الاتحاد للماء والكهرباء
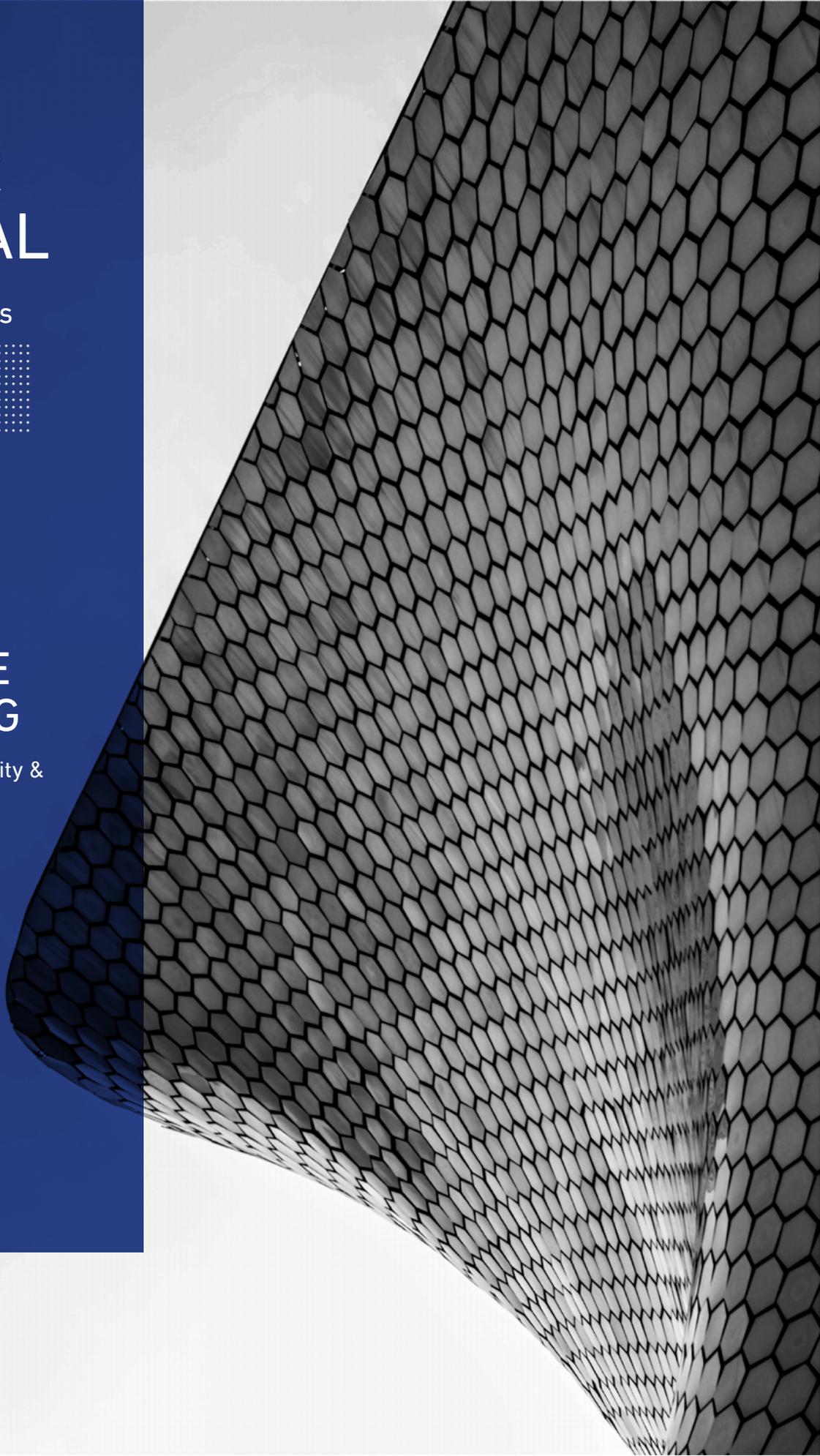**Etihad Water & Electricity**

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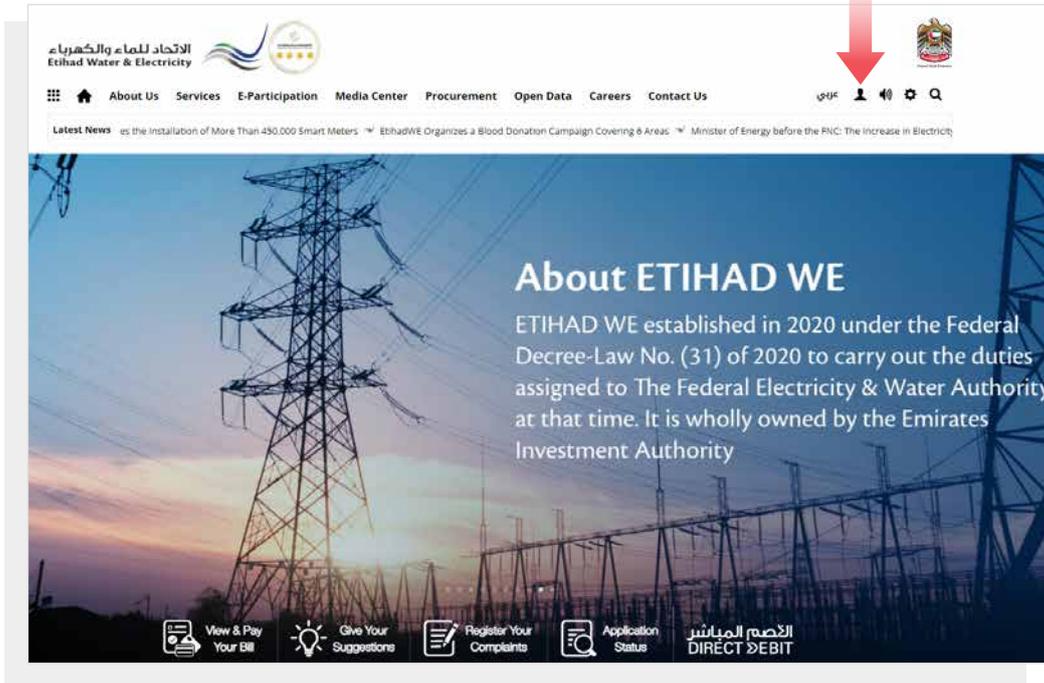
In "Customer Login" window you can login to e-Services as the following:

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:
 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.

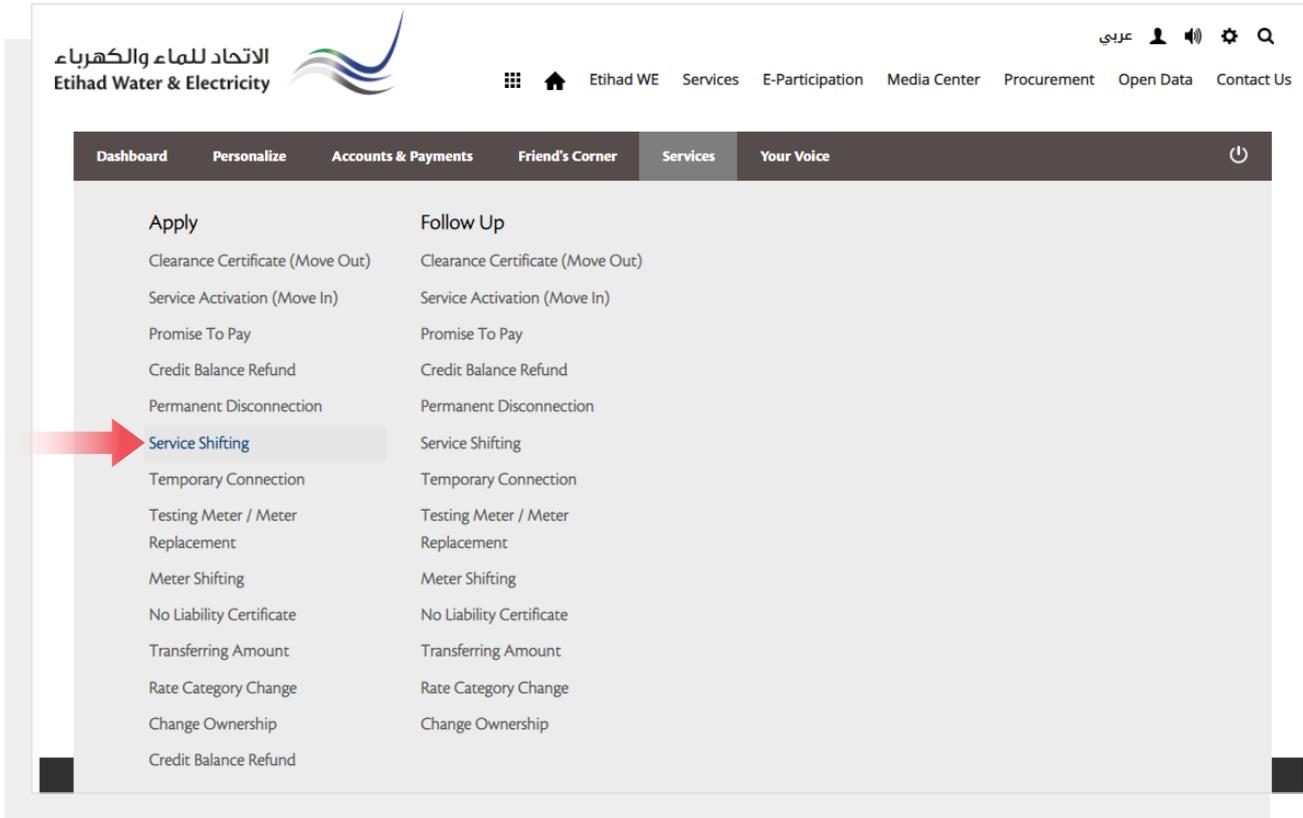When you login, you will reach e-Services dashboard

To access "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 serivce 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".

STEP THREE: PAYMENT GATEWAY

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

Insert your card details and click "Pay" button.

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 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 >> Service Shifting

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

الاتحاد للماء والكهرباء
Etihad Water & Electricity