

UTILITIES REGISTRATION GUIDE

Viera Residences

This guide outlines the steps required to complete your DEWA and Chilled Water / AC (Zenner) registrations, which are mandatory prior to handover.

1. DEWA REGISTRATION (Electricity & Water)

Dubai Electricity and Water Authority (DEWA) provides electricity, water, and sewerage services across Dubai. As original connections were completed during construction, your application will be treated as a **reconnection**.

Steps and required documents:

- Register online at: www.dewa.gov.ae
- Complete the DEWA application form
- Upload owner's passport
- Upload Emirates ID (if applicable)
- Provide DEWA premise number [Insert premise Number]
- Proof of ownership (Oqood)
- Payment of the required deposit
- Download or save the DEWA confirmation receipt

2. CHILLED WATER / AC REGISTRATION (ZENNER)

- Register online at: <https://myzenner.ae/Registration>
- Upon document verification, a payment link will be sent for the activation fee and security deposit payments (amount varies by unit type)

Zenner Contact Details:

Phone: **04 333 7788** (Mon–Fri, 08:30–17:30)

Toll-Free (Out of Office): **800-ZENNER (936637)**

WhatsApp (Urgent Requests): **+971 56 404 7391** (Mon–Fri, 08:30–17:30)

Optional Assistance:

Should you wish our Property Management team to assist with utility registrations, additional service charges will apply.

Phone: **058 589 0456**

Email: **pm@zedcapital.ae**