



# USER MANUAL

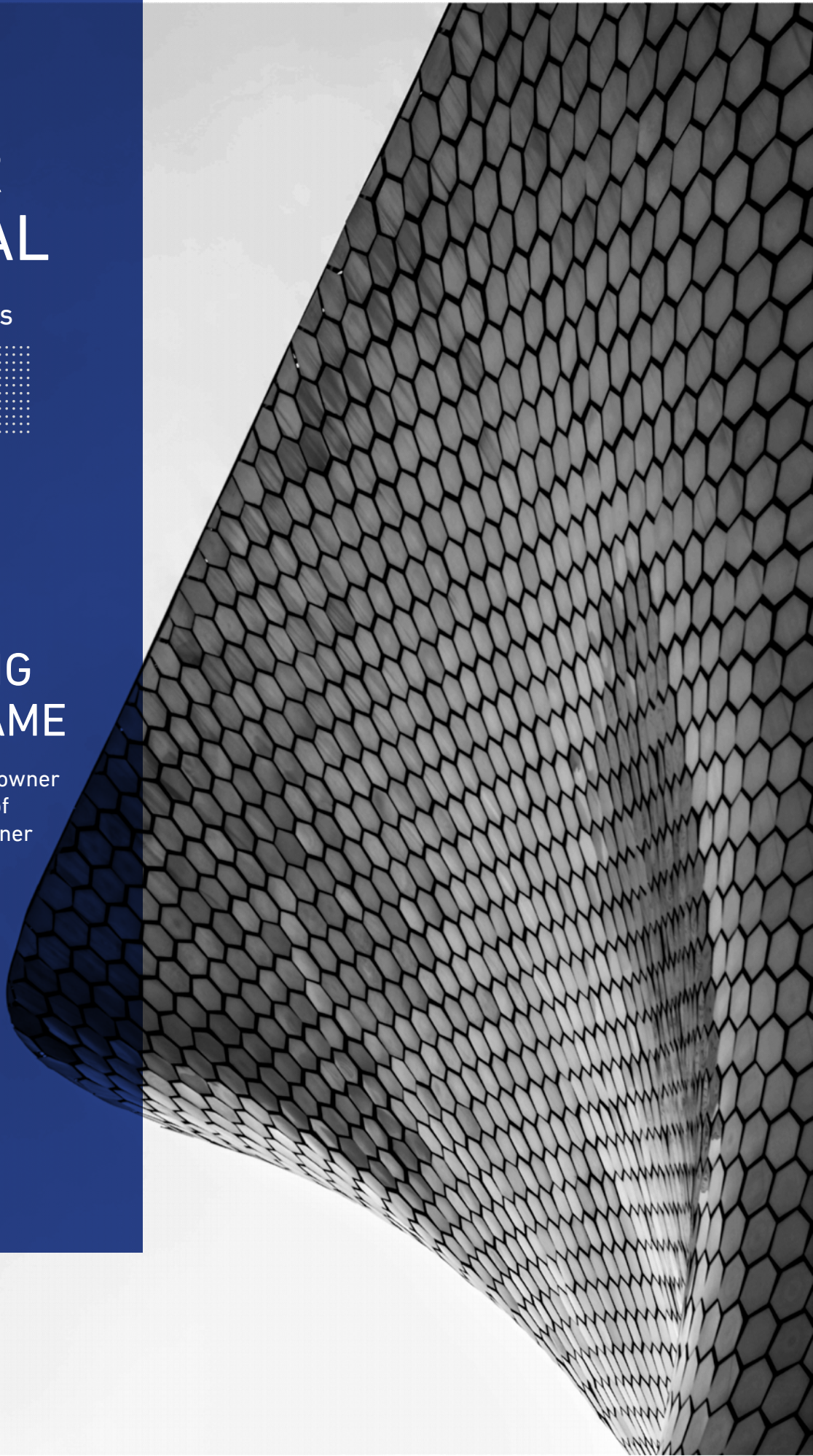
for e-Services



## CHANGING OWNER NAME

Change the facility's owner  
name to name of  
new customer/owner

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## CHANGING OWNER NAME

Change the facility's owner name to name of new customer/owner



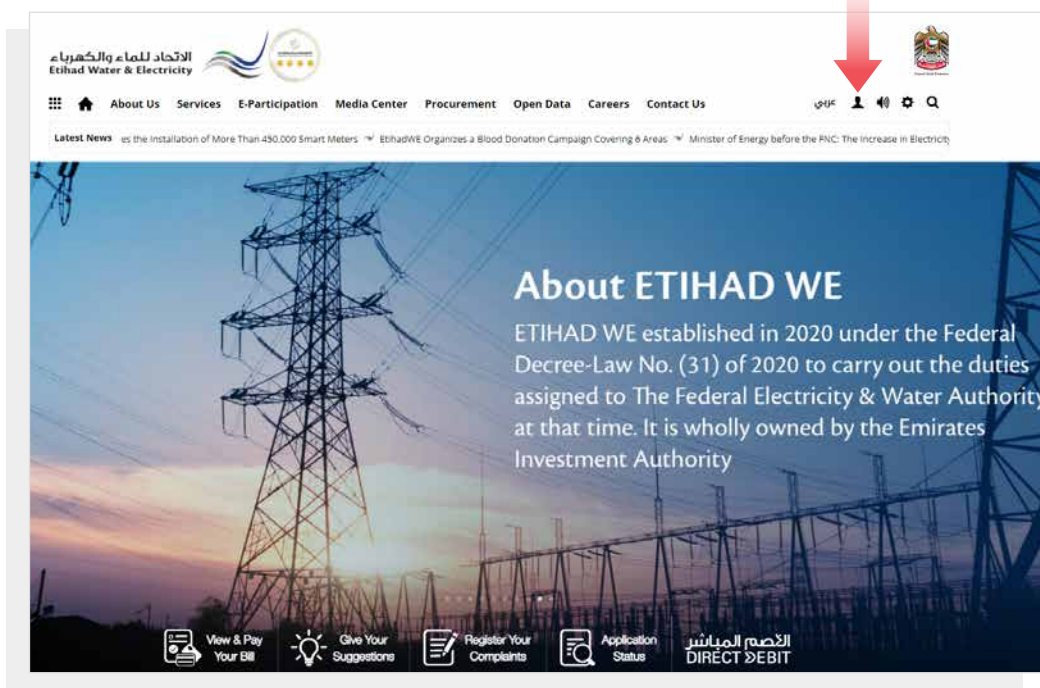
“Changing Owner name” service is an application submitted by the owner of a facility to transfer the account from his name to the name of the new customer/ owner.

Visit Etihad WE website through the link below:

[www.etihadwe.ae](http://www.etihadwe.ae)

Click the below shown button to open “Customer Login” window

Click here to login





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:

[Registration Manual -Register New Customer - Click Here](#)

### 2. Registered Customer Login

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

The screenshot shows the Etihad Water & Electricity website. The main header includes the company logo and navigation links: About Us, Services, E-Participation, Media Center, Procurement, Open Data, Careers, and Contact Us. The main content area features a large image of a power transmission tower with the text "About ETIHAD WE" and a description of the company's establishment in 2020. On the right side, there is a "Customer Login" window. This window has a "Login With UAE PASS" button at the top, followed by a "OR" separator. Below this are input fields for "Email" and "Password". There are two buttons: a green "Login" button and a blue "Register" button. A red arrow points to the "Register" button with the text "1. New Customer Registration". Below the "Login" button is a red button labeled "2. Customer Login". At the bottom of the login window, there are buttons for "CONSULTANT" and "CONTRACTOR".

# CHANGING OWNER NAME

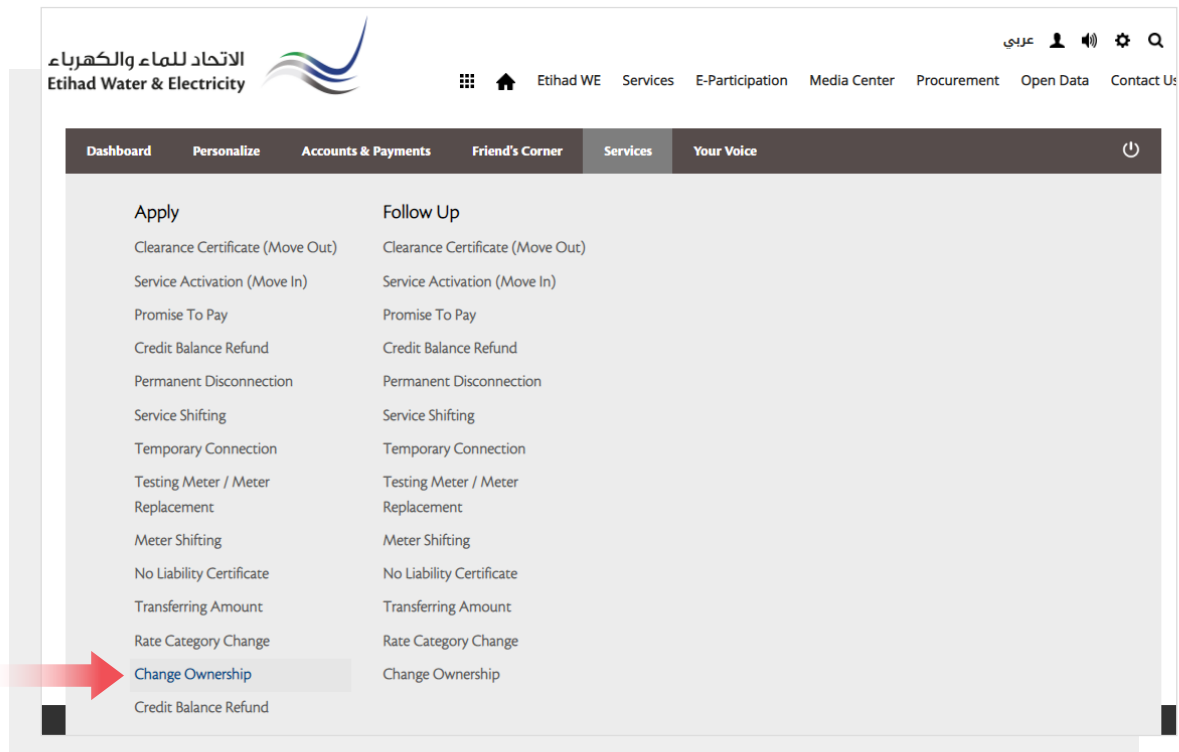
Change the facility's owner name to name of new customer/owner



When you login, you will reach e-Services dashboard

To access “Changing Owner Name” service click the following in main menu:

Services >> Change Ownership



## STEP ONE: ENTER PREMISE

Specify the “Property Type” from the list and insert “Premise Number” or “Account Number” and click “Proceed”

Dashboard Personalize Accounts & Payments Friend's Corner Services Your Voice

eServices > Customer

### Change Ownership

STEP 1 STEP 2 STEP 3 STEP 4

1 2 3 4

ENTER PREMISE OWNERSHIP CHANGE FORM PAYMENT GATEWAY FINISH

Premise Details

Property Type \* Freehold Flat/ Villa

Premise No./ Account No. \*

Proceed

# CHANGING OWNER NAME

Change the facility's owner name to name of new customer/owner



## STEP TWO: OWNERSHIP CHANGE FORM

Insert the new owner data in “New Owner Details” form.

In “Change Option” list select your request type from the options; “Owner Change Only” or “Owner Change with Service Activation”

Upload the required documents and click “Proceed”

eServices > Customer

### Change Ownership

STEP 1

STEP 2

STEP 3

STEP 4

1

2

3

4

ENTER PREMISE

OWNERSHIP CHANGE FORM

PAYMENT GATEWAY

FINISH

Premise No./ Account No.

Premise No./ Account No.	Name	Address
2000013226	سيف خلفان عبيد بن سيف	FLAT-507 NOT DEFINED

New Owner Details

ID Type \*

ID No. \*

Nationality \*

First Name (Arabic) \*

Last Name (Arabic) \*

First Name (English):

Last Name (English): \*

Mobile No. \*

Email Address \*

Change Option \*

Select your request type

Emirates ID /Passport \*

Choose File No file chosen

Upload

Select the file and Click "Upload"

Max. File Size: 1024 KB, Supported Format: pdf

Land Ownership Certificate \*

Choose File No file chosen

Upload

Max. File Size: 1024 KB, Supported Format: pdf

Site Plan (from Municipality) \*

Choose File No file chosen

Upload

Max. File Size: 1024 KB, Supported Format: pdf

List Of Premises / Account ID \*

Choose File No file chosen

Upload

Max. File Size: 1024 KB, Supported Format: pdf

Proceed

Cancel

## CHANGING OWNER NAME

Change the facility's owner name to name of new customer/owner



### STEP FOUR: PAYMENT GATEWAY

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

eServices > Customer

### Change Ownership



STEP 1  
1  
ENTER PREMISE

STEP 2  
2  
OWNERSHIP CHANGE FORM

STEP 3  
3  
PAYMENT GATEWAY

STEP 4  
4  
FINISH

Service	Date	Fees
Change Ownership	03-03-2022	50.00


Select payment gateway →  



Insert your card details and click "Pay" button.

network>

Order summary

Total AED 50.00

 Pay by card

Card Number  
0000 0000 0000 0000

VISA

Expiry Month  
12

Expiry Year  
22

Security Code  
...

Name on card  
Test Name

Select payment currency  
AED

Pay AED 50.00



## STEP FIVE: FINISH

The request has been submitted. You will receive a notification to confirm the successful submission of your application via email and SMS. Plus, you will receive an Application Reference Number so you can follow up your request status. The request will be revised and confirmed within 3 days.

Dashboard Personalize Accounts & Payments Friend's Corner Services Your Voice

eServices > Customer

### Change Ownership

STEP 1 STEP 2 STEP 3 STEP 4

1 2 3 4

ENTER PREMISE OWNERSHIP CHANGE FORM PAYMENT GATEWAY FINISH

✓ Your Request Submitted Successfully, for further followup, use this Reference No: 1200004043 ← Application Reference Number

## FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu:

Services >> Follow Up >> Change Ownership

Dashboard Personalize Accounts & Payments Friend's Corner Services Your Voice

Apply	Follow Up
Clearance Certificate (Move Out)	Clearance Certificate (Move Out)
Service Activation (Move In)	Service Activation (Move In)
Promise To Pay	Promise To Pay
Credit Balance Refund	Credit Balance Refund
Permanent Disconnection	Permanent Disconnection
Service Shifting	Service Shifting
Temporary Connection	Temporary Connection
Testing Meter / Meter Replacement	Testing Meter / Meter Replacement
Meter Shifting	Meter Shifting
No Liability Certificate	No Liability Certificate
Transferring Amount	Transferring Amount
Rate Category Change	Rate Category Change
Change Ownership	Change Ownership
Credit Balance Refund	

## CHANGING OWNER NAME

Change the facility's owner name to name of new customer/owner

### FOLLOW UP APPLICATION STATUS

Enter your Application "Reference Number" and click "Search", and a table will appear showing the status of your application and the completion percentage.

Application No.	Application Date	Status	Notification No.	Close Date	Completion Percentage
1200004043	03-03-2022	Open	N/A	N/A	0 %

End of e-Service

For Inquiry

Email: [cs@etihadwe.ae](mailto:cs@etihadwe.ae)

Call Center: 8003392