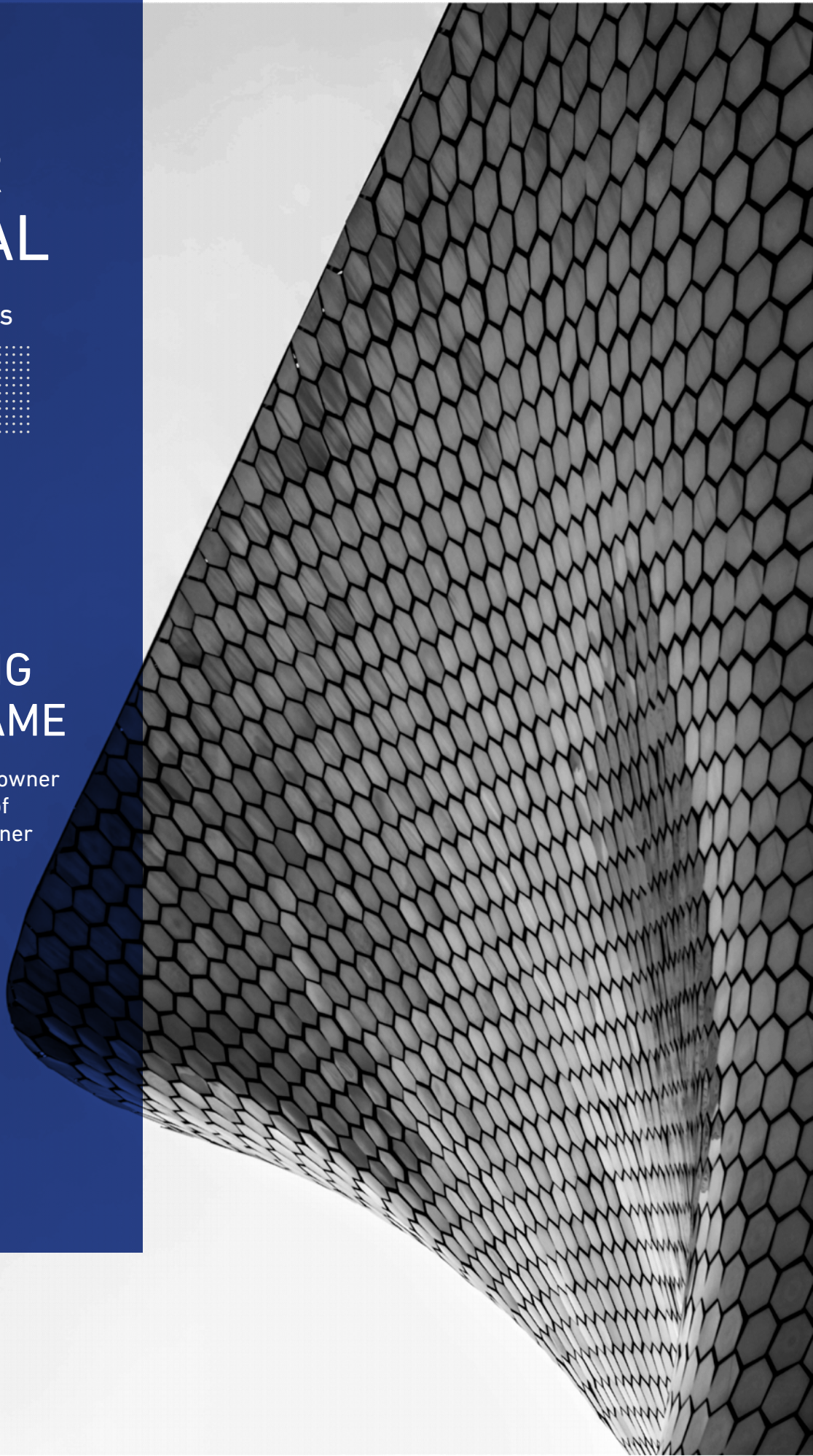الاتحاد للماء والكهرباء
Etihad Water & Electricity

USER MANUAL

for e-Services

CHANGING OWNER NAME

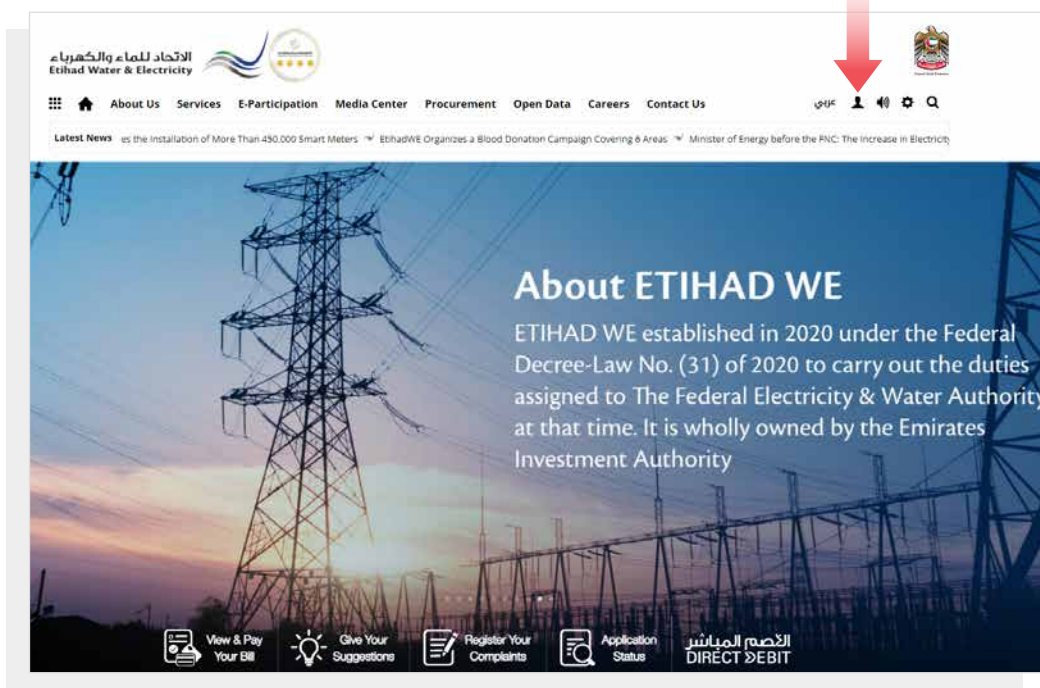Change the facility's owner name to name of new customer/owner

"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

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:
 Registeration 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.

When you login, you will reach e-Services dashboard
To access "Changing Owner Name" service click the following in main menu:
Services >> Change Ownership
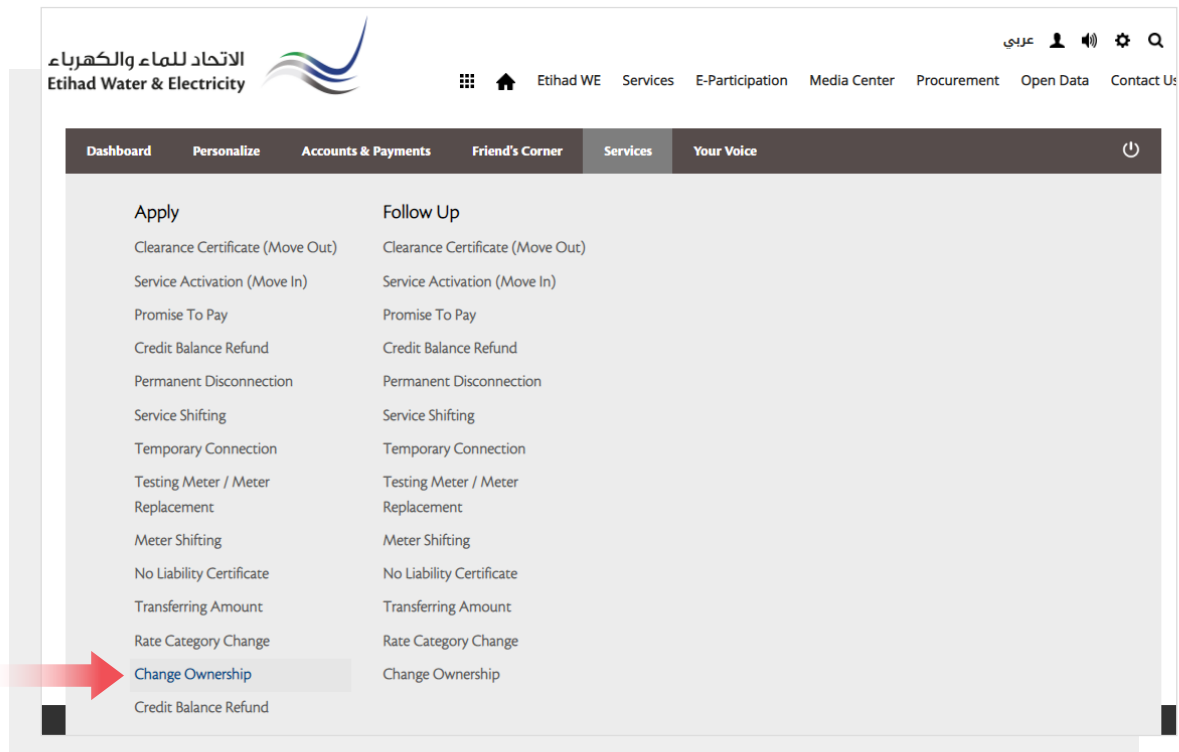
STEP ONE: ENTER PREMISE

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

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"

STEP FOUR: PAYMENT GATEWAY

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

Insert your card details and click "Pay" button.

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 recieve an Application Reference Number so you can follow up your request status. The request will be revised and confirmed within 3 days.

FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu:
Services >> Follow Up >> Change Ownership

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 Status   Completion Percentage

············ End of e-Service ············

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392