustainability, and innovation, striving to become a global leader in our field. Our initiatives focus on reducing natural resource waste, supporting economic sustainability, protecting the environment, and fulfilling our social responsibilities—all while delivering exceptional service to our customers.

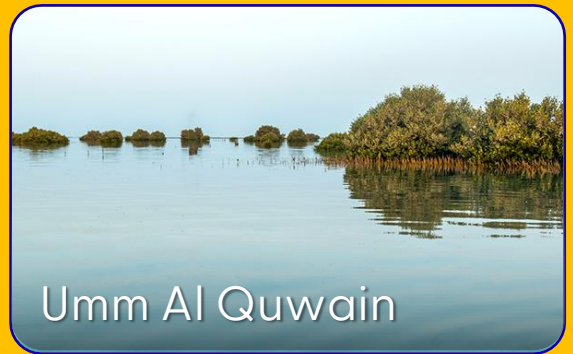
## Our Vision

To energise communities and drive sustainable progress, setting new standards in electricity and water services.

## Our Mission

We enable progress by delivering reliable, sustainable and best-in-class electricity and water services. We build infrastructure that uplifts the quality of life, fosters connections, and empowers every member of our diverse communities.

# WE COVER



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# Electricity



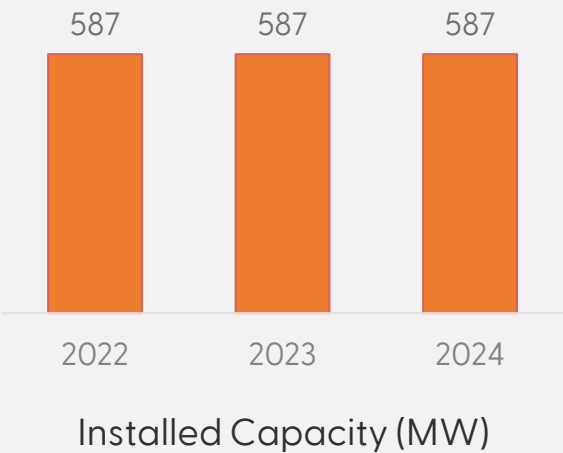
# Statistical Concepts

- **Installed Capacity of Power Generation Plants:** The maximum active power that a group of power generation plants can produce under certain conditions. This includes the total capacities of all available generators, taking into account the highest level of sustainable production that each plant can offer.
- **Total Electricity Consumed:** The amount of electricity used by all end consumers, including residential, commercial, industrial sectors, and others. The consumed electricity is the net quantity available to consumers after deducting transmission and distribution losses.
- **Number of Electricity Consumers:** The total number of customers or users receiving electricity services from the Union Company. This includes all categories from residential to industrial, commercial, and others.
- **Annual Peak Electricity Demand:** The maximum electricity consumption recorded over a specified period. This measure provides an indicator of the highest level of demand that the power system must be able to meet during that period.

Units such as kilowatts (kW) are used to measure power, kilowatt-hours (kWh) to measure the amount of energy produced or consumed, and kilovolt-amperes (KVA) to design and evaluate electrical energy systems.

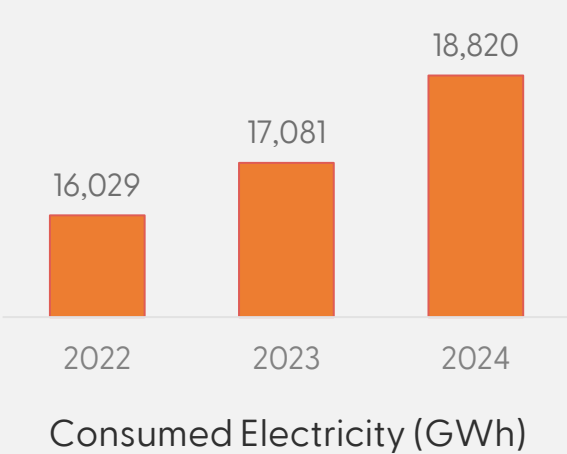
# Installed Capacity of Electricity Generation Plants

| Year | Installed Capacity (MW) |
|------|-------------------------|
| 2022 | 587                     |
| 2023 | 587                     |
| 2024 | 587                     |



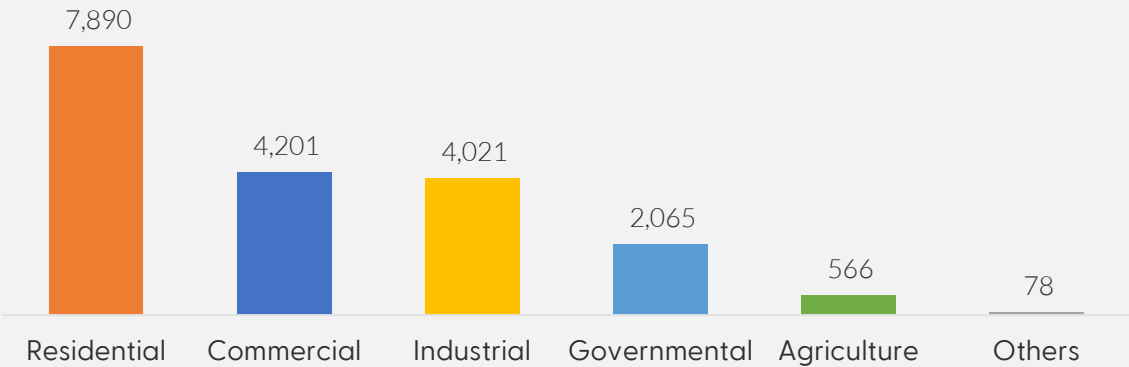
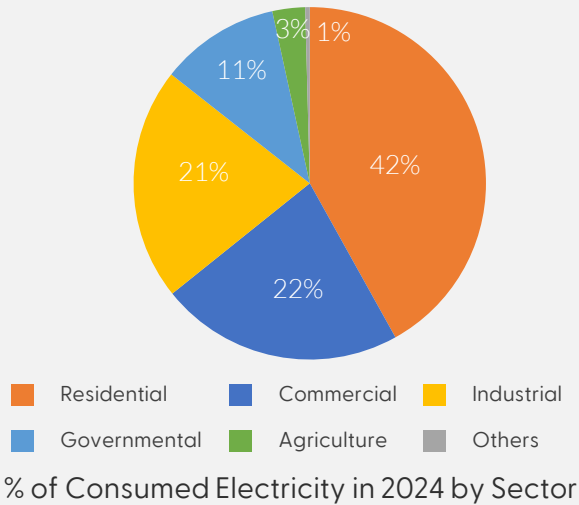
# Total Consumed Electricity

| Year | Consumed Electricity (GWh) |
|------|----------------------------|
| 2022 | 16,029                     |
| 2023 | 17,081                     |
| 2024 | 18,820                     |



# Quantity of Consumed Electricity by Sector

| Sector       | Consumed Electricity (GWh) |
|--------------|----------------------------|
| Residential  | 7,890                      |
| Commercial   | 4,201                      |
| Industrial   | 4,021                      |
| Governmental | 2,065                      |
| Agriculture  | 566                        |
| Others*      | 78                         |
| Total        | 18,820                     |

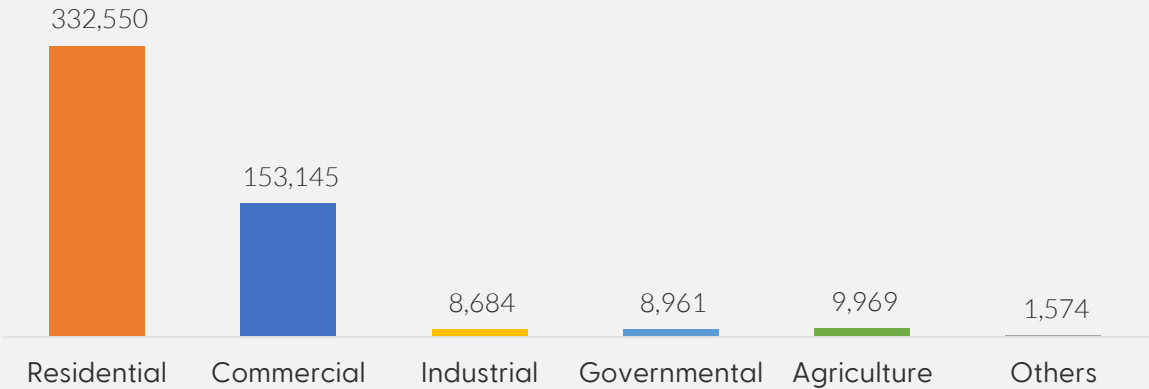
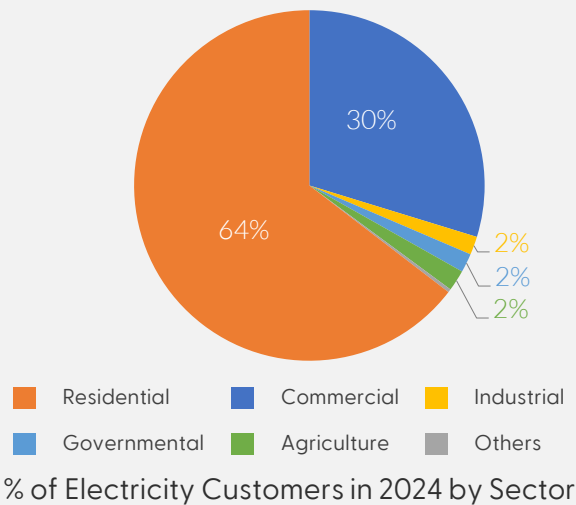


Consumed Electricity (GWh) in 2024 by Sector

\* Others mainly refers to EV, streetlights and temporary accounts.

# Number of Electricity Customers

| Sector | Electricity Customers |
|--------|-----------------------|
| 2022   | 474,662               |
| 2023   | 495,212               |
| 2024   | 514,883               |

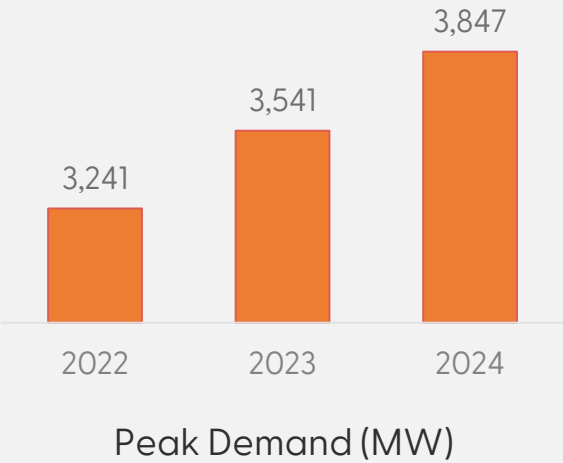


Number of Electricity Customers for 2024 by Sector

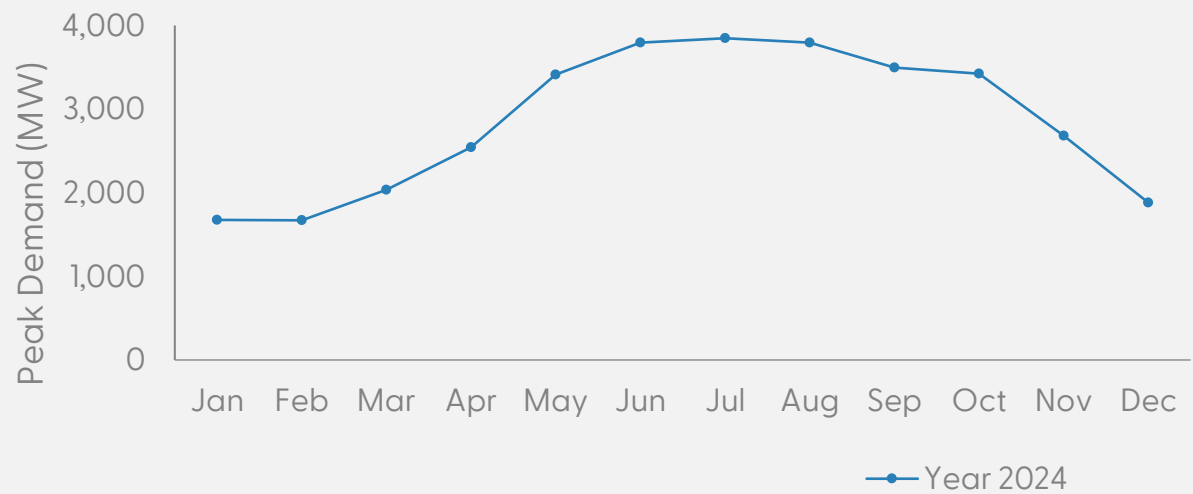
\* Others mainly refers to streetlights and temporary accounts.

# Annual Power Peak Demand

| Year | Peak Demand (MW) |
|------|------------------|
| 2022 | 3,241            |
| 2023 | 3,541            |
| 2024 | 3,847            |



# Monthly Power Peak Demand



**Water**



# Statistical Concepts

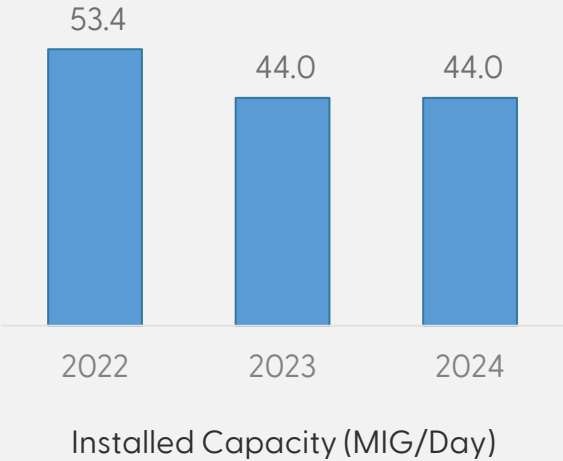
- **Installed Desalination Capacity for Water Production:** The maximum quantity of water that desalination plants can produce in a single day under certain conditions.
- **Water Consumption by the End Consumer:** The total volume of water used by end consumers, including residential, commercial, industrial, and other uses. This consumption is measured based on the readings recorded from water meters.
- **Number of Water Consumers:** The total number of customers receiving water services from the Union Company. This includes all categories of consumers from residential to commercial and industrial, among others.

In the field of water desalination and management, units such as Million Imperial Gallons (MIG) per day or per are used to measure the quantity of water.

The imperial gallon is equivalent to 4.546 liters, while the cubic meter is approximately 219.97 imperial gallons, facilitating the conversion and understanding of measurements in different contexts.

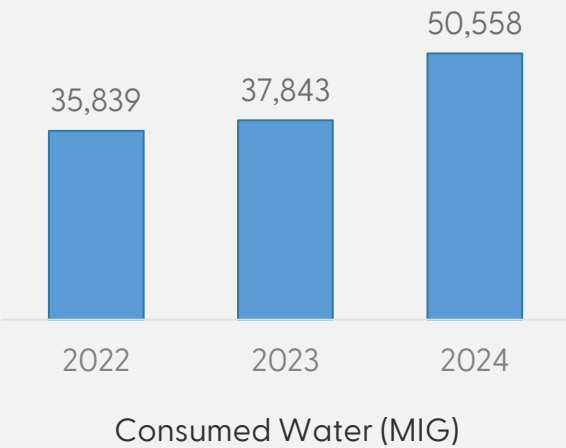
# Installed Capacity of Desalinated Water

| Year | Installed Capacity (MIG/Day) |
|------|------------------------------|
| 2022 | 53.4                         |
| 2023 | 44.0                         |
| 2024 | 44.0                         |



# Quantity of Consumed Water

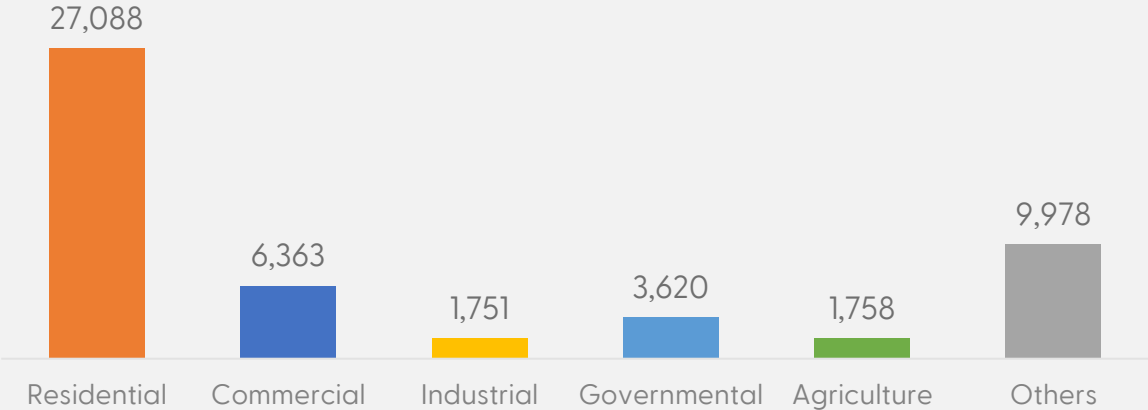
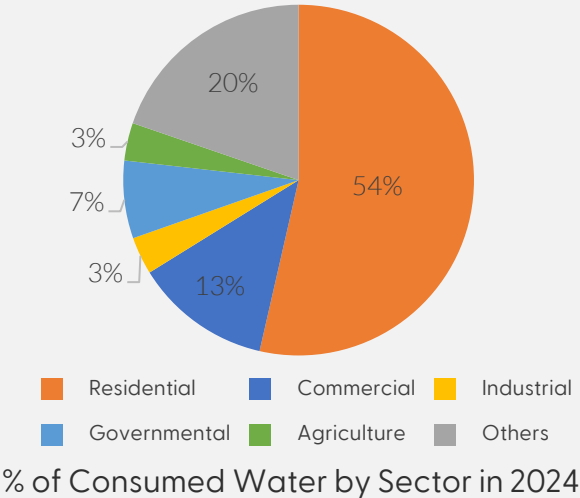
| Year | Consumed Water (MIG) |
|------|----------------------|
| 2022 | 35,839               |
| 2023 | 37,843               |
| 2024 | 50,558               |



# Quantity of Consumed Water by Sector

| Sector       | Consumed Water (MIG) |
|--------------|----------------------|
| Residential  | 27,088               |
| Commercial   | 6,363                |
| Industrial   | 1,751                |
| Governmental | 3,620                |
| Agriculture  | 1,758                |
| Others*      | 9,962                |

|       |        |
|-------|--------|
| Total | 50,558 |
|-------|--------|

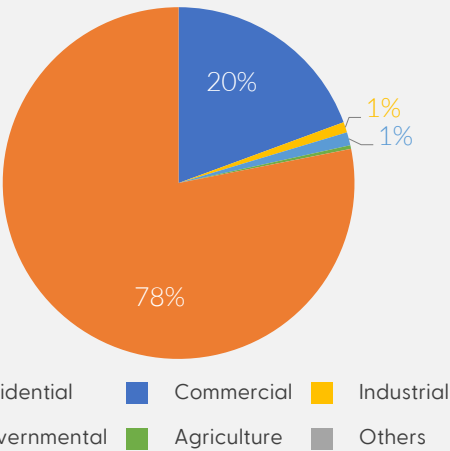


Consumed Water in 2024 (MIG)

\* Others mainly refers to bulk customers and temporary accounts

# Number of Water Customers

| Sector | Water Customers |
|--------|-----------------|
| 2022   | 366,951         |
| 2023   | 386,851         |
| 2024   | 405,594         |



% of water Customers by Sector in 2024



Number of Water Customers in 2024

\* Others mainly refers to temporary accounts

**Tariff**

# Electricity Tariff

| Consumption Type           | Consumption (Kwh) | Tariff (Fils) | Surcharge (Fils) |
|----------------------------|-------------------|---------------|------------------|
| Residential (Citizens)     | Single Slab       | 7.5           | -                |
| Residential (Expatriate)   | Up to 2,000       | 23            | 5                |
|                            | 2,001 - 4,000     | 28            | 5                |
|                            | 4,001 - 6,000     | 32            | 5                |
|                            | Above 6,000       | 38            | 5                |
|                            |                   |               |                  |
| Commercial                 | Up to 2,000       | 23            | 5                |
|                            | 2,001 - 4,000     | 28            | 5                |
|                            | 4,001 - 6,000     | 32            | 5                |
|                            | Above 6,000       | 38            | 5                |
|                            |                   |               |                  |
| Industrial                 | Single Slab       | 40            | 4                |
|                            |                   |               |                  |
|                            |                   |               |                  |
| Government                 | Up to 10,000      | 23            | 5                |
|                            | Above 10,000      | 38            | 5                |
|                            |                   |               |                  |
| Agricultural               | 1-6,000           | 23            | 5                |
|                            | Above 6,000       | 28            | 5                |
|                            |                   |               |                  |
| Temporary Connections      | Single Slab       | 50            | -                |
| Connection without meter * | Set Amount        | 200           | -                |

\* Less than 10KW

# Connection Fee

| Required Load (kVA) | Tariff (AED per kVA) |
|---------------------|----------------------|
| 0-200               | 300                  |
| 201-500             | 600                  |
| 501-1000            | 900                  |
| 1001-3000           | 1,200                |
| 3001-5000           | 1,400                |
| Above 5000          | 1,600                |

# Water Tariff

| Consumption Type         | Consumption (Gallon)     | Tariff (Fils/Gallon) |
|--------------------------|--------------------------|----------------------|
| Residential (Citizen)    | Single Slab              | 1.5                  |
| Residential (Expatriate) | Up to 6,000              | 3.5                  |
|                          | 6,001 - 12,000           | 4                    |
|                          | Above 12,000             | 4.6                  |
| Commercial               | Up to 10,000             | 3.5                  |
|                          | 10,001 - 20,000          | 4                    |
|                          | Above 20,000             | 4.6                  |
| Industrial               | Up to 10,000             | 3.5                  |
|                          | 10,001 - 20,000          | 4                    |
|                          | Above 20,000             | 4.6                  |
| Government               | Up to 10,000             | 3.5                  |
|                          | 10,001 - 20,000          | 4                    |
|                          | Above 20,000             | 4.6                  |
| Agricultural*            | 1 – 20,000 Gallons       | 1.5                  |
|                          | 20,001 – 50,000 Gallons  | 2                    |
|                          | 50,001 Gallons and above | 2.5                  |
| Temporary Connections    | Single Slab              | 5                    |

\* Agricultural Consumption Represents Daily Consumption

EtihadWE Tariff URL : <https://etihadwe.ae/en/About/Pages/Tariff.aspx>

**Networks**

# Electricity Transmission & Distribution Networks

## Length of Power Transmission & Distribution Lines (Km)

| Voltage | Overhead Lines (Km) | Underground Cables (Km) |
|---------|---------------------|-------------------------|
| 132 kV  | 818                 | 450                     |
| 33 kV   | 862                 | 1,461                   |
| 11 kV   | 2,404               | 9,578                   |

## Number of Substations (Transmission & Distribution )

| Voltage                       | Number of Substations |
|-------------------------------|-----------------------|
| 132/33/11, 132/33 & 132/11 kV | 38                    |
| 33/11 kV                      | 10                    |
| 11/0.4 kV                     | 17,650                |

# Water Transmission & Distribution Networks

## Length of Water Transmission Pipelines (Km)

| Pipeline                               | Length (Km) |
|----------------------------------------|-------------|
| Transmission Pipelines : 300 - 1800 mm | 1,950       |
| Distribution Pipelines : 100 - 250 mm  | 7,500       |

## Water Storage Capacity (MIG)

| Item       | Capacity (MIG) |
|------------|----------------|
| Reservoirs | 604.37*        |

\* NAQAA Desalination Plant Reservoirs 150 MIG are included in this figure.

**Plants**

# Electricity and Desalination Plants

## Electricity Power Plants

| Plant Name           | Emirate        | Installed Capacity (MW) |
|----------------------|----------------|-------------------------|
| Nakheel Power Plant  | Ras Al Khaimah | 387                     |
| Al Zawra Power Plant | Ajman          | 200                     |

## Desalination Plants

| Plant Name        | Emirate        | Installed Capacity (MIG/Day) |
|-------------------|----------------|------------------------------|
| NAQA'A RO Plant * | Umm Al Quwain  | 150                          |
| Al Zawra RO I     | Ajman          | 6                            |
| Al Zawra RO II    | Ajman          | 3                            |
| Al Zawra RO III   | Ajman          | 7                            |
| Al Zawra RO IV    | Ajman          | 10                           |
| Ghalilah RO I     | Ras Al Khaimah | 3                            |
| Ghalilah RO II    | Ras Al Khaimah | 15                           |

\* EtihadWE is the sole partner and buyer of the water production.

Notes:

- The Helew RO was decommissioned in 2019.
- Nakheel MED has been out of service since 2021.
- Ajman RO, Umm Al Quwain RO, and Burairat RO have been out of service since 2022.
- Ajman Power Plant has been out of service since 2021 and was decommissioned in 2023.

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