



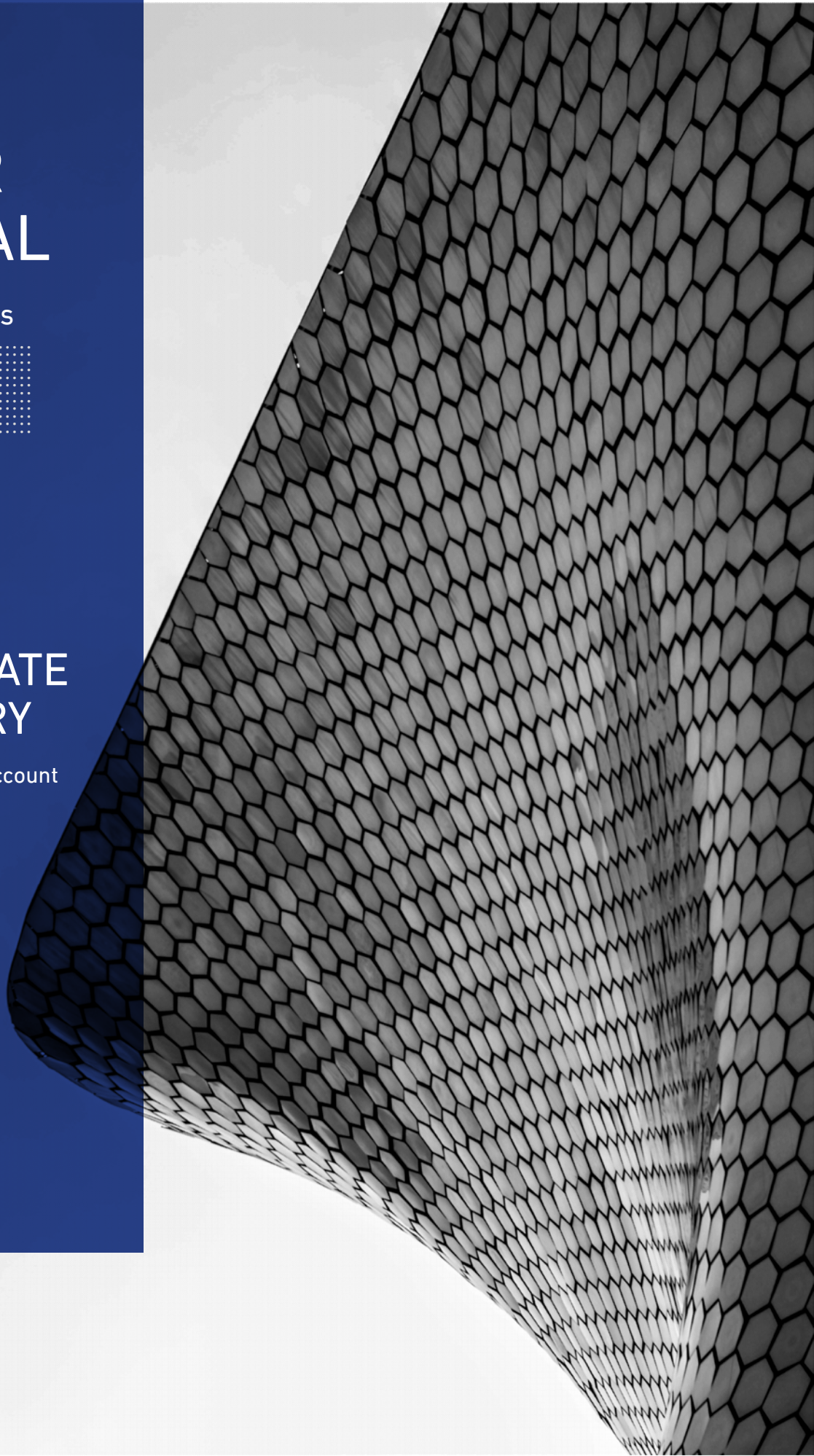
USER MANUAL

for e-Services



CHANGE RATE CATEGORY

Change consumer account
category

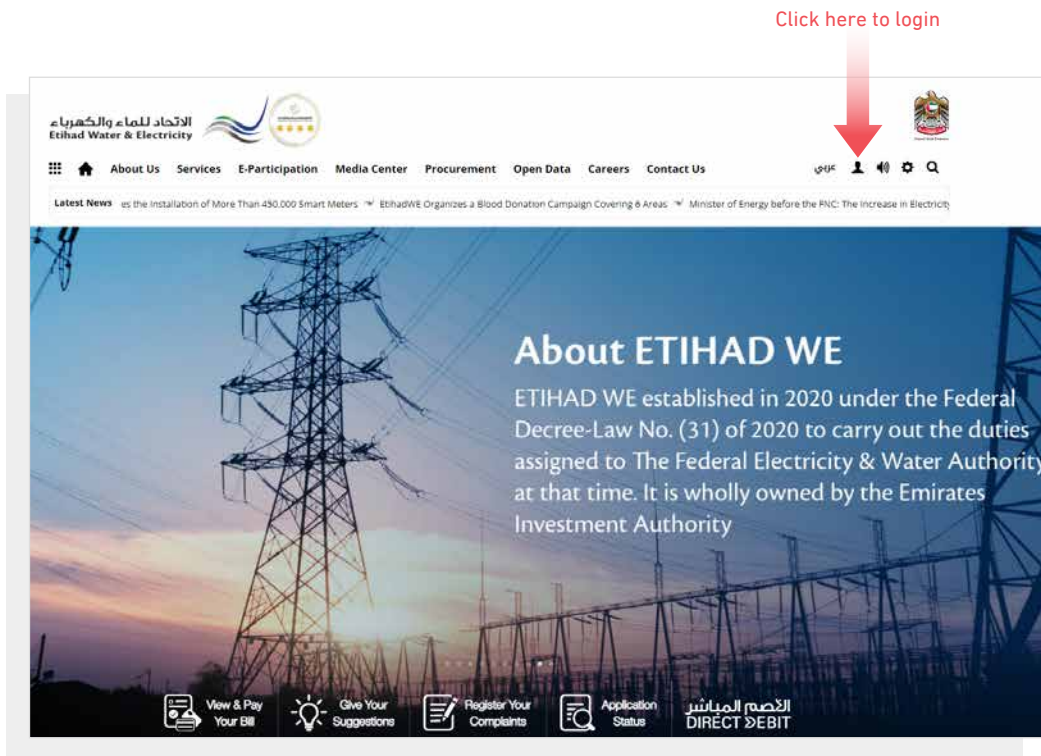


“Changing Rate Category” is an e-service in which the customer request to change the consumer category of the account that he operates to change the activity of the establishment or the license.

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:

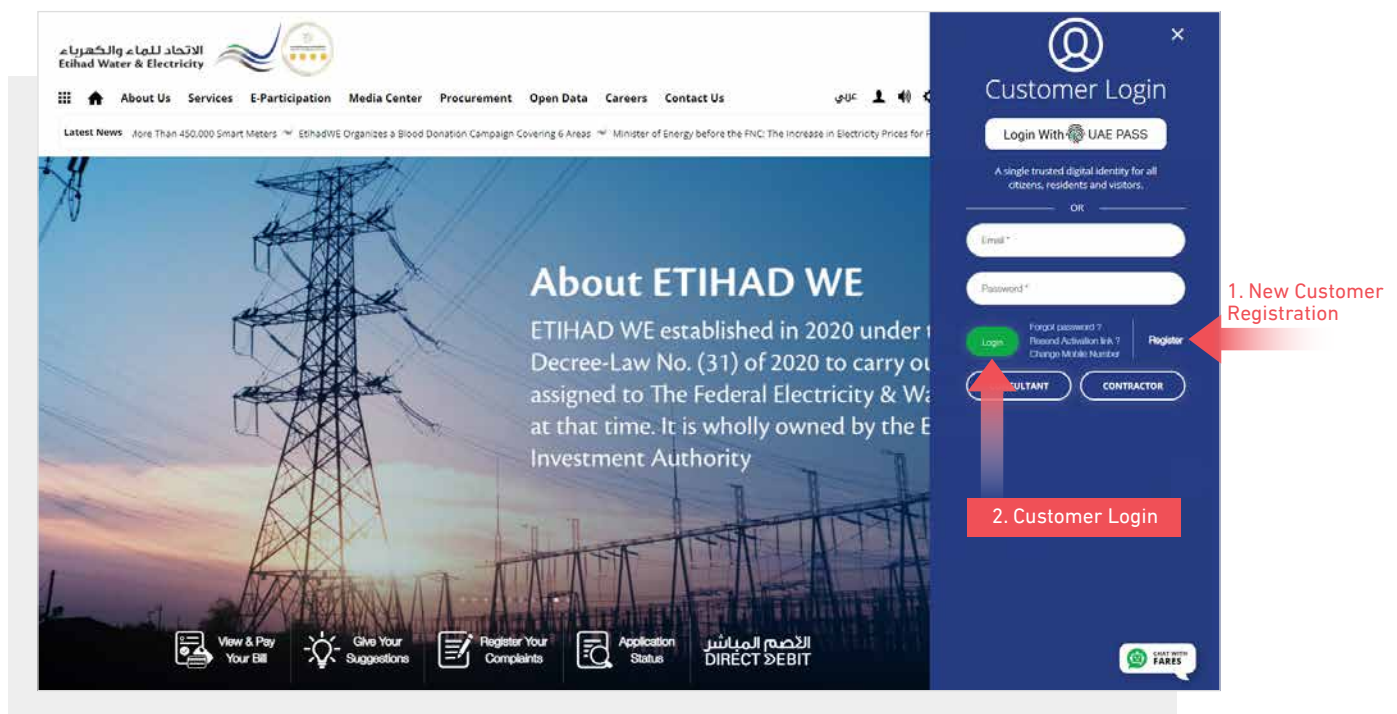
1. New Customer Registration:

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:

[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.

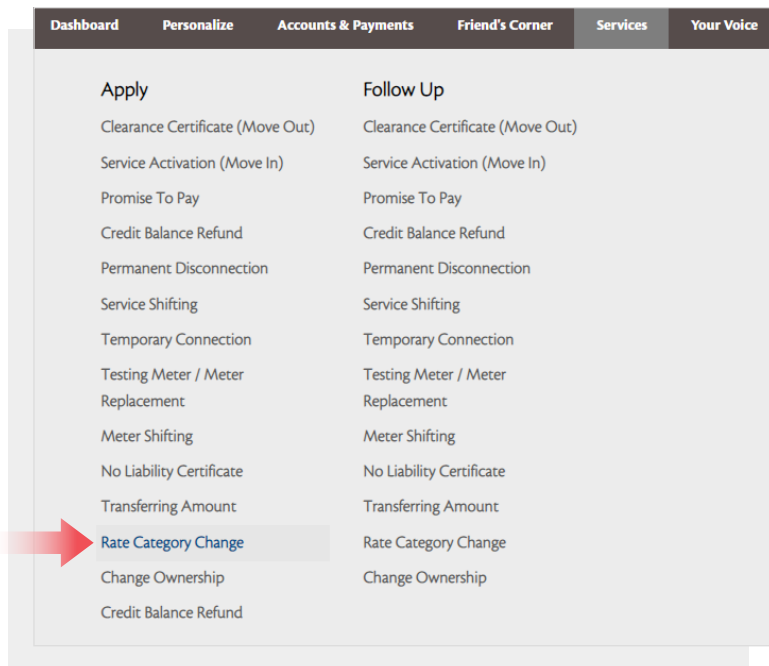




When you login, you will reach e-Services dashboard

To access “Rate Category Change” service click the following in main menu:

Services >> Rate Category Change



STEP ONE: RATE CATEGORY CHANGE FORM

Select the “Account Number” from the account number list, and the Premise Number and Current Category will appear automatically. In “Requesting Category” list select the required new consumer category. In “Effective Date” select date of changing the consumer category to the new one. Upload the required documents and click “Proceed”.

Note: The customer must attach a copy of the Emirates ID card “front and back”.

eServices > Customer

Rate Category Change

STEP 1
1
RATE CATEGORY CHANGE FORM

STEP 2
2
FINISH

Account Number * 221000386270

Premise Number * 2000129011

Current Category * Residential Expat

Requesting Category *

Effective Date *

Emirates ID *

Choose File No file chosen

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

Tenancy Contract *

Choose File No file chosen

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

Upload

Upload

Proceed

Select Account Number

Select Consumer Category

Select the file and Click “Upload”



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

Rate Category Change

STEP 1 STEP 2

1 2

RATE CATEGORY CHANGE FORM FINISH

✓ Request reference number : 1300001101 Application Reference Number

FOLLOW UP APPLICATION STATUS

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

Services >> Follow Up >> Rate Category Change

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 RATE CATEGORY

Change consumer account category

الاتحاد للماء والكهرباء
Etihad Water & Electricity



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.

The screenshot shows the 'Rate Category Change' page in the eServices portal. At the top, there is a navigation bar with links: Dashboard, Personalize, Accounts & Payments, Friend's Corner, Services, and Your Voice. Below the navigation bar, the breadcrumb trail reads 'eServices > Customer'. The main heading is 'Rate Category Change'. Below this, there is a search form with a label 'Application Number' and a text input field containing '1200004043'. A 'Search' button is next to the input field. Below the search form, a table displays the application status. The table has columns: Application No., Application Date, Status, Notification No., Close Date, and Completion Percentage. The data row shows: Application No. 1200004043, Application Date 03-03-2022, Status Open, Notification No. N/A, Close Date N/A, and Completion Percentage 0%. Red arrows point from the text 'Application Status' and 'Completion Percentage' below the table to the 'Status' and 'Completion Percentage' columns respectively.

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

Call Center: 8003392

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