



USER MANUAL

for e-Services



METER TESTING/ REPLACEMENT

Technical testing and
installation of meters



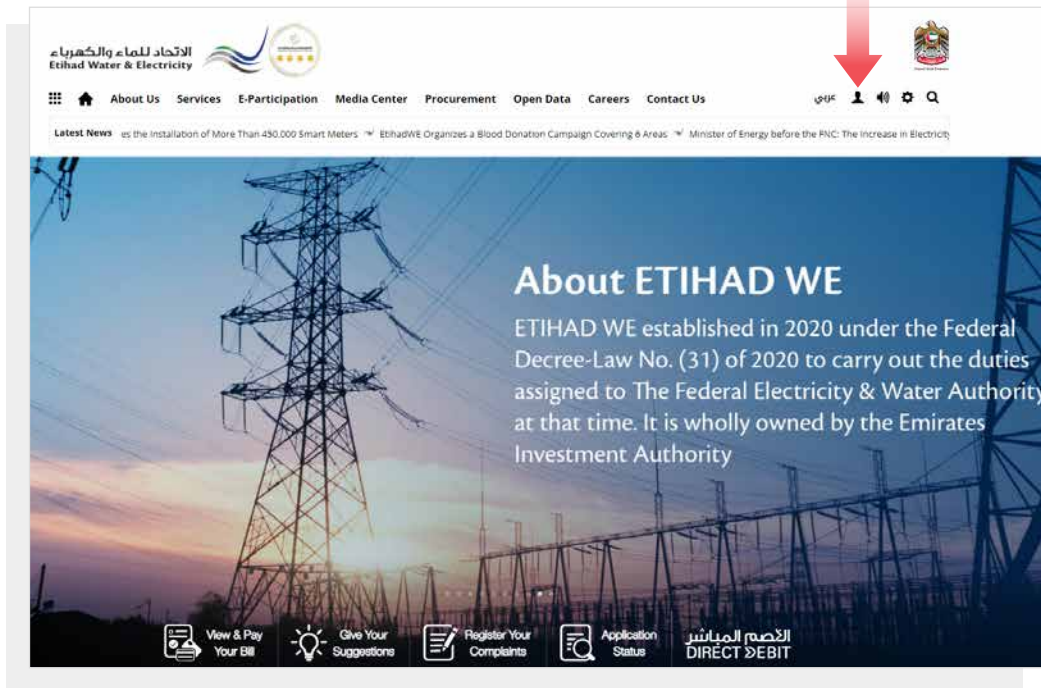
“Meter Testing/Replacement” service is an e-service that allows you to request for a technical testing of electricity and water meters and installation of ones.

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.

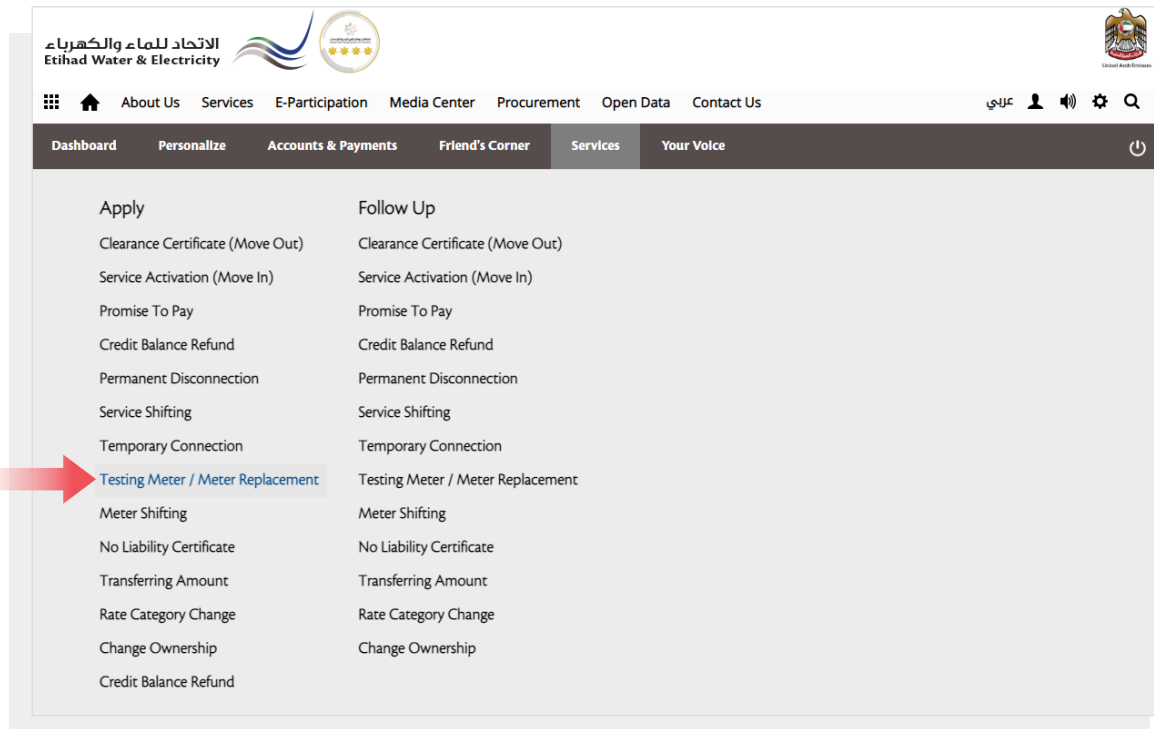
The screenshot displays the Etihad Water & Electricity website interface. On the right side, a 'Customer Login' modal window is open. It features a 'Login With UAE PASS' button at the top, followed by a text input for 'Email' and a password input for 'Password'. Below these inputs are two buttons: 'Login' and 'Register'. A red arrow points to the 'Register' button, accompanied by the text '1. New Customer Registration'. Another red arrow points to the 'Login' button, accompanied by the text '2. Customer Login'. The background of the website shows a large electricity pylon and the text 'About ETIHAD WE'.



When you login, you will reach e-Services dashboard

To access “Meter Testing/Replacement” service click the following in main menu:

Services>> Testing Meter / Meter Replacement



STEP ONE: METER TESTING FORM

Insert “Premise Number” and select the service Meter type, whether it is an electricity or water meter and click “Validate Premise”. The “Business Partner”, “Account Number”, “Mobile Number” and “Email Address” will be shown automatically. Then select the reason of testing or replacing the meter from “Reason” list.

Upload the required documents and click “Submit

eServices > Customer

Testing Meter / Meter Replacement

STEP 1: METER TESTING FORM | STEP 2: FINISH

Premise Number *
2000129011

Service Meter *
Electricity Meter *Select meter type*

Validate Premise *Validate Premise*

Business Partner *
1000440310

Account Number *
221000386270

Mobile Number *
0555537431

Email Address *
snehendu.paul@fewa.gov.ae

Reason *
Meter Damaged *Select the reason of meter testing or replacement*

Emirates ID *
Choose File PDFtest.pdf *Select the file and Click "Upload"*

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

Tenancy Contract *
Choose File PDFtest.pdf

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

Ownership Certificate *
Choose File PDFtest.pdf

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

Site Plan *
Choose File PDFtest.pdf

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

Customer Comment

Submit

STEP TWO: 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 a Request Reference Number so you can follow up your request status.

eServices > Customer

Testing Meter / Meter Replacement

STEP 1

1

METER TESTING FORM

STEP 2

2

FINISH

Your Meter Testing Request reference number is 1900000526
Request Reference Number

FOLLOW UP APPLICATION STATUS

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

Services>> Follow Up >> Testing Meter/Meter Replacement

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

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

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

Application No.	Application Date	Status	Notification No.	Close Date
1900000526	21-03-2022	Open	N/A	N/A

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392