



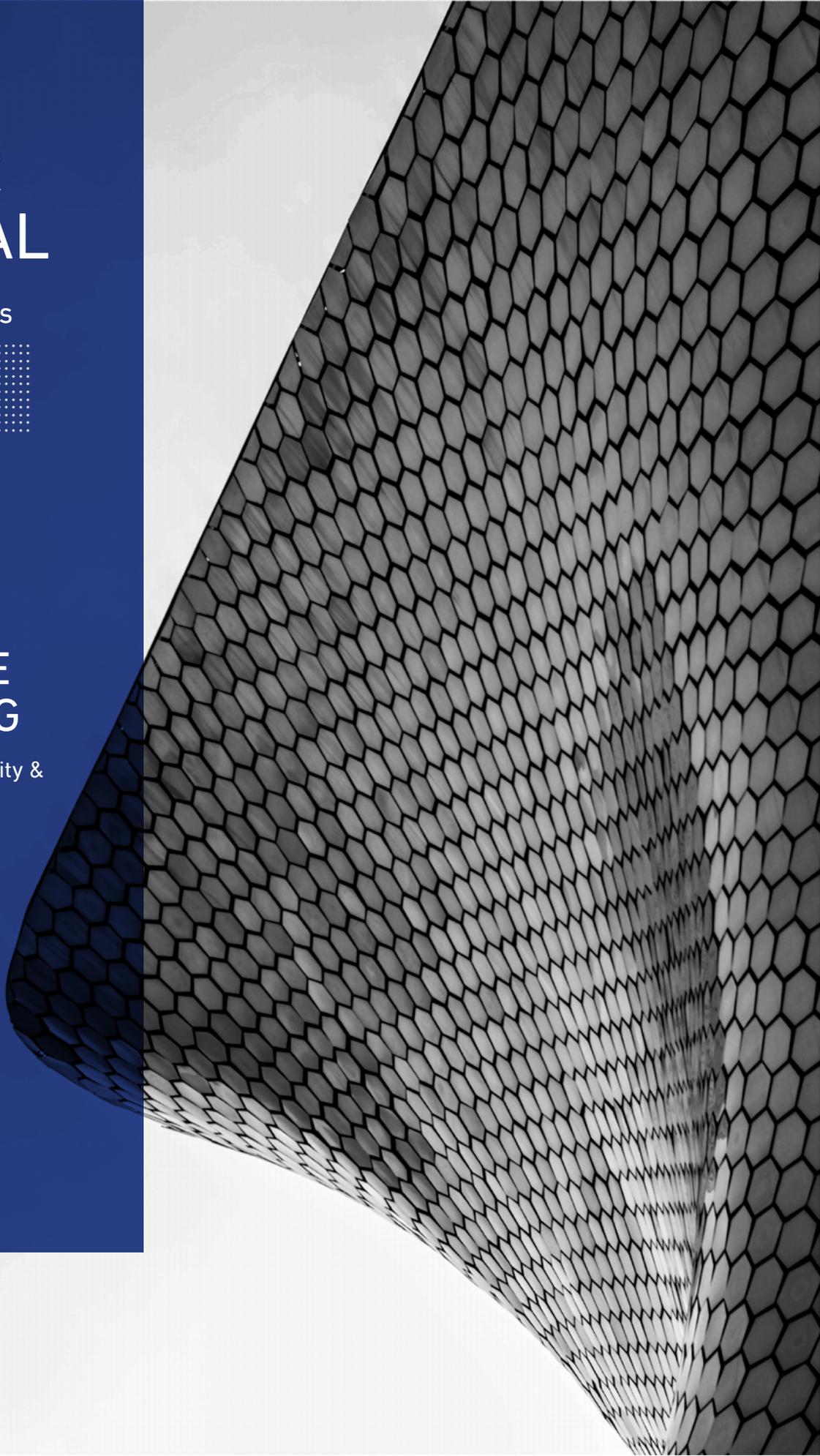
USER MANUAL

for e-Services



SERVICE SHIFTING

Transfer of Electricity &
Water Services



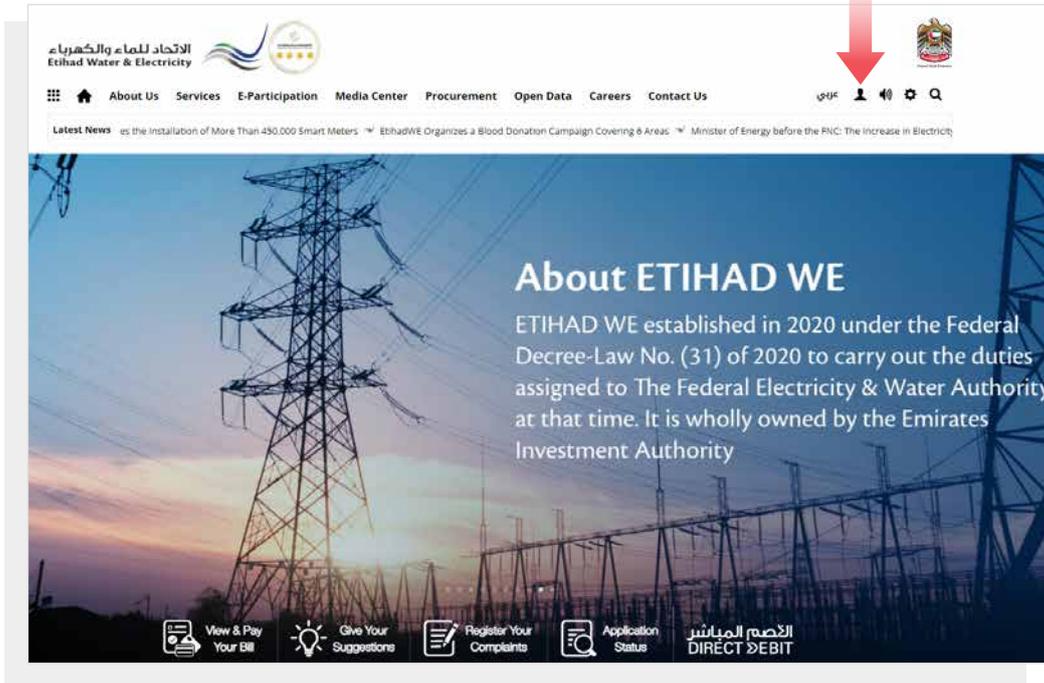
“Service Shifting” service is an application for modifying the line/ transmission of the connection’s equipment in the same land for electricity or water services.

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.

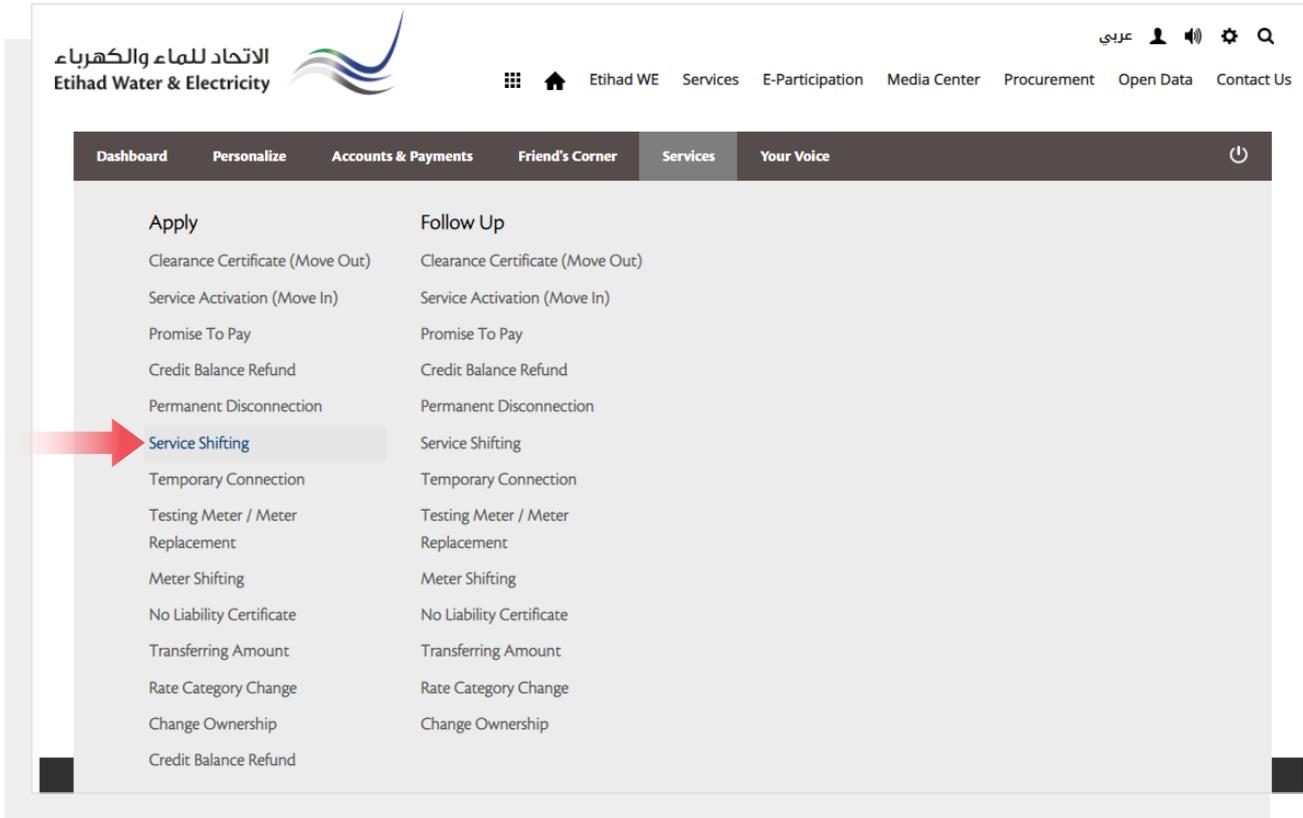
The screenshot shows the Etihad Water & Electricity website with a "Customer Login" modal window open. The modal window contains the following elements:

- Logo and title: "Customer Login"
- Option: "Login With UAE PASS"
- Text: "A single trusted digital identity for all citizens, residents and visitors."
- Separator: "OR"
- Input fields: "Email" and "Password"
- Buttons: "Login" (highlighted with a red arrow and labeled "2. Customer Login"), "Register" (highlighted with a red arrow and labeled "1. New Customer Registration"), "SULTANT", and "CONTRACTOR"
- Links: "Forgot password?", "Reset Activation link?", "Change Mobile Number"
- Footer: "View & Pay Your Bill", "Give Your Suggestions", "Register Your Complaints", "Application Status", "الاصح المباشر DIRECT DEBIT", and "FARES"

When you login, you will reach e-Services dashboard

To access "Service Shifting" service click the following in main menu:

Services >> Service Shifting



STEP ONE: SERVICE SHIFTING

Insert "Premise Number", and select from "Service Type" list whether it is water or electricity service you want to shift and click "Validate Premise" button. The owner details will appear automatically in the form. Then select from "Shifting item" list, Upload your emirates ID and click "Proceed".

The screenshot shows the 'Service Shifting' form in the e-Services dashboard. The form is divided into three steps: STEP 1 (SERVICE SHIFT FORM), STEP 2 (PAYMENT GATEWAY), and STEP 3 (FINISH). The current step is STEP 1, which includes the following fields and buttons:

- Premise Number ***: Text input field containing '2000052285'.
- Service Type ***: Dropdown menu with 'Water Service' selected.
- Validate Premise**: Button.
- Owner Name ***: Text input field containing 'دائرة التبريد والتكييف'.
- Business Partner ***: Text input field containing '1000000542'.
- Account Number ***: Text input field.
- Mobile ***: Text input field containing '0503874138'.
- Email Address ***: Text input field containing 'snehendu.paul@fewa.gov.ae'.
- Shifting Item ***: Dropdown menu with 'Pipe' selected.
- Emirates ID ***: File upload field with 'Choose File' button and 'PDFTest.pdf' filename.
- Upload**: Button.
- Max. File Size: 1024 KB, Supported Format: pdf**: Text below the upload field.
- Proceed**: Button at the bottom left.

STEP TWO: FINISH

The application 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.

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

eServices > Customer

Service Shifting

STEP 1 STEP 2 STEP 3

1 2 3

SERVICE SHIFT FORM PAYMENT GATEWAY FINISH

✔ Your Request Submitted Successfully, for further followup, use this Reference No: 210000561 ← Reference Number

FOLLOW UP APPLICATION STATUS

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

Services >> Follow Up >> Service Shifting

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	

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

Service Shifting

Application Number

2100000561 **Search**

Application No.	Application Date	Status	Notification No.	Close Date
2100000561	22-03-2022	Open	N/A	N/A

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392