EWA
هيئة الكهرباء والماء
Electricity & Water Authority



Customer Services Guide

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Customer Services Guide

Your Guide to a Better Experience with EWA Services

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 centres, virtual centres, and home visits for senior customers and people of determination.

Please note that while this guide provides all the documents and requirements for EWA's customer services, some information may be subject to change.



Customer Service Channels

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

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.

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

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

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

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

Useful Tips

New Connections and Renewable Energy

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

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

- 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

Fixed Monthly Direct Debit Service and Payment Channels

Fixed Monthly Direct Debit Service

This service allows a fixed monthly amount to be automatically deducted for bill payments. The amount is calculated based on the average monthly bill throughout the year.

This helps customers manage their finances by paying a fixed monthly amount, without being affected by changes in consumption throughout the year, especially during the summer period.

Customers can register for the service through our website: www.ewa.bh

Other Payment channels

You can also make payments through our other electronic channels:

- EWA Website
- EWA App Get it on the App Store Get it on Google Play
- National Portal
- BenefitPay App "Fawateer Service"
- Electronic cheque
- stc Pay

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

Open Account Service

Use this service to register an electricity and water account in your name if you need to activate electricity,

Application Channels

- EWA Website
- National Portal
- Home Visits
- Customer Serivce Centres

Applicant	Owner	Heirs	Tenant	Authorized Occupant
Service fees	No Fees	No Fees	Deposit Amount (1)	Deposit Amount (1)
Processing time	2 working days	2 working days	2 working days	2 working days
Requirements				
Account Management 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 IBAN document, or register for the direct debit service via credit card or the BenefitPay app	✓	✓	✓	✓
Photo of the Electricity Meter and Water Meter (optional)	✓	✗	✓	✗
Pay outstanding, if any	✓ (3)	✓	✓	✓
Other documents:	• Copy from the title deed or sale contract (4) • Fill tenant evacuation notice in the account management agreement	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	• Owner ID card, copy of both sides, or ID card reading data • Lease contract • Lease contract registration receipt • 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)	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 for online channels
(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

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Close Account Service

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

Application Channels

- EWA Website
- National Portal
- Home Visits
- Customer Serivce Centres

Service fees	No Fees
Processing time	1 working day

Requirements	
Account Management Agreement (1)	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy (1)	✓
Passport copy (for non-residents) (1)	✓

Apply Online

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(1) Not applicable for online channels

New Electricity Connection Service

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

- Benayat
- Customer Serivce Centres
- Call Centre
- Home Visits

Voltage Type	High Voltage (11KV)			Low Voltage (415V)		
	Existing or Partially Completed Infrastructure	New Infrastructure	Infrastructure Implemented by a Private Developer	Existing or Partially Completed Infrastructure	New Infrastructure	Infrastructure Implemented by a Private Developer
Service fees	Based on load and conditions (Law 13 - 2006)			Based on load and conditions (Law 13 - 2006)		
Processing time	10 working days	70 working days	17 working days	10 working days	45 working days	10 working days
Requirements						
Electricity & Meter Services 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)	✓			✓		
Copy of the building permit	✓			✓		
Copy of aerial map	✓			✓		
Copy of address certificate	✓			✓		
Copy of survey certificate	✓			✓		
Copy of title deed	✓			✓		
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓			✓		

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(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

New Water Connection Service

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

- Benayat
- Customer Serivce Centres
- Call Centre
- Home Visits

Service fees	Based on the type of connection and conditions (Law 13 - 2006)
Processing time	21 working days

Requirements	
Water Supply & Service Agreement	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
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)	✓

Apply Online

View Form

Electicity Meter Installation Service

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

- Benayat
- Customer Serivce Centres
- Call Centre
- Home Visits

Meter Type	Temporary Meter	Permanent Meter
Service fees	No Fees	No Fees
Processing time	13 working days	5 working days
Requirements		
Electricity & Meter Services Agreement	✓	✓
Official IBAN document, or register for the direct debit service via credit card or the BenefitPay app	✓	✓
No objection certificate for electricity connection	✗	✓
Copy of the lease contract, lease contract registration and a no-objection letter from the owner (Tenants only)	✓	✓

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View Form

Water Sub-Meter Installation Service

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 Serivce Centres
- Call Centre
- Home Visits
- Benayat

Service Fees	Based on the type of connection and conditions (Law 13 - 2006)
Processing Time	8 working days
Requirements	
Water Supply & Service Agreement	✓
Plumber compliance form	✓

Apply Online

View Form

Additional Electricity Load Service

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

Application Channels

- EWA Website
- Customer Serivce Centres
- Call Centre
- Home Visits

Voltage Type	High Voltage (11KV)	Low Voltage (415V)
Service fees	Based on load and conditions (Law 13 - 2006)	
Processing time	70 working days	45 working days
Requirements		
Electricity and Meter Services 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 for private projects	✓	✓
Copy of the building permit (1)	✓	✓
No-objection letter from the owner (Tenants only)	✓	✓

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View Form

(1) In case of additional construction

Merge or Split Electricity Meters Service

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

Application Channels

- EWA Website
- Customer Serivce Centres
- Call Centre
- Home Visits

Service Type	Merge Electricity Meters	Split Electricity Meters
Service fees	No Fees	Based on load and conditions (Law 13 - 2006)
Processing time	13 working days	13 working days
Requirements		
Electricity & Meter Services Agreement	✓	✓
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	✓	✓
No-objection letter from the owner (Tenants only)	✓	✓

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View Form

Relocate Meters and Services

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

Application Channels

- EWA Website
- National Portal
- Call Centre
- Customer Serivce Centres
- Home Visits

Service Type	Meter & Services	Overhead Electricity	Underground Cable	Wall Box
Service fees	Based on load and conditions (Law 13 - 2006)			
Processing time	3 - 30 working days	45 working days	30 working days	30 working days
Requirements				
Technical Services Application	✓	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓	✓
Copy of title deed including aerial map	✓	✓	✓	✓
Copy of survey certificate	✓	✓	✓	✓
No-objection letter from the owner (Tenants only)	✓	✓	✓	✓

Apply Online

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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

- EWA Website
- National Portal
- Call Centre
- Customer Serivce Centres
- Home Visits

Service Type	Meters & Services	Overhead Cables
Service fees	Based on load and conditions (Law 13 - 2006)	
Processing time	3 - 5 working days	30 working days
Requirements		
Technical Services Application	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓
Copy of title deed including aerial map	✓	✓
Copy of survey certificate	✓	✓
Copy of demolition certificate	✓	✓
No-objection letter from the owner (Tenants only)	✓	✓

Apply Online

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Electricity Meter Test Service

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

Application Channels

- EWA Website
- Home Visits
- Customer Serivce Centres

Service fees	10 BD
Processing time	5 working days
Requirements	
Technical Services Application	✓
ID card copy (both sides) or ID card reading data (for Bahraini citizens and resident) or CR certificate copy	✓

Apply Online

View Form

Street Lighting Services

Use this service to submit requests related to street lighting.

Application Channels

Customer Serivce Centres
Call Centre
Home Visits

Service Type	Electricity Pole Relocation	Wall Lighting Removal	Wall Lighting Relocation	Installation of Wall Lighting
Service fees	Based on load and conditions (Law 13 - 2006)			
Processing time	20 working days	20 working days	20 working days	20 working days
Requirements				
Technical Services Application	✓	✓	✓	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓	✓	✓	✓
Copy of title deed including aerial map	✓	✓	✓	✗
Copy of survey certificate	✓	✓	✓	✗
No-objection letter from the owner (Tenants only)	✓	✓	✓	✓

Apply Online

View Form

Distributed Renewable (Solar) Energy Service

Use this service to benefit from the solar energy PV systems by connecting your premises to the national 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 (consultant).

Application Channels

Benayat

Service fees	No Fees
Processing time	8 working days

Service procedures

1. Assign an EWA-approved solar PV contractor and consultant
2. The assigned contractor submits the application through the “Benayat” platform, attaching all required documents
3. The assigned consultant reviews the application, ensures all requirements are met, and approves it via the platform
4. EWA technically reviews the application, and upon approval, conducts a field inspection of the system
5. After a successful inspection, the system is connected to the national electricity grid

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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

- EWA Website
- Customer Serivce Centres
- Call Centre
- Home Visits

Service fees	Based on the type of connection and conditions (Law 13 - 2006)
Processing time	21 working days

Requirements	
Water Supply & Service Agreement	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
Copy of title deed including aerial map	✓
Copy of survey certificate	✓
No-objection letter from the owner (Tenants only)	✓

Apply Online

View Form

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

- EWA Website
- Customer Serivce Centres
- Call Centre
- Home Visits

Service fees	Based on the type of connection and conditions (Law 13 - 2006)
Processing time	21 working days

Requirements	
Water Supply & Service Agreement	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
Plumber Compliance Form	✓
Copy of title deed including aerial map	✓
Copy of survey certificate	✓
No-objection letter from the owner (Tenants only)	✓

Apply Online

View Form

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

- EWA Website
- National Portal
- Customer Serivce Centres
- Call Centre
- Home Visits

Service Type	Meters and Services
Service fees	No Fees
Processing time	5 working days
Requirements	
Technical Services Application	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
Copy of title deed including aerial map	✓
Copy of survey certificate	✓
Copy of demolition certificate	✓
No-objection letter from the owner (Tenants only)	✓

Apply Online

View 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

- EWA Website
- National Portal
- Customer Serivce Centres
- Call Centre
- Home Visits

Service fees	Based on the type of connection and conditions (Law 13 - 2006)
Processing time	21 working days

Requirements	
Technical Services Application	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓
Copy of title deed including aerial map	✓
Copy of survey certificate	✓
No-objection letter from the owner (Tenants only)	✓

Apply Online

View Form

Water Meter Test Service

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

Application Channels

- Customer Serivce
- EWA Website
- Centres Home Visits

Service fees	12mm - 10BD	25mm - 15 BD	50mm -20 BD
Processing time	3 working days		

Requirements	
Technical Services Application	✓
ID card copy (both sides) or ID card reading data (for Bahraini and resident) or CR certificate copy	✓

Apply Online

View Form

Fixed Monthly Billing Service

Use this service to pay a fixed monthly amount, calculated based on the average monthly bills over the year. The service helps customers manage their payments by paying a consistent monthly amount, without being affected by increased consumption during the summer months.

Application Channels

- EWA Website
- Virtual Centre
- Customer Serivce Centres
- Call Centre
- Home Visits

Deduction Method	
Service fees	No Fees
Processing time	Immediate

Requirements	
Official IBAN document (1)	**To register without a bank commitment:** This option is available for subsidised accounts and does not require any bank documents. **To register using a bank account:** - Online application channels: No documents - In-person application channels: Official IBAN document

Service Page

Application Form

(1) Not applicable for online channels

Credit Refund Service

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

Application Channels

- EWA Website
- National Portal
- Home Visits
- Customer Serivce Centres

Applicant	Owner / Tenant	Heirs	Commercial Registration
Service fees	No Fees	No Fees	No Fees
Processing time	14 working days	14 working days	14 working days
Requirements			
(Deposit/Credit) Refund Request Form (1)	✓	✓	✓
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 attendance in person at a customer services centre • Copy of religious ordinance document • ID card copies (both sides) or ID card reading data for both the deceased and the heirs	• Copy of the commercial registration certificate • Extract of the commercial registration certificate

Apply Online

View Form

(1) Not applicable for online channels

Deposit Refund Service

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

- EWA Website
- National Portal
- Home Visits
- Customer Serivce Centres

Applicant	Tenant	Heirs	Commercial Registration
Service fees	No Fees	No Fees	No Fees
Processing time	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 attending personally in customer services centre • Copy of religious ordinance document	• Copy of the commercial registration certificate • Extract of the commercial registration certificate

Apply Online

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Customer Service Centres

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