

Who can register for Empower services?

Individuals or companies under owner's name or tenant's name in the Tenancy contract/Title deed

What are the documents required?

Owner - individual: Title deed or Sales & Purchase agreement and Passport copy.

Owner - company: Title deed or Sales & Purchase agreement, Trade license and authorised person's Passport copy.

Tenant - individual: Tenancy contract, Ejari, copies of Visa and Emirates ID (front & backsides)

Tenant - company: Tenancy contract, Ejari, Trade license and authorised person's Passport, Visa and Emirates ID (front & backsides) copies.

What are the registration charges applicable?

Charges applicable at the time of registration

Security Deposit

Connection Fee

Above service charges are applicable to unit Owner/unit Tenant on the time of new registration.

Note: Registration charges varies based on the Project and Building location. Charges details will be provided online within the registration process.

How to upload additional documents if needed?

For documents updates and making the payment for registration, please select **Registration Request Enquiry**.

What are the options to pay the registration charges?

Online payment by using the link available in the payment notification that received through SMS or email once the documents are approved.

How much time it will take to complete the registration process?

1 – 3 **working** days.

How to confirm whether the registration is completed?

A confirmation email / SMS will be received in the registered email address / mobile number along with the new account number and username.

Cooling service also will be active on the same day.