



# USER MANUAL

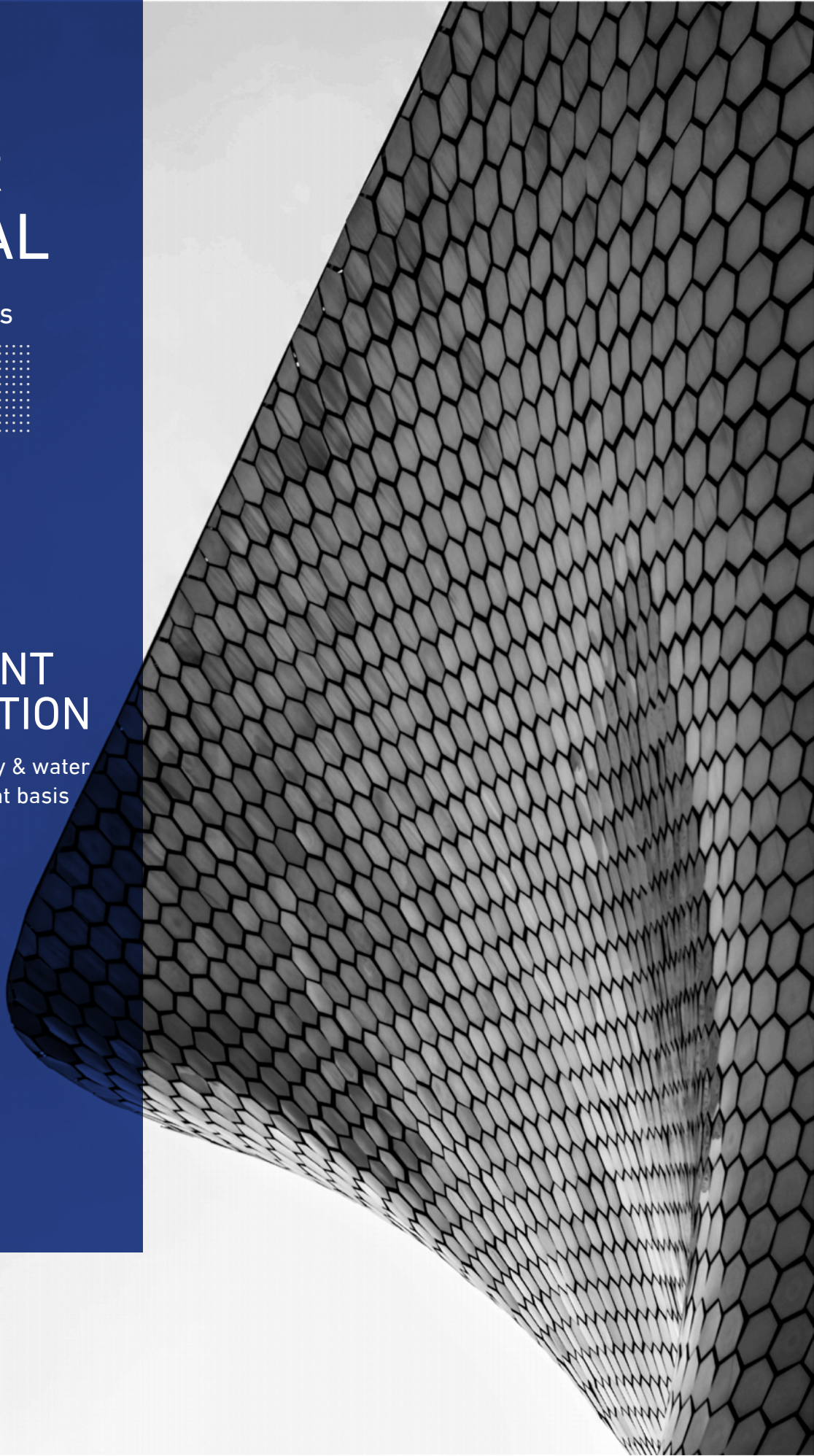
for e-Services



## PERMANENT DISCONNECTION

Disconnecting electricity & water  
services on permanent basis

---



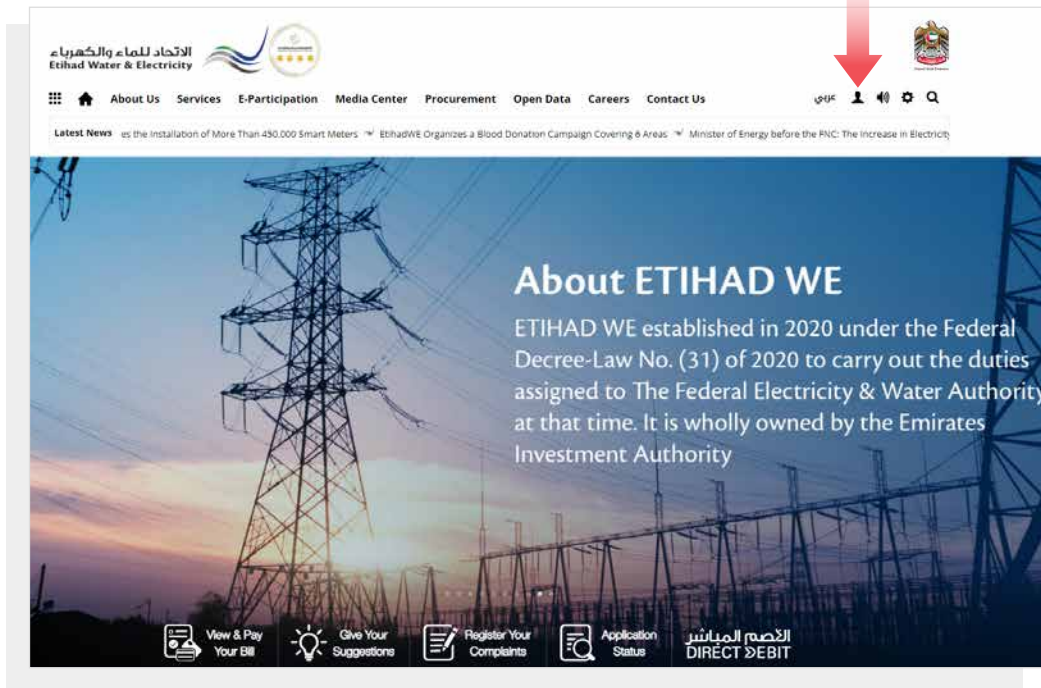
“Permanent disconnection” is an application submitted by the customer (owner of facility) to disconnect electricity and water services on permanent basis in order to demolish it

Visit Etihad WE website through the link below:

[www.etihadwe.ae](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 shows the Etihad Water & Electricity website with a 'Customer Login' modal window open. The modal window contains the following elements:

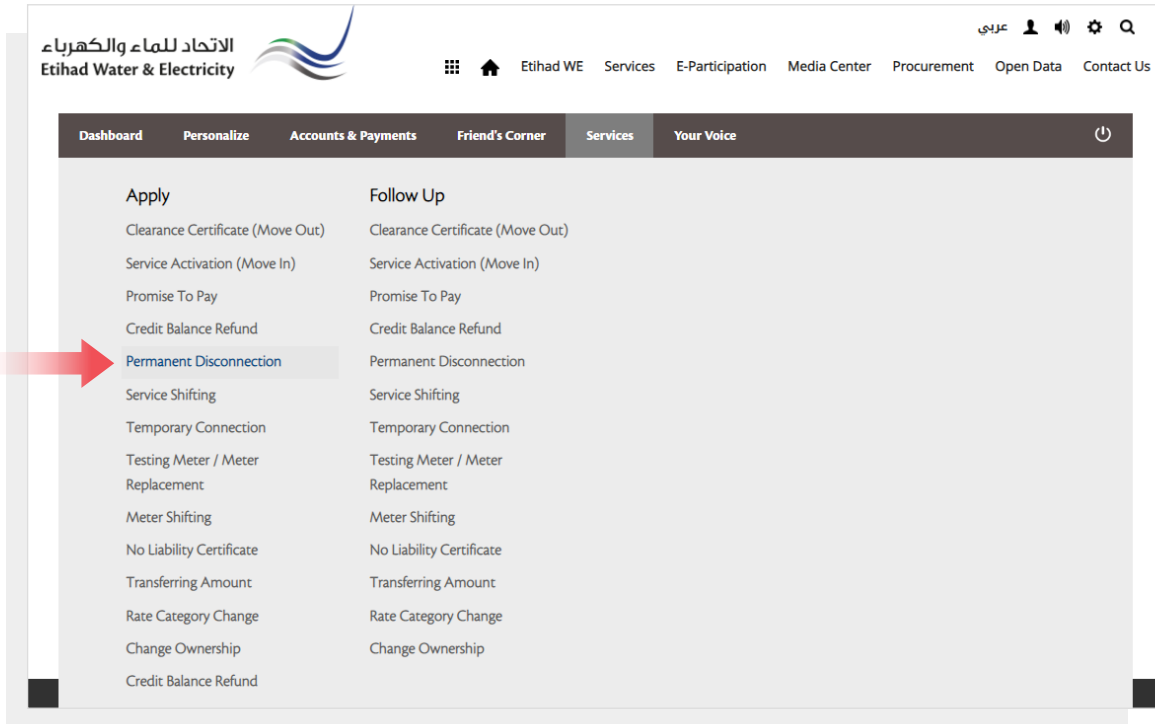
- Logo and title: 'Customer Login' with a close button.
- Login With UAE PASS button.
- Text: 'A single trusted digital identity for all citizens, residents and visitors.'
- OR separator.
- Email input field.
- Password input field.
- Login button (highlighted with a red arrow and labeled '2. Customer Login').
- Register button (highlighted with a red arrow and labeled '1. New Customer Registration').
- Links: 'Forgot password?', 'Reset Activation link?', 'Change Mobile Number'.
- Buttons: 'CONSULTANT' and 'CONTRACTOR'.
- Footer: 'DIRECT DEBIT' and 'PAY WITH FARES'.

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 “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”.

### Permanent Disconnection

STEP 1

STEP 2

STEP 3

STEP 4

1

2

3

4

PREMISE DETAILS

DETAILED FORM

PAYMENT GATEWAY

FINISH

**Warning :**

Services will be removed from site. To activate the services , kindly apply for New Connection.

Premise Details

Property Type \*

Freehold Flat/ Villa

Premise Number \*

2000043479

Service Type \*

Electricity and Water

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”

### Permanent Disconnection

STEP 1

STEP 2

STEP 3

STEP 4

PREMISE DETAILS

DETAILED FORM

PAYMENT GATEWAY

FINISH

<b>Property Type *</b> <div>Freehold Flat/ Villa</div>	<b>Premise Number *</b> <div>2000043479</div>	<b>Service Type *</b> <div>Electricity</div>
<b>Business Partner No. *</b> <div>1000043473</div>	<b>Owner Name *</b> <div>رائد الرنقي</div>	<b>Mobile No. *</b> <div>0506490011</div>
<b>Email Address *</b> <div>khulood.almehri@etihadwe.ae</div>	<b>Reason for Disconnection *</b> <div>Service Not required</div>	<p>Select reason for disconnection</p>
<b>Emirates ID *</b> <div>Choose File No file chosen</div> <p>Max. File Size: 1024 KB, Supported Format: pdf</p>	<div>Upload</div>	<p>Select the file and Click “Upload”</p>
<b>List Of Premises / Account ID *</b> <div>Choose File No file chosen</div> <p>Max. File Size: 1024 KB, Supported Format: pdf</p>	<div>Upload</div>	
<b>Ownership Certificate *</b> <div>Choose File No file chosen</div> <p>Max. File Size: 1024 KB, Supported Format: pdf</p>	<div>Upload</div>	
<div>Submit</div>		

## STEP THREE: PAYMENT GATEWAY

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

### Permanent Disconnection

STEP 1

STEP 2

STEP 3

STEP 4

1

2

3

4




PREMISE DETAILS

DETAILED FORM

PAYMENT GATEWAY

FINISH

Service	Date	Fees
Permanent Disconnection	19-07-2022	100

Select payment gateway




Insert your card details and click "Pay" button.

network>

Order summary

Total AED 100.00

Pay by card

Card Number

VISA

Expiry Month

12

Expiry Year

22

Security Code

...

Name on card

Test Name

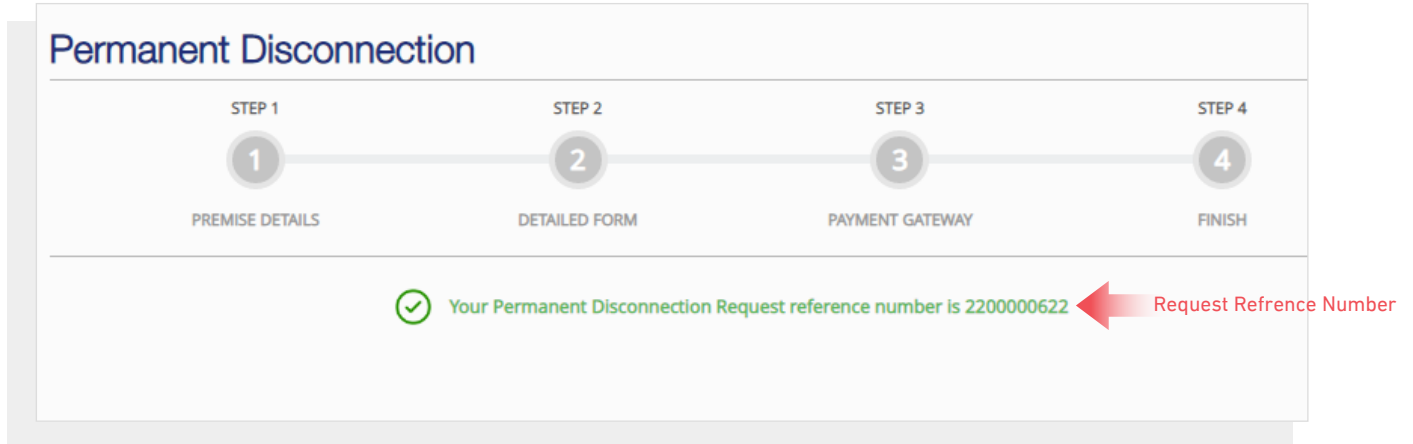
Select payment currency

AED

Pay AED 100.00

## 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 receive a Request Reference Number so you can follow up your request status.



## 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		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			



## FOLLOW UP APPLICATION STATUS

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

Application No.	Application Date	Status	Notification No.	Close Date
2200000622	19-07-2022	Open	N/A	N/A

End of e-Service

For Inquiry

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

Call Center: 8003392