الاتحاد للماء والكهرباء
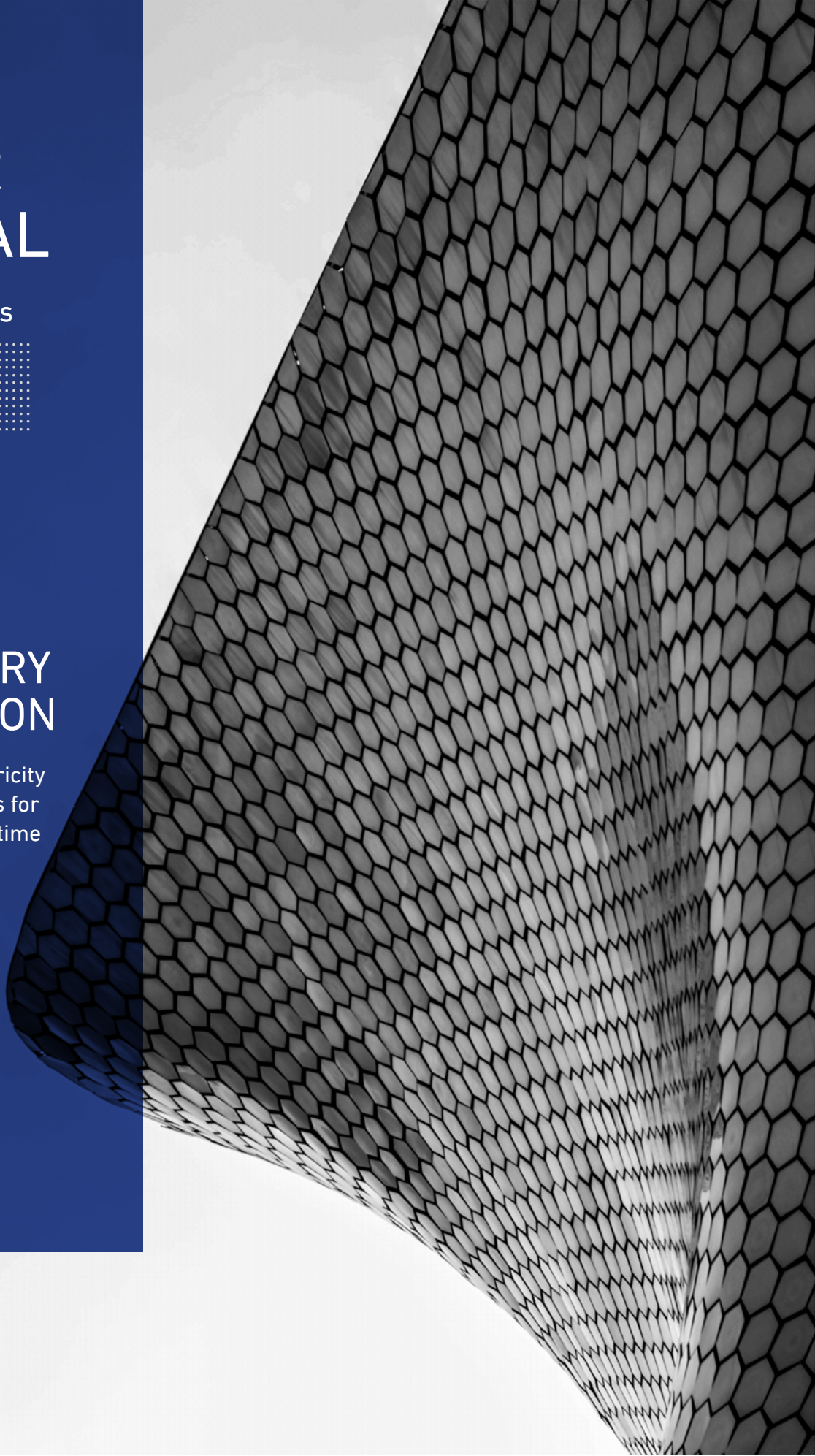**Etihad Water & Electricity**

USER MANUAL

for e-Services

TEMPORARY CONNECTION

Connection of electricity
on temporary basis for
a limited period of time

"Temporary Connection" is an e-service in which you can apply for a connection of electricity on temporary basis by EtihadWE for a limited period of time to use the electricity network owned or operated by EtihadWE

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
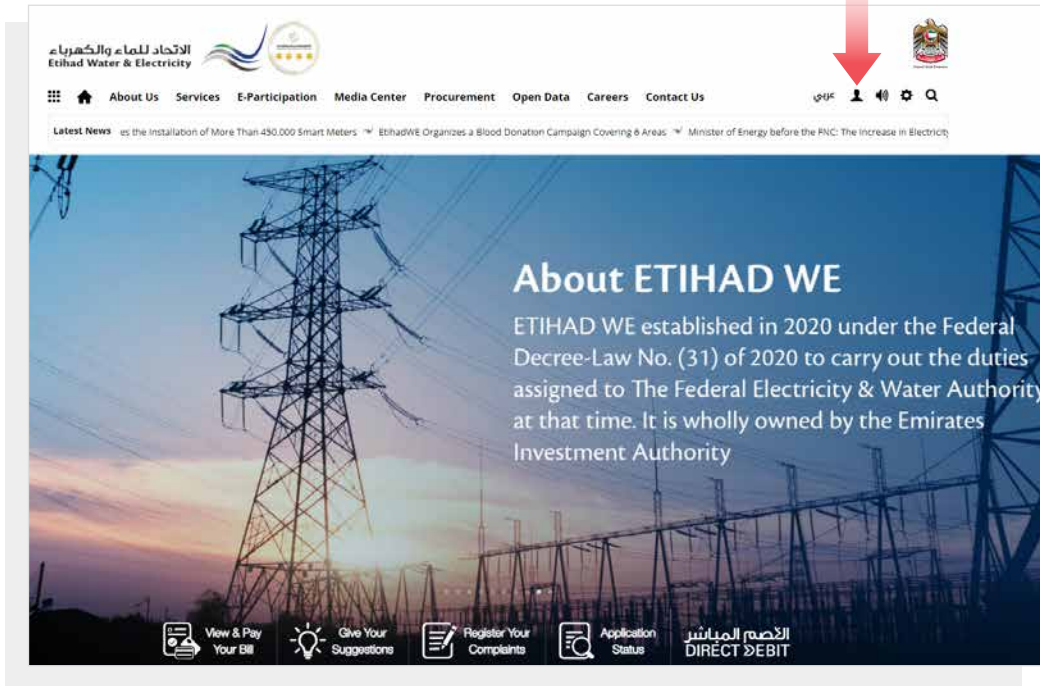
In "Customer Login" window you can login to e-Services as the following:

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:
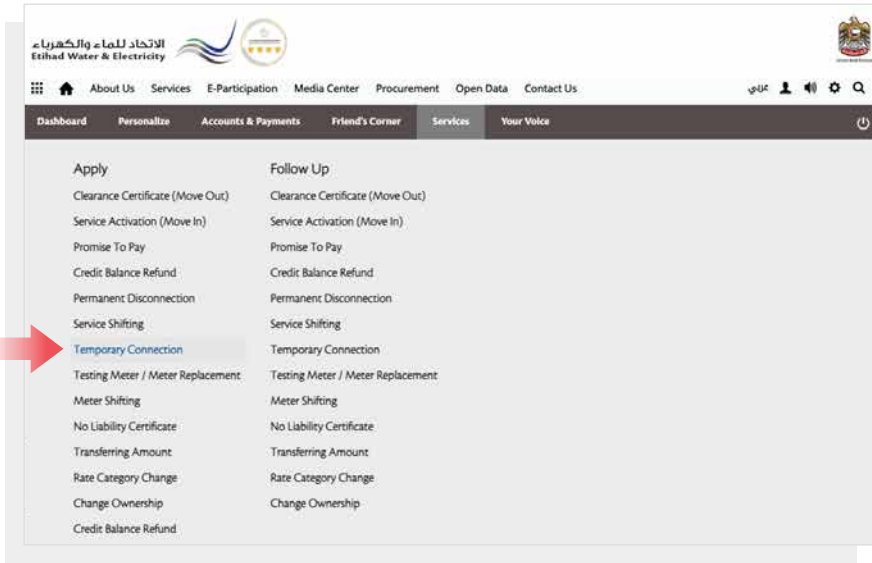 Registeration Manual -Register New Customer - Click Here

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 "Temporary Connection" service click the following in main menu:
Services >> Temporary Connection

STEP ONE: ENTER PREMISE

Specify whether there are any nearby premise in "Any nearby premise available" field, and insert "Near by Premise No./Account No." and click "Proceed".

STEP TWO: TEMPORARY CONNECTION FORM

Fill "Request Details" and select the purpose of the temporary connection in the field "Purpose", sepecify the duration from "Duration" list and the fee will be calculated automatically in "Application Fee", specify the "Required Load (k.W)" in kilowatt, and the "Connection Start Date". Upload the required documents and click "Proceed".

eServices › Customer

Temporary Connection

STEP 1	STEP 2	STEP 3	STEP 4
1	**2**	**3**	**4**
ENTER PREMISE	TEMPORARY CONNECTION FORM	PAYMENT GATEWAY	FINISH

Premise Details

Near By Premise No. / Account No.	2000129011
Name	عطار للعقارات .ش.ذ.م.م.(عطار)
Address	AJMAN 19 السوان 19 Al-Suwan 19

Request Details

ID Type *
Emirates ID

ID Number *
784-1982-6243159-0

Name in Arabic *
الاسم الأول

First Name in English *
First Name

Last Name in English *
Last Name

Email Address *
test@gmail.com

Mobile No. *
0501111111

Purpose *
Ramadan (Caravan)   ← Select the purpose of the temporary connection

Duration *
One Week   ← Select duration

Applicable Fee *
500

Required Load (K.W) *
10000   ← Specify the Required Load

Connection Start Date *
19-03-2022   ✕ 📅

Emirates ID / Passport / Trade License *
Choose File PDFtest.pdf   ←
Max. File Size: 1024 KB, Supported Format: pdf

Upload   ← Select the file and Click "Upload"

No Objection Certificate from Civil Defence *
Choose File PDFtest.pdf
Max. File Size: 1024 KB, Supported Format: pdf

Upload

Application Form *
Choose File PDFtest.pdf
Max. File Size: 1024 KB, Supported Format: pdf

Upload

Proceed   Cancel

STEP THREE: PAYMENT GATEWAY

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

Insert your card details and click "Pay" button.

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Etihad Water & Electricity

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.

FOLLOW UP APPLICATION STATUS

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

FOLLOW UP APPLICATION STATUS

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

Application Status

End of e-Service

?

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392

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