



# Customer Services Guide

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# Customer Services Guide

Your Guide to a Better Experience with EWA Services

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At the Electricity and Water Authority (EWA), we are continuously enhancing your experience and making it easier for you to access our services. This is why we offer this comprehensive guide, which includes all the information and requirements for all beneficiary groups of our services.

This guide serves as a complete reference, offering you detailed information about our available services, including the available channels where you can benefit from these services. It covers all the procedures, requirements, and conditions to ensure you can easily and conveniently utilize our services.

We use modern technology and advanced systems at the Authority to deliver digital services that are accessible to all customers through various digital channels. We also provide smart electronic services targeting all customers, alongside other diverse channels such as visiting service centers, virtual centers, and home visits for senior customers and people of determination.



# Customer Service Channels \_\_\_\_\_

We offer a variety of channels to efficiently deliver our services, ensuring you receive quick and effective support:



**Customer Service Centers:** You can visit one of our service centers and utilize our services by pre-booking an appointment through **Skiplino** app.



**Virtual Center:** You can utilize our services through a 'Video Call' without the need to visit a service center, by pre-booking an appointment through **Skiplino** app.



**Call Center:** You can contact us 24/7 via our call center at **17515555**.



**Home Visits:** Senior customers and people of determination can easily utilize our services by booking a home visit appointment through our call center at **17515555**.



**EWA Website:** You can view all the details of our available services through our website **www.ewa.bh**.



**Kingdom of Bahrain's National Portal:** We offer various electronic services through the National Portal of the Kingdom of Bahrain, where our customers can submit their applications via **www.bahrain.bh**.



**Benayat Portal:** You can submit new connection requests for electricity, water and renewable energy services through Benayat portal website **www.benayat.bh**, by contracting with licensed engineering offices.

# Useful Tips

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## New Connections and Renewable Energy

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For new electricity, water, and renewable energy connections, customers must contract with a licensed engineering firm to submit their application through the "Benayat" portal. This portal handles building permits and new service connections for electricity and water.

Following the engagement with the licensed engineering firm, several procedures will be completed before the service is connected. The firm will submit the application, attach all required documents and engineering drawings, and obtain necessary approvals from relevant authorities to finalize the connection.

## Government Subsidy

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The government subsidy for electricity and water services is provided to Bahraini citizens for one account only. The following conditions apply:

- The account holder must be a Bahraini citizen registered as a head of household with Information & eGovernment Authority (iGA).
- The account holder's address registered with EWA must match the address registered on their ID card with iGA.

For details on government subsidy eligibility for different categories, please [click here](#).

## Transferring Accounts of Deceased Individuals

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• After the death of the electricity and water account holder, it is necessary to update the information and transfer the account to another individual or cancel it.

- Government support for electricity and water services is automatically withdrawn following the account holder's death, based on updated information in the Information Authority and eGovernment.
- The Authority allows a period of up to 3 months to reclaim government support retroactively for subsidized accounts, provided that the account information is updated within the same period.
- Updating the information can be done through the "Open Electricity and Water Account" service.
- For more details, please visit our website [www.ewa.bh](http://www.ewa.bh)

## Payment Channels

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### Direct Deduction Services

You can pay your bills easily and conveniently through the Direct Deduction Services, which allow you to choose monthly deductions from your bank account or credit card according to your preference. This service also provides flexibility in setting the monthly deduction date and method. We offer two options for deduction:

- Direct Deduction
- Fixed Deduction

### Other Payment channels

You can also make payments through our other electronic channels:

- EWA App  
- National Portal
- BenefitPay App "Fawateer Service"
- Electronic cheque
- stc Pay
- Automatic Payment Kiosk

# External Documents Reference \_\_\_\_\_

Through this reference list you can identify the entities responsible for issuing some of the required documents to complete your services.

Document	Issued by
Lease contract registration receipt	Ministry of Justice, Islamic Affairs and Waqf
Religious ordinance document	Sharia Court
Title deed	Survey and Land Registration Bureau
Sale contract	Ministry of Justice, Islamic Affairs and Waqf
Building permit	Ministry of Municipalities Affairs & Agriculture
Aerial map	Survey and Land Registration Bureau
Address certificate	Information & eGovernment Authority
Survey certificate	Survey and Land Registration Bureau
No objection certificate for electricity connection	Ministry of Municipalities Affairs & Agriculture
Demolition certificate	Ministry of Municipalities Affairs & Agriculture

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# Open Electricity and Water Account

Use this service to register an electricity and water account in your name if you need to activate electricity, water and municipal fees for existing premises.

## Application Channels

 Customer Service Centers
  Virtual Center
  Home Visits
  National Portal

Applicant	Owner	Heirs	Tenant	Without Lease Contract
<b>Service fees</b>	No Fees	No Fees	Deposit Amount (1)	Deposit Amount (1)
<b>Processing time</b>	2 working days	2 working days	2 working days	2 working days
<b>Requirements</b>				
Electricity, Water, Municipal Rates Agreement (2)	✓	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓	✓
Passport copy (for non-residents)	✓	✓	✓	✓
Official document of the IBAN, or a signed direct deduction agreement via credit card	✓	✓	✓	✓
Photo of the Electricity Meter and Water Meter	✓	✗	✓	✗
Pay outstanding, if any	✓ (3)	✓	✓	✓
<b>Other documents:</b>	<ul style="list-style-type: none"> <li>• Copy from the title deed or sale contract (4)</li> <li>• Tenant's Vacating Form for the property (in case of changing from tenant to owner).</li> </ul>	Copy of the religious ordinance document attached to an authorization letter signed by all the heirs & copies of the heirs' ID cards, or a notarized power of attorney on behalf of the heirs attached to an ID copy of the notarized person entrusted by the heirs	<ul style="list-style-type: none"> <li>• Lease contract</li> <li>• Lease contract registration receipt</li> <li>• A notarized power of attorney on behalf of the heirs attached to an ID copy of the notarized person entrusted by the heirs (In the case of a deceased property owner)</li> </ul>	A notarized power of attorney on behalf of the heirs attached to an ID copy of the notarized person entrusted by the heirs (In the case of a deceased property owner)

- (1) Please refer to our website for more details about the deposit amounts & guarantee conditions  
 (2) Not applicable via national portal  
 (3) In case of ownership transfer, any outstanding arrears on the owner and property must be paid  
 (4) Not applicable to the property owner registered with EWA

Application Form



# Close Electricity and Water Account

Use this service if you want to close your electricity and water account and disconnect the service.

## Application Channels

 Customer Service Centers  Virtual Center  Home Visits  National Portal

<b>Service fees</b>	No Fees
<b>Processing time</b>	1 working day
<b>Requirements</b>	
Electricity, Water, Municipal Rates Agreement <sup>(1)</sup>	✓ <sup>(1)</sup>
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓ <sup>(1)</sup>
Passport copy (for non-residents)	✓ <sup>(1)</sup>
Pay outstanding, if any	✓

<sup>(1)</sup> Not applicable via national portal

Application Form





# New Water Connection with Main Meter Installation

Use this service to apply for a new water service connection for premises under construction if you want to provide your premises with water service.

## Application Channels

-  Customer Service Centers
-  Call Center
-  Home Visits
-  Benayat

<b>Service fees</b>	Depends on the project
<b>Processing time</b>	21 working days
<b>Requirements</b>	
Electricity, Water, Municipal Rates Agreement	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
Stamped water supply request form from a certified plumber	✓
Copy of the building permit	✓
Copy of address certificate	✓
Copy of title deed	✓
Copy of aerial map	✓
Copy of survey certificate	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓




## Water Sub-Meter Installation

Use this service to apply for a new water sub-meter connection for premises under construction to enable billing each unit according to its own consumption.

## Application Channels

 Customer Service Centers  Call Center  Home Visits

<b>Service Fees</b>	Depends on the project
<b>Processing Time</b>	9 working days
<b>Requirements</b>	
Stamped water sub-meter form from a certified plumber	

Application Form



# New Electricity Connection without Meter Installation

Use this service to apply for a new electricity connection for premises under construction if you want to provide your premises with electricity service (1).

## Application Channels

 Customer Service Centers
  Call Center
  Home Visits
  Benayat

Voltage Type	High Voltage (11KV)	Low Voltage (415V)
<b>Service fees</b>	Depends on the project	Depends on the project
<b>Processing time</b>	70 working days	45 working days
Requirements		
Electricity, Water, Municipal Rates Agreement	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓
Confirmation certificate for the electricity supply power load (2)	✓	✓
Electricity supply request form	✓	✓
Power conditions requirement for building permits	✓	✓
Details of the required electrical loads	✓	✓
Copy of the building permit	✓	✓
Copy of aerial map	✓	✓
Copy of address certificate	✓	✓
Copy of survey certificate	✓	✓
Copy of title deed	✓	✓

(1) You must apply for electricity meter installation service upon the readiness of your premise and the new electricity service connection completion.

(2) Applicable for private projects



# Electricity Meter Installation and Opening an Account

Use this service to install an electricity meter in your premises, after completing all the necessary procedures related to the readiness of the premises and the new electricity service connection.

## Application Channels

 Customer Service Centers
  Call Center
  Home Visits

Meter Type	Temporary Meter	Permanent Meter
<b>Service fees</b>	Depends on the project	Depends on the project
<b>Processing time</b>	13 working days	5 working days
Requirements		
Electricity technical services request form	✓	✗
Official document of the IBAN, or signing a direct deduction agreement via credit card	✓	✓
Electricity installations completion & test certificate	✓	✓
No objection certificate for electricity connection	✗	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✗



# Deposit Refund

Use this service if you want a refund of the security deposit after closing your electricity and water account and receiving the final bill.

## Application Channels

 Customer Service Centers
  Virtual Center
  Home Visits

Applicant	Tenant	Heirs	Commercial Registration
<b>Service fees</b>	No Fees	No Fees	No Fees
<b>Processing time</b>	7 working days	7 working days	7 working days
Requirements			
(Deposit /Credit ) refund request form	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓
Official IBAN document	✓	✓	✓

**Other documents:**

- Official power of attorney from all heirs or personal attendance at the customer service center
- Copy of religious ordinance document
- Copy of the death certificate
- ID card copies (both sides) or ID card reading data for the heirs

- Copy of the commercial registration certificate
- Extract of the commercial registration certificate



# Credit Refund

Use this service if you want to request a refund of your credit balance. According to the terms and conditions.

## Application Channels

 Customer Service Centers
  Virtual Center
  Home Visits

Applicant	Tenant	Heirs	Commercial Registration
<b>Service fees</b>	No Fees	No Fees	No Fees
<b>Processing time</b>	14 working days	14 working days	14 working days
Requirements			
(Deposit /Credit ) refund request form	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓
Official IBAN document	✓	✓	✓

**Other documents:**

- Official power of attorney from all heirs or personal attendance at the customer service center
- Copy of religious ordinance document
- Copy of the death certificate
- ID card copies (both sides) or ID card reading data for the heirs



- Copy of the commercial registration certificate
- Extract of the commercial registration certificate



# Direct Deduction

Register for the Direct Deduction service to ensure paying your bills on time. You can choose your preferred monthly deduction method, either from your bank account or credit card. Your bill amount will be deducted monthly, not exceeding the maximum limit agreed upon between you and the authority, based on your consumption rate. The deduction will occur on the date you selected.

## Application Channels

-  Customer Service Centers
-  Home Visits

-  Virtual Center
-  EWA Website

-  Call Center

Deduction Method	Bank Account	Credit Card
<b>Service fees</b>	No Fees	No Fees
<b>Processing time</b>	4 working days	1 working day
Requirements		
Official IBAN document	✓	✗
Signed direct deduction agreement	✓	✗



# Fixed Deduction

Register for the Fixed Deduction service to manage your payments through a fixed amount over 12 months, determined based on your annual consumption rate. You can choose your preferred monthly deduction method, either from your bank account or credit card. The deduction will occur on your selected date and the fixed deduction amount will be reviewed at the end of each year to align with your consumption rate.

## Application Channels

 Customer Service Centers

 Virtual Center

 Call Center

 Home Visits

 EWA Website

Deduction Method	Bank Account	Credit Card
<b>Service fees</b>	No Fees	No Fees
<b>Processing time</b>	4 working days	1 working day
<b>Requirements</b>		
Official IBAN document	✓	✗
Signed direct deduction agreement	✓	✗





# Additional Electricity Load

Use this service if you want to request additional electrical loads to your premises.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

Voltage Type	High Voltage (11KV)	Low Voltage (415V)
<b>Service fees</b>	Depends on the project	Depends on the project
<b>Processing time</b>	71 working days	46 working days
Requirements		
Electricity supply request form	✓	✓
Confirmation certificate for the electricity supply power load (1)	✓	✓
Power conditions requirement for building permits	✓	✓
Details of the required electrical loads	✓	✓
Copy of the building permit (2)	✓	✓

(1) Applicable for private projects

(2) In case of additional construction

Application Form



# Merge or Separate Electricity Meters

Use this service if you want to merge or separate electricity meters and electrical loads in your premises.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

Service Type	Merge Electricity Meters	Separate Electricity Meters
<b>Service fees</b>	No Fees	Depends on the project
<b>Processing time</b>	3 working days	13 working days
<b>Requirements</b>		
Electricity supply request form	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓
Copy of address certificate	✓	✓
Copy of the building permit if any	✓	✓
Electricity installations completion & test certificate	✓	✗
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✓
<b>Other documents:</b>	Merging request form	

Application Form



## Electricity Meters and Services Relocation

This service is available if you need to change the location of electricity meters or electrical service connections in your premises.

## Application Channels

 Customer Service Centers
  Virtual Center
  Home Visits

Service Type	Meter & Services	Overhead to underground electrical supply lines	Removal or rerouting of underground cable passing through private property	Electrical wall box	Meter Only
<b>Service fees</b>	250 - 800 BD	150 BD	Actual cost	0 - 150 BD	30 BD
<b>Processing time</b>	30 working days	45 working days	31 working days	46 working days	3 working days
Requirements					
Electricity technical services request form	✓	✓	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓	✓	✓
Copy of title deed	✓	✓	✓	✓	✓
Copy of aerial map	✓	✓	✓	✓	✓
Copy of survey certificate	✓	✓	✓	✓	✓
Damage Prevention Section report of underground cable in conflict	✗	✗	✓	✗	✗
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✓	✓	✓	✓

Application Form



# Removal of Electricity Meters & Services

This service is available if you need to remove electricity meters and services when demolishing or renovating your premises.

## Application Channels

 Customer Service Centers
  Virtual Center
  Home Visits

Service Type	Meter and Overhead / Underground Services	Overhead Cables	Electricity Pole
<b>Service fees</b>	No Fees	Depends on the project	Depends on the project
<b>Processing time</b>	3 - 5 working days	30 working days	30 working days
Requirements			
Electricity technical services request form	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓
Copy of title deed	✓	✓	✓
Copy of aerial map	✓	✓	✓
Copy of survey certificate	✓	✓	✓
Copy of demolition certificate	✓	✓ (1)	✗
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✓	✓

(1) In case of demolishing the premise



# Electricity Meter Test

Benefit from this service if you need to inspect your electricity meter.

## Application Channels

 Customer Service Centers    Virtual Center    Home Visits

<b>Service fees</b>	10 BD
<b>Processing time</b>	15 working days
<b>Requirements</b>	
Electricity technical services request form	✓
ID card copy (both sides) or ID card reading data (for Bahraini citizens and resident) or CR certificate copy	✓



# Street Lighting Services

Use this service to submit requests related to street lighting.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

Service Type	Relocation of an Electricity Pole	Removal of Wall Lighting	Relocation of Wall Lighting	Wall Lighting Installation
<b>Service fees</b>	Depends on the project	No Fees	No Fees	No Fees
<b>Processing time</b>	10 working days	3 working days	5 working days	5 working days
Requirements				
Electricity technical services request form	✓	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓	✓
Copy of title deed	✗	✓	✓	✗
Copy of aerial map	✗	✓	✓	✗
Copy of survey certificate	✗	✓	✓	✗
Copy of demolition certificate	✗	✓	✓	✗
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✓	✓	✓

Application Form



## Net Metering System for Renewable Energy

Use this service to benefit from the solar energy system by connecting your premises to the electricity grid. When excess energy is produced, the excess will be credited to your bill, helping to reduce your electricity costs and promote the use of renewable energy. This service is offered under an agreement with a licensed engineering office.

## Application Channels

 Benayat

<b>Service fees</b>	No Fees
<b>Processing time</b>	4 working days
<b>Service procedures</b>	
Assign an approved contractor & consultant by EWA	✓
The contractor must submit the request through Benayat	✓
Submit the required documents according to the Benayat	✓
The consultant must approve the contractor's request	✓
The authority reviews the request, after the consultant's approval	✓
The system will be connected after the authority's approval and field inspection	✓

# Request to Change Water Connection Size

Use this service if there is an increased demand for water usage in your premises and you need to change the size of the water connections.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

<b>Service fees</b>	Depends on the project
<b>Processing time</b>	21 working days
<b>Requirements</b>	
Electricity, Water, Municipal Rates Agreement	✓
Stamped water supply request form from a certified plumber	✓
Copy of title deed	✓
Copy of aerial map	✓
Copy of survey certificate	✓
Pay outstanding, if any	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓






# Request to Change Water Supply System

Use this service if you want to change the Water Supply System in your facility from a distribution system to a network system. This will allow for the installation of sub-meters in the facility, so that each unit is billed according to its own consumption.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

<b>Service fees</b>	Depends on the project
<b>Processing time</b>	21 working days
<b>Requirements</b>	
Electricity, Water, Municipal Rates Agreement	✓
Stamped water supply request form from a certified plumber	✓
Copy of title deed	✓
Copy of aerial map	✓
Copy of survey certificate	✓
Pay outstanding, if any	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓



## Removal of Water Meters and Services

This service is available if you need to remove the water meters and services when demolishing or renovating your premises.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

Service Type	Meters and Services	Meter Only
<b>Service fees</b>	Depends on the project	Depends on the project
<b>Processing time</b>	5 working days	3 working days
Requirements		
Water technical services request form	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓
Copy of title deed	✓	✓
Copy of aerial map	✓	✓
Copy of survey certificate	✓	✓
Copy of demolition certificate	✓	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✓

Application Form



## Relocation of Water Meters and Services

This service is available if you need to change the location of water meters or water lines in your premises.

## Application Channels

 Customer Service Centers

 Call Center

 Home Visits

<b>Service fees</b>	Depends on the project
<b>Processing time</b>	21 working days
<b>Requirements</b>	
Water technical services request form	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
Copy of title deed	✓
Copy of aerial map	✓
Copy of survey certificate	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓

Application Form



# Water Meter Test

Benefit from this service if you need to inspect your water meter.

## Application Channels

 Customer Service Centers    Virtual Center    Home Visits

<b>Service fees</b>	10 BD
<b>Processing time</b>	3 working days
<b>Requirements</b>	
Water technical services request form	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓



**Customer  
Service Centers**

📍 Mazaya Plaza | Zayed Town  
📍 Seef Mall | Muharraq

**17515555**   
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