



# USER MANUAL

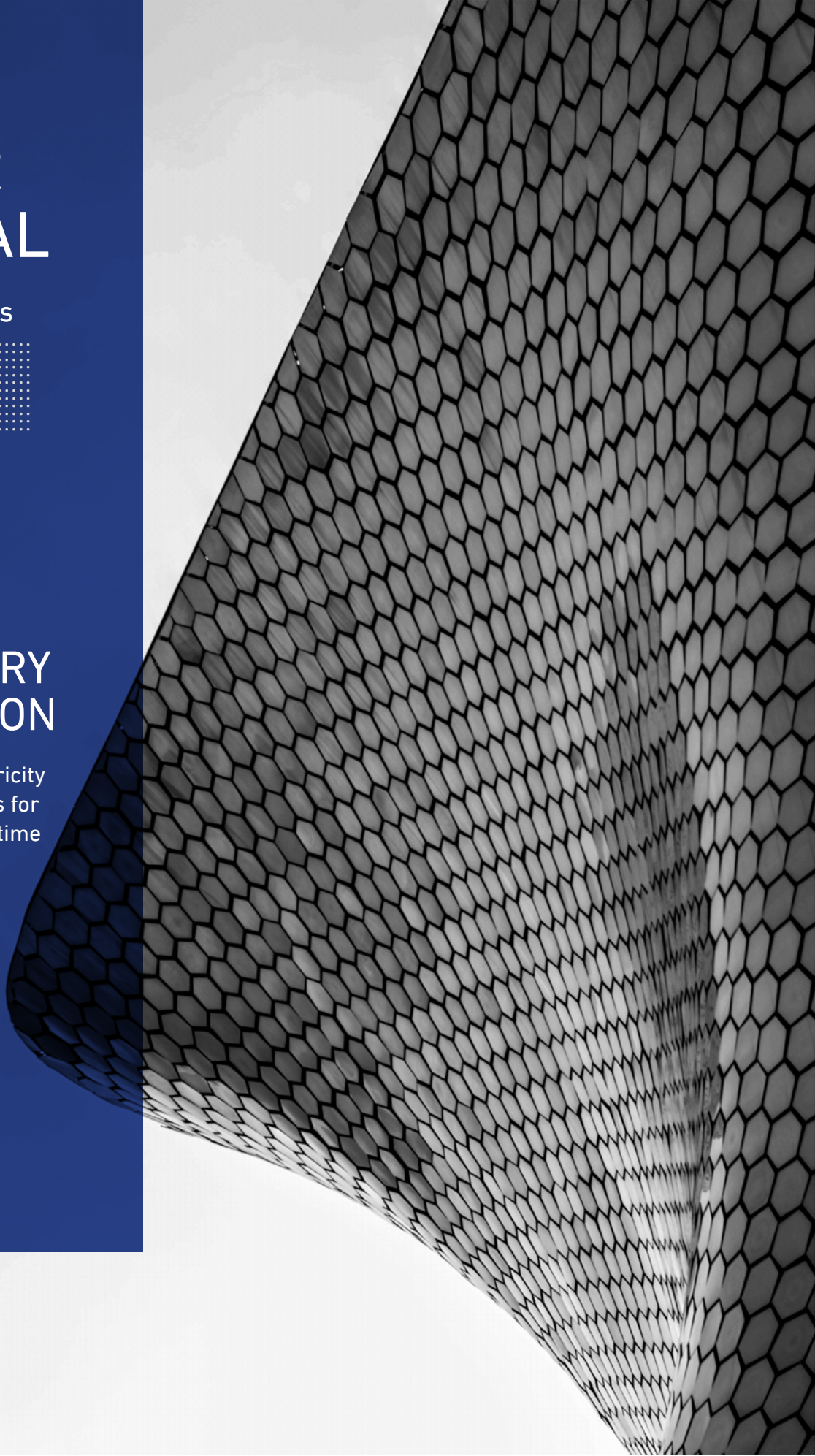
for e-Services



## TEMPORARY CONNECTION

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

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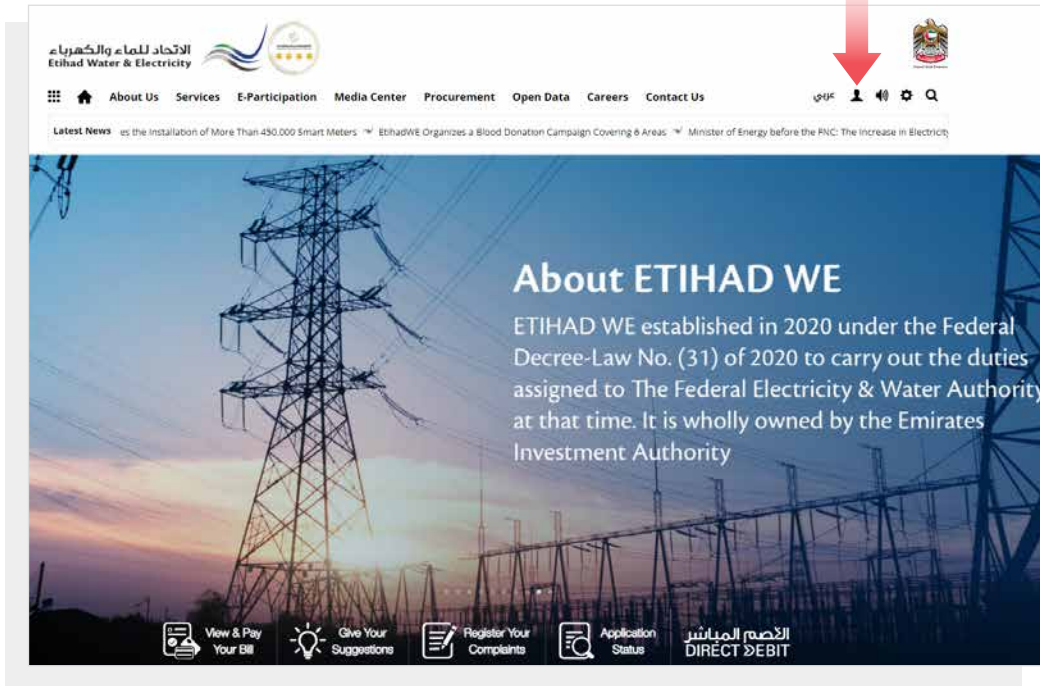
“Temporary Connection” is an e-service in which you can apply for a connection of electricity on temporary basis by EtihadWE for a limited period of time to use the electricity network owned or operated by EtihadWE

Visit Etihad WE website through the link below:

[www.etihadwe.ae](http://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

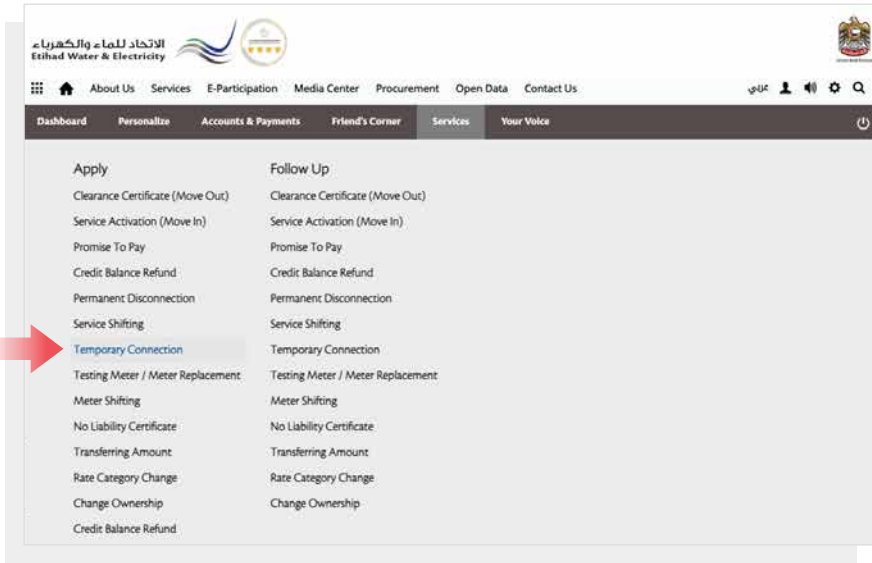
In case you are registered enter your User Name(Email Address) and Password and click “Login” button.

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 label '2. Customer Login'. To the right of the 'Login' button is a 'Register' button, with a red arrow pointing to it from the label '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 power transmission tower and the text 'About ETIHAD WE'.

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”.

The screenshot shows the 'Temporary Connection' service form, Step 1: Enter Premise. The form is titled 'Temporary Connection' and has a progress bar with four steps: STEP 1 (ENTER PREMISE), STEP 2 (TEMPORARY CONNECTION FORM), STEP 3 (PAYMENT GATEWAY), and STEP 4 (FINISH). The 'ENTER PREMISE' step is currently active. The form contains a 'Premise Details' section with the following fields:

- Any nearby premise available? \* (Dropdown menu with 'Yes' selected)
- Near By Premise No. / Account No. \* (Text input field containing '2000129011')
- Proceed button

## STEP TWO: TEMPORARY CONNECTION FORM

Fill "Request Details" and select the purpose of the temporary connection in the field "Purpose", specify 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  
**1**  
ENTER PREMISE

STEP 2  
**2**  
TEMPORARY CONNECTION FORM

STEP 3  
**3**  
PAYMENT GATEWAY

STEP 4  
**4**  
FINISH

**Premise Details**

Near By Premise No. / Account No.	2000129011
Name	عطر للقطارات (عطار)
Address	AJMAN 19 السوان Al-Suwan 19

**Request Details**

<b>ID Type *</b> <input type="text" value="Emirates ID"/>	<b>ID Number *</b> <input type="text" value="784-1982-6243159-0"/>	<b>Name in Arabic *</b> <input type="text" value="الاسم الأول"/>
<b>First Name in English *</b> <input type="text" value="First Name"/>	<b>Last Name in English *</b> <input type="text" value="Last Name"/>	<b>Email Address *</b> <input type="text" value="test@gmail.com"/>
<b>Mobile No. *</b> <input type="text" value="0501111111"/>	<b>Purpose *</b> <input type="text" value="Ramadan (Caravan)"/>	<b>Duration *</b> <input type="text" value="One Week"/>
<b>Applicable Fee *</b> <input type="text" value="500"/>	<b>Required Load (K.W) *</b> <input type="text" value="10000"/>	<b>Connection Start Date *</b> <input type="text" value="19-03-2022"/>
<b>Emirates ID / Passport / Trade License *</b> <input type="text" value="Choose File PDFtest.pdf"/>		
<b>No Objection Certificate from Civil Defence *</b> <input type="text" value="Choose File PDFtest.pdf"/>		
<b>Application Form *</b> <input type="text" value="Choose File PDFtest.pdf"/>		

Select the purpose of the temporary connection

Select duration

Specify the Required Load

Select the file and Click "Upload"

## STEP THREE: PAYMENT GATEWAY




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

eServices > Customer

### Temporary Connection

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

Service	Date	Fees
Temporary Connection	18-03-2022	500



Select payment gateway →   


Insert your card details and click "Pay" button.


network >

### Order summary

Total AED 500.00

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 500.00**

## 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.

The screenshot shows the 'Temporary Connection' process completion screen. At the top, it says 'eServices > Customer'. The main heading is 'Temporary Connection'. Below this is a progress bar with four steps: STEP 1 (ENTER PREMISE), STEP 2 (TEMPORARY CONNECTION FORM), STEP 3 (PAYMENT GATEWAY), and STEP 4 (FINISH). Step 4 is highlighted with a green checkmark. Below the progress bar, a green checkmark icon is followed by the text: 'Your Request Submitted Successfully, for further followup, use this Reference No: 2000000502'. A red arrow points from this text to the right, where the text 'Application Reference Number' is written.

## FOLLOW UP APPLICATION STATUS

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

Services >> Follow Up >> Temporary Connection

The screenshot shows the 'Services' menu in the eServices system. The menu is divided into two columns. The left column contains: 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, and Credit Balance Refund. The right column contains: 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, and Change Ownership. The 'Temporary Connection' option in the right column is highlighted with a blue background and a red arrow points to it from the right.

## 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

### Temporary Connection

Application Number

2000000502 **Search**

Application No.	Application Date	Status	Notification No.	Close Date
2000000502	18-03-2022	Open	N/A	N/A

Application Status

End of e-Service

For Inquiry

Email: [cs@etihadwe.ae](mailto:cs@etihadwe.ae)

Call Center: 8003392