



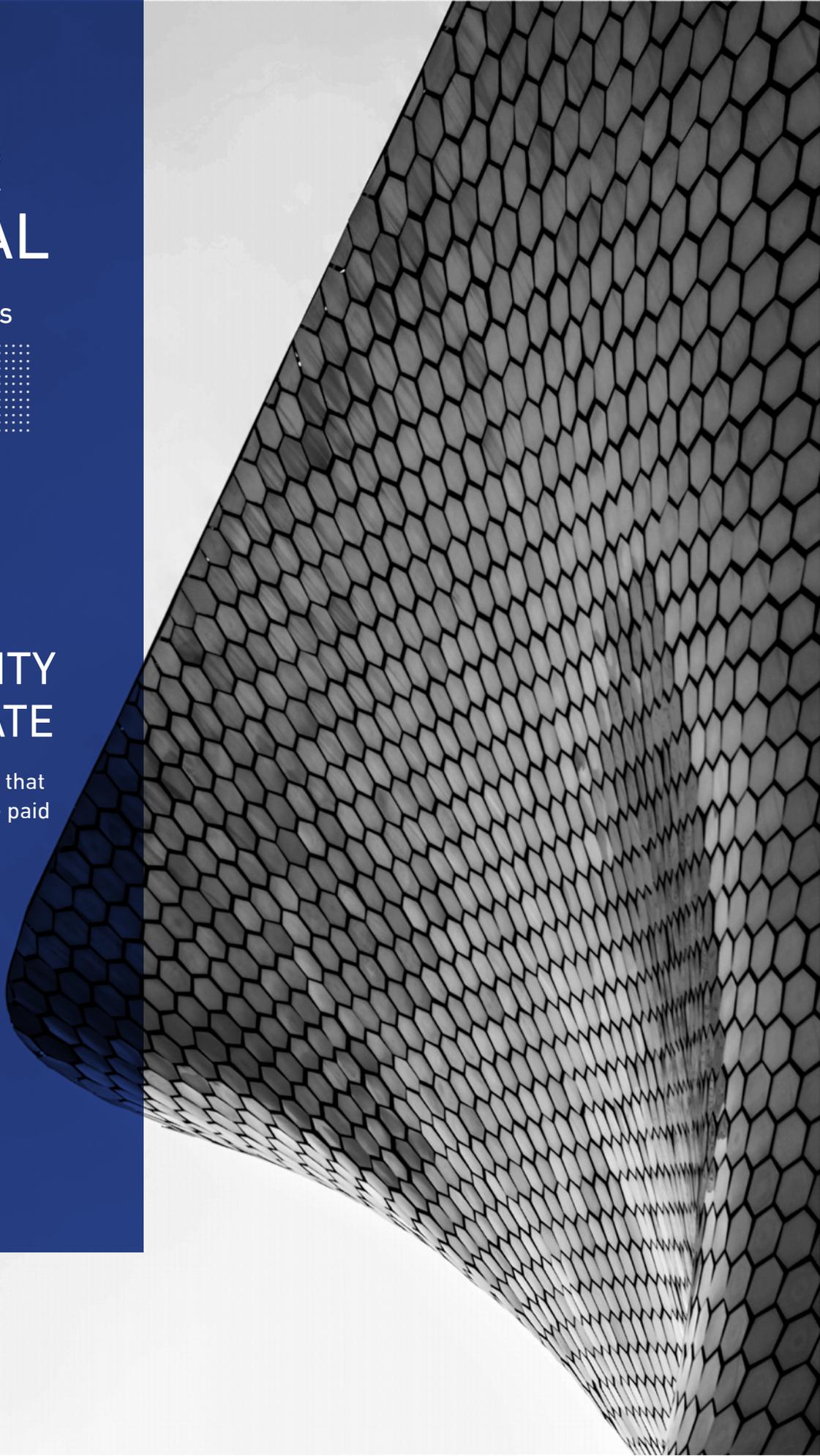
USER MANUAL

for e-Services



NO LIABILITY CERTIFICATE

A certificate stating that
all account dues are paid



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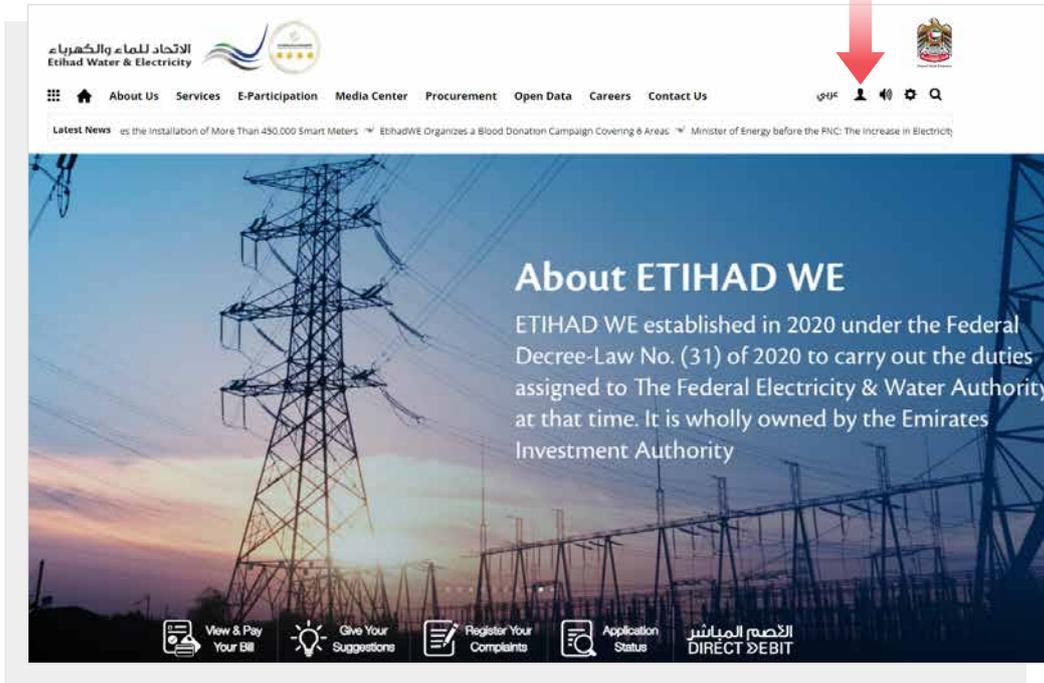
“No Liability Certificate” is an application to obtain to “Whom It May Concern” certificate in respect of payment of all outstanding amounts to date without disconnection of service or closing the account.

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:

[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 displays the Etihad Water & Electricity website interface. On the right side, a "Customer Login" modal window is open. It features a "Login With UAE PASS" button at the top, followed by a note: "A single trusted digital identity for all citizens, residents and visitors." Below this, there are input fields for "Email" and "Password". A "Login" button is positioned below the password field, with a red arrow pointing to it from the text "2. Customer Login". To the right of the "Login" button is a "Register" button, with a red arrow pointing to it from the text "1. New Customer Registration". Below the "Login" and "Register" buttons are two buttons labeled "SULTAN" and "CONTRACTOR". At the bottom of the modal, there is a "DIRECT DEBIT" button. The background of the website shows a large electricity pylon and the text "About ETIHAD WE" and "ETIHAD WE established in 2020 under Decree-Law No. (31) of 2020 to carry out the operations of the Federal Electricity & Water Authority at that time. It is wholly owned by the Investment Authority".

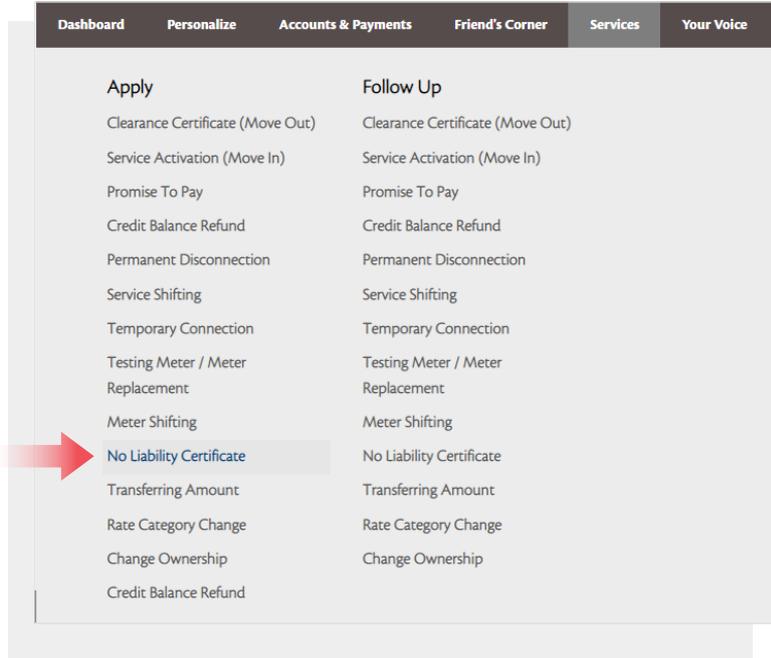
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When you login, you will reach e-Services dashboard

To access “No Liability Certificate” service click the following in main menu:

Services >> No Liability Certificate



STEP ONE: ENTER IDS

Specify whether you are an existing customer in Etihadwe or not from “Existing Fewa Customer” list, and select the desired ID type from “ID Type” list and insert the ID number in “Emirates ID” field. Insert the account number in “Account number” field and click “Proceed”.

eServices > Customer

No Liability Certificate

STEP 1: ENTER IDS STEP 2: DETAILED FORM STEP 3: PAYMENT GATEWAY STEP 4: FINISH

Existing FEWA Customer * Id Type * Emirates Id *

Yes Emirates ID 784-1982-6243159-0

Account Number *

221000386270

Proceed

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STEP TWO: DETAILED FORM

Your personal details will appear automatically in the form. Upload the required documents and click "Proceed"

eServices > Customer

No Liability Certificate

STEP 1 ENTER IDS STEP 2 DETAILED FORM STEP 3 PAYMENT GATEWAY STEP 4 FINISH

Existing FEWA Customer * Yes	Id Type * Emirates ID	Emirates Id * 784-1982-6243159-0
Account Number * 221000386270	First Name English * SNEHENDU PAUL	Last Name English *
First Name Arabic * سنيهندو	Last Name Arabic * پاول	Mobile No. * 0555537431
Email Address * snehendu.paul@gmail.com	Region * West (A) (Ajman)	

Emirates ID *
Choose File PDFtest.pdf Upload Select the file and Click "Upload"
Max. File Size: 1024 KB, Supported Format: pdf

Letter from Employer
Choose File PDFtest.pdf Upload
Max. File Size: 1024 KB, Supported Format: pdf

Proceed

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STEP THREE: PAYMENT GATEWAY

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

eServices > Customer

No Liability Certificate

STEP 1: ENTER IDS | STEP 2: DETAILED FORM | **STEP 3: PAYMENT GATEWAY** | STEP 4: FINISH

Service	Date	Fees
No Liability Certificate	17-03-2022	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 

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.

eServices > Customer

No Liability Certificate

STEP 1 STEP 2 STEP 3 STEP 4

1 2 3 4

ENTER IDS DETAILED FORM PAYMENT GATEWAY FINISH

✓ Your Request Submitted Successfully, for further followup, use this Reference No: 1700000559 ← Application Reference Number

FOLLOW UP APPLICATION STATUS

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

Services >> Follow Up >> No Liability Certificate

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	

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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.

eServices > Customer

No Liability Certificate

Application Number

1700000560

Application No.	Application Date	Status	Notification No.	Close Date
1700000560	17-03-2022	Open	N/A	N/A

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392