

Powering up EWA services

By **RAJ UNNIKRISHNAN**

THE time taken to restore electricity supply after a power cut has been reduced to less than half, according to an official.

Nowadays it takes an average of 45 minutes compared with two hours previously, said Electricity and Water Affairs (EWA) Authority electricity distribution director Ali Al Nemah.

Equipment

He was giving a detailed presentation of the authority's 2019-2020 projects at a virtual meeting hosted by the Capital Trustees Board yesterday.

EWA Minister Wael Al Mubarak, who also attended the meeting, attributed the quick response time to stand-by power supply equipment located across the country, as opposed to one central station in the past.

"We are improving our customer service and have introduced many online services amidst the pandemic," said Mr Al Mubarak.

"We did not have any major power cut this year but we are ready to respond to any emergencies."

"Earlier we had one central power station to respond to emergencies, whereas now we have many such stations ready with power supply equipment which has reduced the response time to public concerns related to EWA."

"During the pandemic we received 96 per cent more calls on our customer service hotline, which is a good sign."

The meeting was attended by council members, MPs, community members and officials including EWA deputy chief executive for distribution and customer services Adnan Fakhro.

Highlighting EWA's achievements during the year, Mr Al Nemah said there was a massive drop in the malfunction of networks, and 88.64pc of complaints were resolved within less than an hour.

Projects

"We restored electricity within 45 minutes (after a power cut) compared with the two hours it took in the past."

Important projects in the Capital Governorate included Bahrain Bay, The Avenues mall, Bahrain Financial Harbour, Water Garden City, Al Fatch Junction, Alba-Nu-waidrat intersection, Marina corniche and Al Reef Island.

"Eight projects to provide lights on streets and roads were completed in the Capital Governorate; these involved setting



■ A total of 184 power stations underwent maintenance in the Capital Governorate during 2019-2020

up 291 lamp-posts and 300 lights," he said.

"In Muharrag, 14 projects were completed while in the South 15 and in North 16.

"In Muharrag, 367 posts and 449 lights were installed, in the South 343 and 296 and in the North 565 and 377, respectively."

"We received 1,170 requests for construction permits and 1,710 requests for power connection from the Capital Governorate."

Maintenance

A total of 184 power stations, 314 mobile generators and 17 vehicles equipped with devices that register electrical malfunctions have been dealt with, while maintenance centres have been set up in all the four governorates.

Solar panel projects at The Avenues mall, Jaffari Endowments Directorate, two water stations at Seef and various housing projects were also highlighted.

"We installed energy-efficient lights across the country - 30 in Tubli, 15 in Gudaibiya, 64 in Seef, 270 in Hooza, 215 in Adliya, 1,198 in Seef and another 4,768 on the main roads. "A total of 210 solar lights were installed - 10 in Adliya and 200 in Ramli."

He also highlighted that 180,223 smart meters were set up in the country which is 41pc of the total 438,598 devices in Bahrain.

Another point cited was that there was a 84pc drop in time of power cuts per user in the network in the last six months and a 71pc drop in the average number of power cuts per user in the network for the same period.

raj@gn.com.bh



■ Response time to resume electricity supply after power cuts has been reduced to less than half. Inset, Mr Al Mubarak

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