الاتحاد للماء والكهرباء
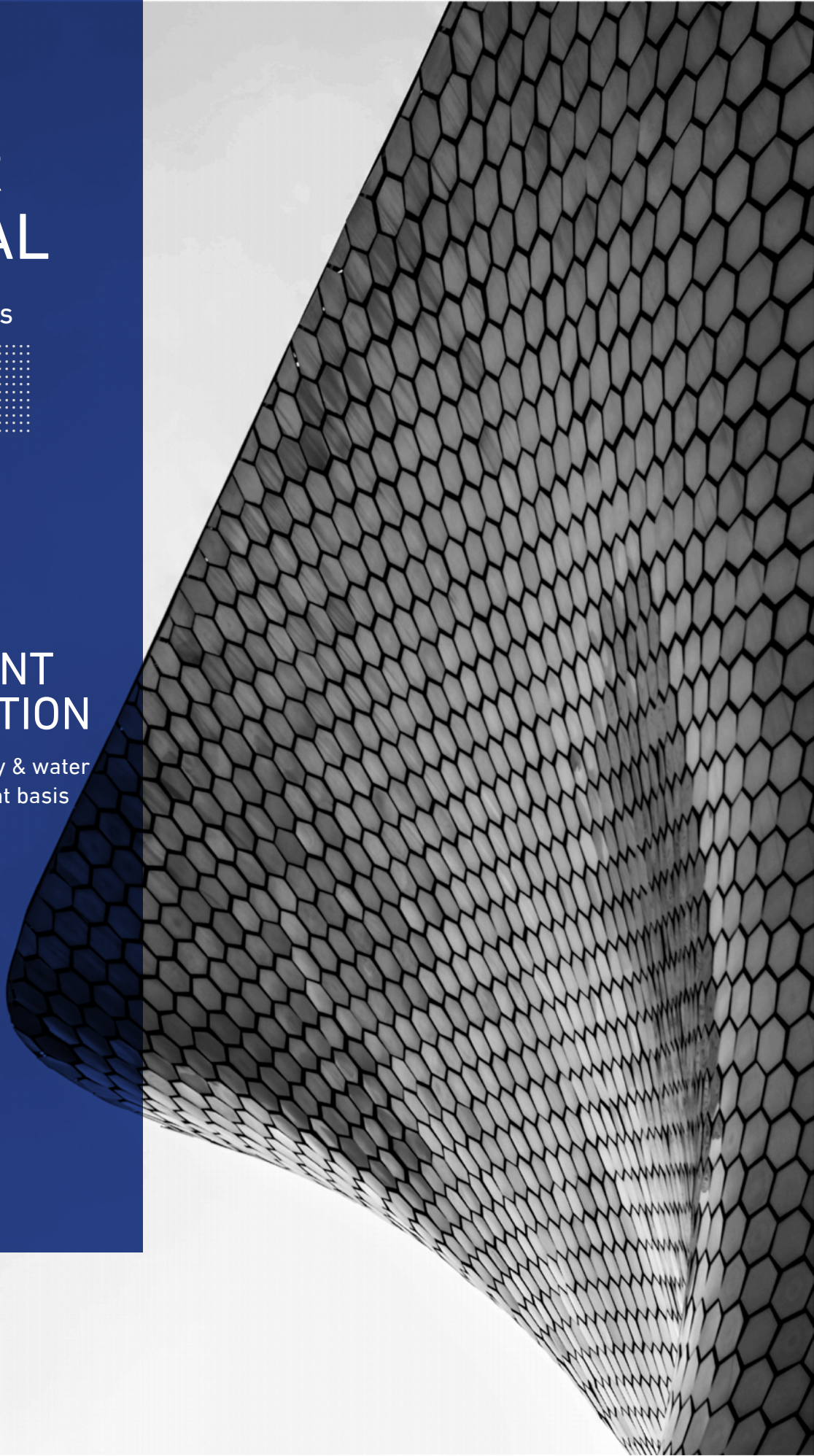**Etihad Water & Electricity**

USER MANUAL

for e-Services

PERMANENT DISCONNECTION

Disconnecting electricity & water services on permanent basis

"Permanent disconnection" is an application submitted by the customer (owner of facility) to disconnect electricity and water services on permanent basis in order to demolish it

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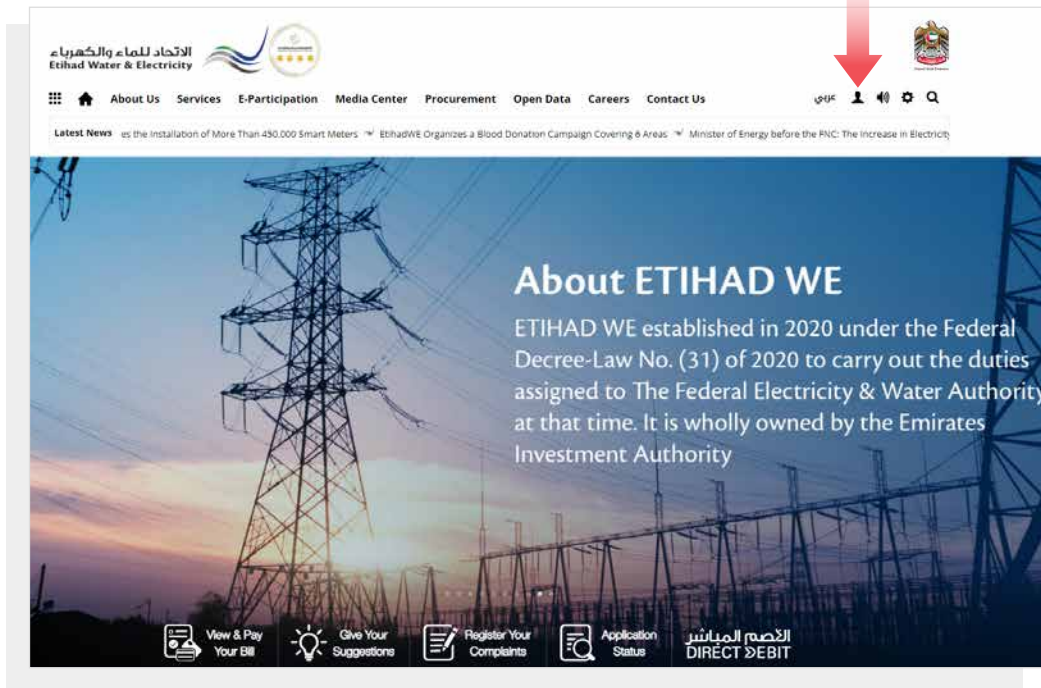
In "Customer Login" window you can login to e-Services as the following:

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 "Permanent Disconnection" service click the following in main menu:

Services >> Permanent Disconnection
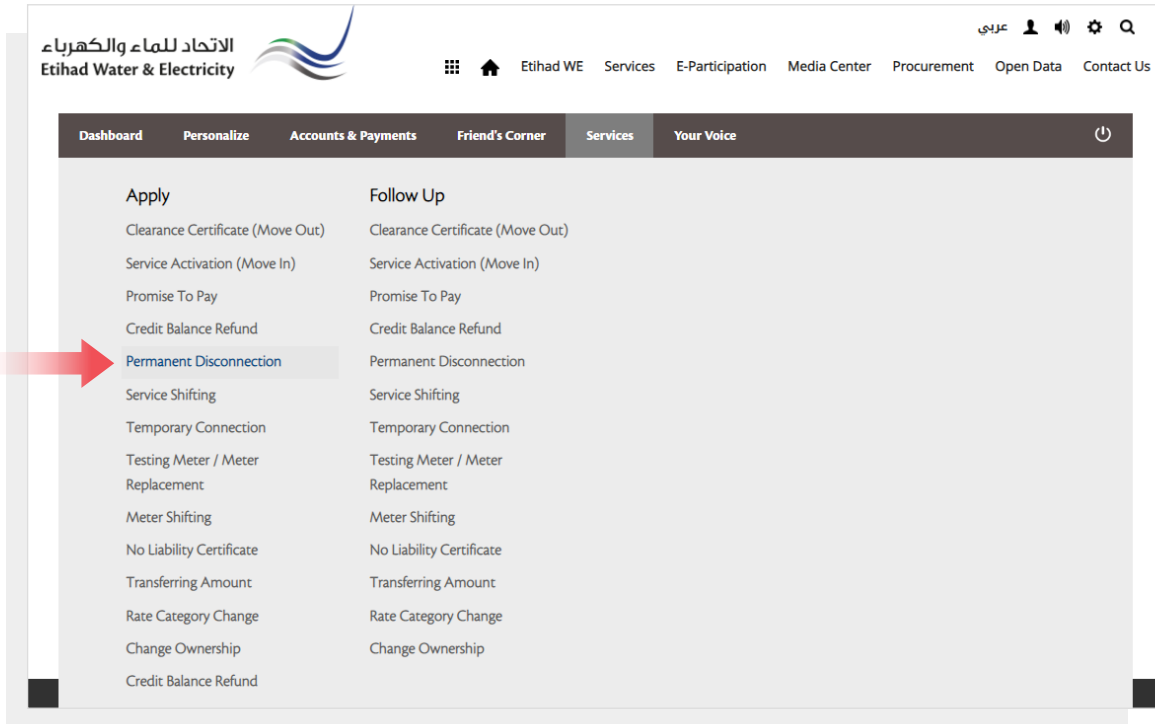
STEP ONE: PERMISE DETAILS

Select Property Type, Insert "Premise Number" and select "Service Type" you need to disconnect and click "Proceed".

STEP TWO: DETIALED FORM

The form details will be filled automatically, Select from "Reason for Disconnection" list. Upload the required documents and click "Submit"

STEP THREE: PAYMENT GATEWAY

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

Insert your card details and click "Pay" button.

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

Permanent Disconnection

STEP 1	STEP 2	STEP 3	STEP 4
1	2	3	4
PREMISE DETAILS	DETAILED FORM	PAYMENT GATEWAY	FINISH

✓ Your Permanent Disconnection Request reference number is 2200000622 ← Request Refrence Number
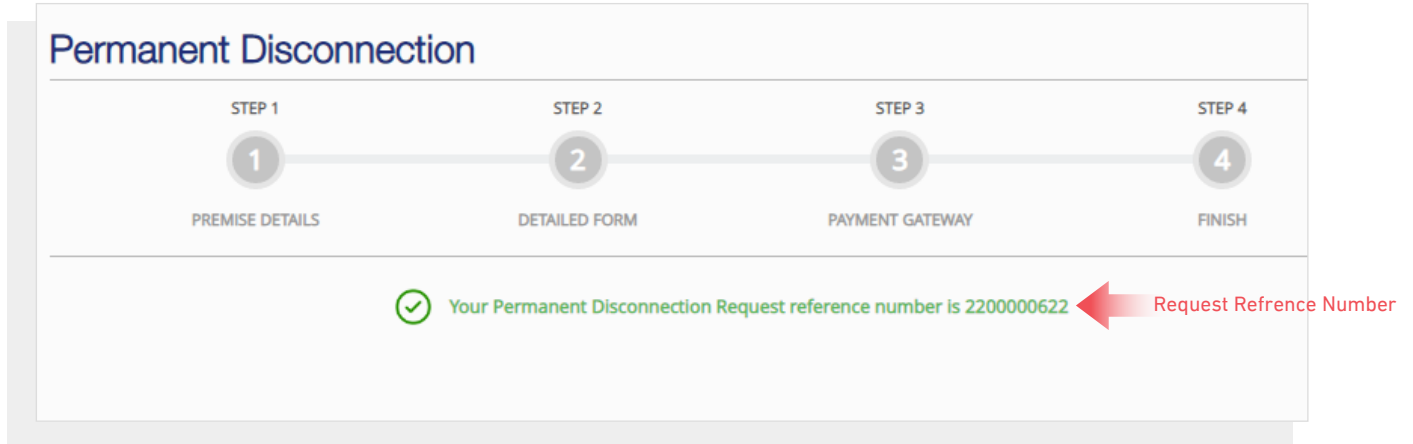
FOLLOW UP APPLICATION STATUS

To follow up your complaints status click the following in main menu:
Services>> Follow Up >> Permanent Disconnection

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

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

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

Select from "Application Number" list and click "Search", and a table will appear showing the status of your application.

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392