الاتحاد للماء والكهرباء Etihad Water & Electricity





for e-Services

BILL PAYMENT

Paying due amount of the electricity and water consumption



"Bill Payment" service is an e-Service that allows you to pay your electricity and water bills in a smart way without the need to visit Customer Happiness Centers. This e-Service is available in Etihad WE website Visit Etihad WE website through the link below: www.etihadwe.ae

Click the below shown button to open "Customer Login" window







In "Customer Login" window you can login to e-Services as the following:

1. New Customer Registration:

In case you are not registered in the website yet, click "**Register**" to start creating new account in the website. Please follow the steps of registration in the link below: <u>Registeration Manual -Register New Customer - Click Here</u>

2. Registered Customer Login

In case you are registered enter your User Name(Email Address) and Password and click "Login" button.







When you login, you will reach e-Services dashboard To access "Bill Payment" service click the following in main menu: Accounts & Payments >> Bill Payment

Dashboard Personalize	Accounts & Payments	Friend's Corner	Services Your Voice		
				_	
Account	Payment	s	Bill Requests		
Account List	Bill Paymer	nts	Duplicate Bill		
Account Summary	Bill Summa	iry			
Account Statement	Payment History				
Consumption History	Broken Tra	nsactions			
Account Number	221000034639	Amount Due (AED)	-1,000.00	± i)	

STEP ONE: SELECT ACCOUNT

You have the option to pay for one account or multiple accounts. Specify the account number and click "Proceed"

ashboard Personalize	Accounts & Payments Friend's	s Corner Services N	rour Voice	Å
ervices > Customer > Account & Paym	ents			
Bill Payment				
STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
1	2	3	4	
SELECT ACCOUNT	ENTER AMOUNT	CONFIRMATION	PAYMENT GATEWAY	FINISH
	Select Account Single Account 			
	221000034639	~	Proceed	
	O Multiple Accounts	5		





STEP TWO: ENTER AMOUNT

Select the account that you want to pay for by clicking on the checkbox next to the account number, then insert the amount that you are going to pay in "Amount to pay" field and click "Proceed"

Dashboard Personalize Acc	ounts & Payments Friend	's Corner Services Your	Voice	
eServices > Customer > Account & Payments				
Bill Payment				
STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
	2			5
SELECT ACCOUNT	ENTER AMOUNT	CONFIRMATION	PAYMENT GATEWAY	FINISH
Account Number	Billing Month	Amount Due (AE	D) Amount To Pay (A	ED)
221000034639	June,2021	-1,000.00) 100	
221000034639	June,2021	I -1,000.00) 100 Back Sa	ve Proceed

STEP THREE: CONFIRMATION

Review the Total Amount then click on "Proceed" button to start paying process, or click on "Back" button if you want to change the amount to pay.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
1	2	3	4	
SELECT ACCOUNT	ENTER AMOUNT	CONFIRMATION	PAYMENT GATEWAY	FINISH
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STEP FOUR: PAYMENT GATEWAY

Select "Payment Gateway" by clicking on one of the the options.



Insert your card details and click "Pay" button.

Order summary		Total	AED 100.00 🔻		
Pay by card			Visa		
Card Number 0000 0000 0000 0000		VISA			
Expiry Month Expiry Year 12 / 22	Security Code	0			
Name on card Test Name					
Select payment currency AED	•	Pay AED 100	.00		





STEP FIVE: FINISH

The amount has been paid. You will receive an email and SMS to confirm the payment.



End of e-Service

For Inquiry

Email: cs@etihadwe.ae Call Center: 8003392

