الاتحاد للماء والكهرباء
**Etihad Water & Electricity**

# CONSULTANT MANUAL

for e-Services

## CONNECTION APPLICATION

Application to connect electrical & water supply to the facility
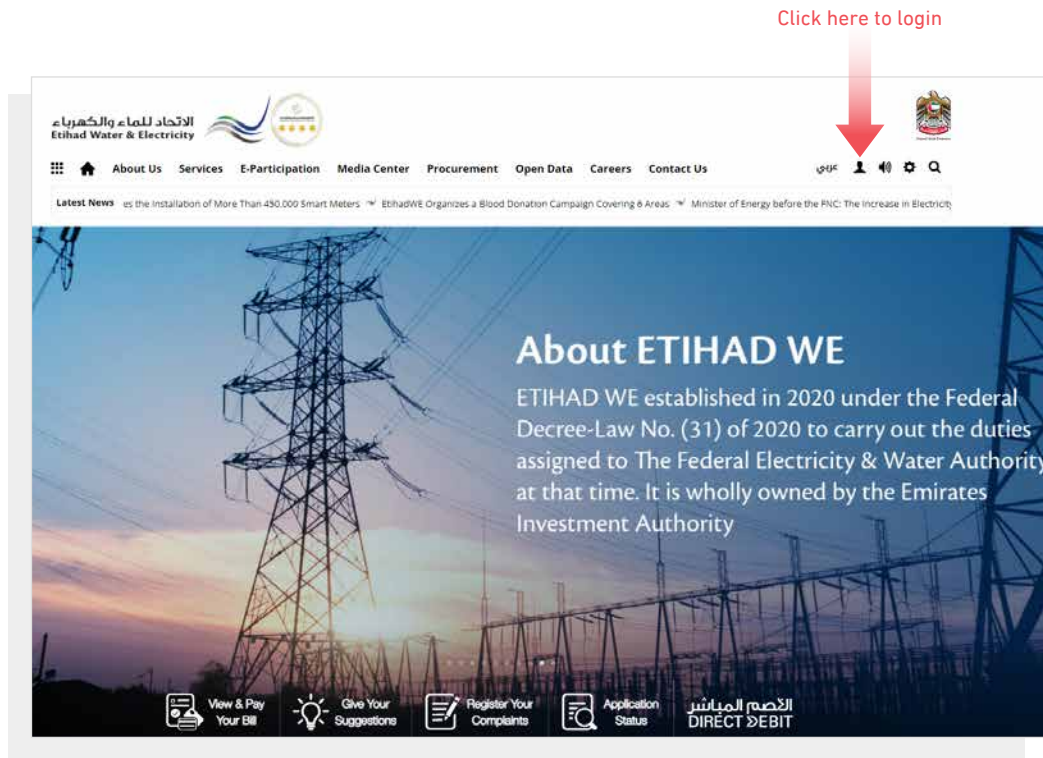
# CONNECTION APPLICATION
An application to connect electrical & water supply to the facility

"Connection application" is an e-service that allows the customer or the owner of premises to apply for a connection of electricity & water supply to the facility.
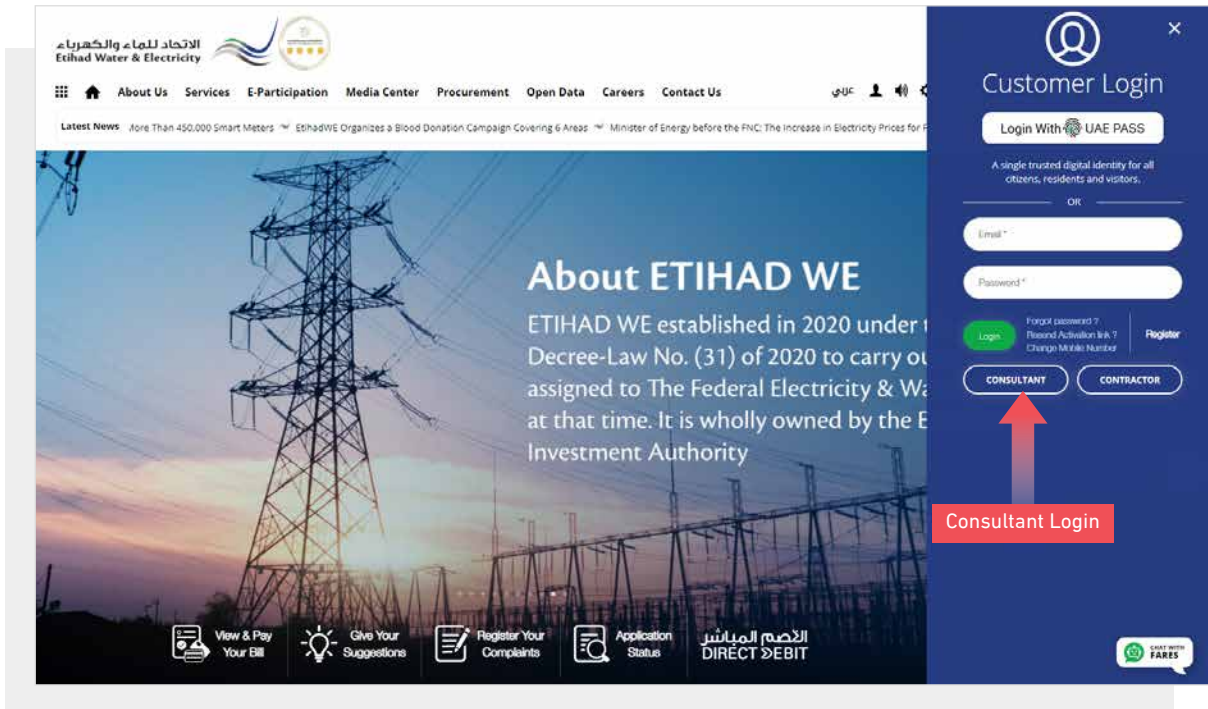
Visit Etihad WE website through the link below:
www.etihadwe.ae

Click the below shown button to open "Consultant Login" window

A "Customer Login" window will appear. Click on "Consultant" button to move to "Consultant Login" window.



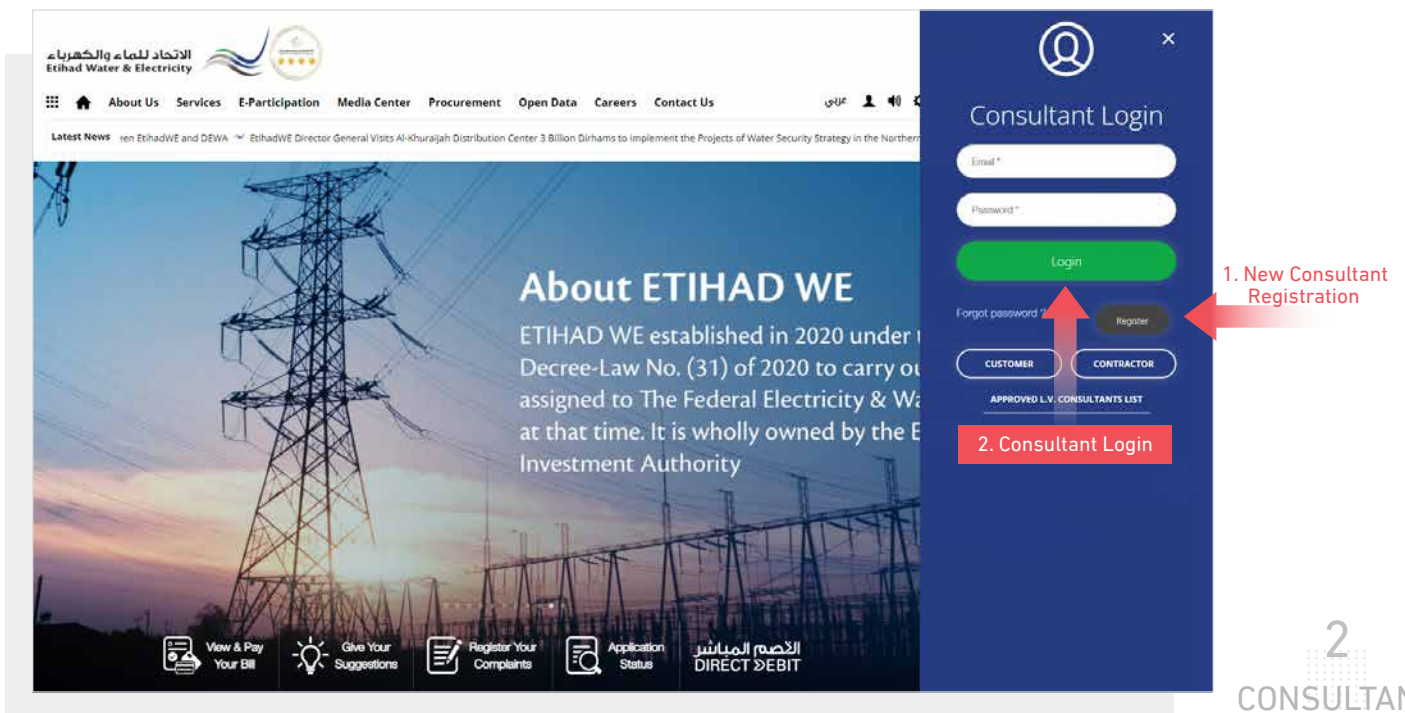In "Consultant Login" window you can login to e-Services as the following:
1. New Consultant Registration:
In case you are not registered in the website yet, click "Register" to start creating new account in the website.
Please follow the steps of registration in the link below:
 Registeration Manual -Register New Consultant - Click Here

2. Registered Consultant Login
In case you are registered, enter your User Name(Email Address) and Password and click "Login" button.

# CONNECTION APPLICATION

An application to connect electrical & water supply to the facility

When you login, you will reach e-Services dashboard
Click on "Connection Application(New/Additional)" button.



## STEP ONE:

Select from "Customer Type" list. Select "New Connection" from "Type of Application" list, select from "ID Type" list, Insert "ID Type". In case you have "Drawing Reference No" or "Drawing Notification No"click the radio button next to it and add the number. In case you dont have "Drawing Reference No." or "Drawing Notification No"check the box next to "I dont have Reference No/Notification No." and click "Search" button.

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## STEP TWO:

In "Owner Information" form the "Type"and "Emirates ID" will appear automatically. you have to fill the rest of the form. In "SFL/Site Details" form select from "Emirates" list and then from "City" list. Then fill rest of the fields.
In "Constutant Information" from will be filled automatically.
In "Land Clearance Certificate" and "Drawing Approval" from will be filled automatically.

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eServices > Consultant

## Connection Application

**Reference Number**

New Application

### OWNERS INFORMATION

| ID Type * | ID Number * | Nationality * |
|---|---|---|
| Emirates ID | 784784196243163 | Utd.Arab Emir. |

| Name (Arabic) * | Name (English) * | Mobile Phone * |
|---|---|---|
| محمد أحمد | Mohammad Ahmed | 050 / 8961171 |

| P.O. Box * | City * | Email Address * |
|---|---|---|
| 123 | Ajman | khulood.almehri@etihadwe.ae |

**Prefered Language ***
English

### SFL / SITE DETAILS

| Emirates * | City * | Sub Area * |
|---|---|---|
| AJMAN | Ajman_CITY | Mushirif |

| Parcel Number * | Plot Number * | Street * |
|---|---|---|
| 123 | 1233 | 111333 |

### CONSULTANT INFORMATION

| Consultant License * | Consultant Name (English) * | Consultant Name (Arabic) * |
|---|---|---|
| 4234234 | ConsultantEn | ConsultantAr |

| Mobile Phone * | Email Address * | Contract Account No. * |
|---|---|---|
| 0521694441 | rahim.sharif@fewa.gov.ae | 232000000013 |

THIS NEEDS TO BE A VALID EMAIL ADDRESS

### LAND CLEARENCE CERTIFICATE

| Notification No. (Electricity) | Notification No. (Water) |
|---|---|
| | |

### DRAWING APPROVAL

| Notification (Electricity) | Notification (Water) |
|---|---|
| | |
| NA | NA |
| NA | NA |

## STEP TWO:

In "Connectiona Application" form, in "Type of Application" list select "New" and select from "Connection Type" list and Connection Sub Category"list. Specify the service by clicking the check box of "Electricity" or "Water" or both of them. The documents you need to upload will change according to what you choose from "Connection Type" list and Connection Sub Category"list. Upload the required documents and click "Send".

CONNECTION APPLICATION

Type of Application *
New

Connection Type *
Residential

Connection Sub Category *
Residential Local

☑ Electricity       ☑ Water       ← Specify the services

DOCUMENTS UPLOAD

1  Emirates ID :*
Choose File  No file chosen       Upload       ← Select the file and Click "Upload"
Max. File Size: 1024 KB,  Supported Format: pdf

2  Site Plan (from Municipality) :*
Choose File  No file chosen       Upload
Max. File Size: 1024 KB,  Supported Format: pdf

3  Land Clearance Certificate :*
Choose File  No file chosen       Upload
Max. File Size: 1024 KB,  Supported Format: pdf

4  Passport :*
Choose File  No file chosen       Upload
Max. File Size: 1024 KB,  Supported Format: pdf

5  Family book (full) :*
Choose File  No file chosen       Upload
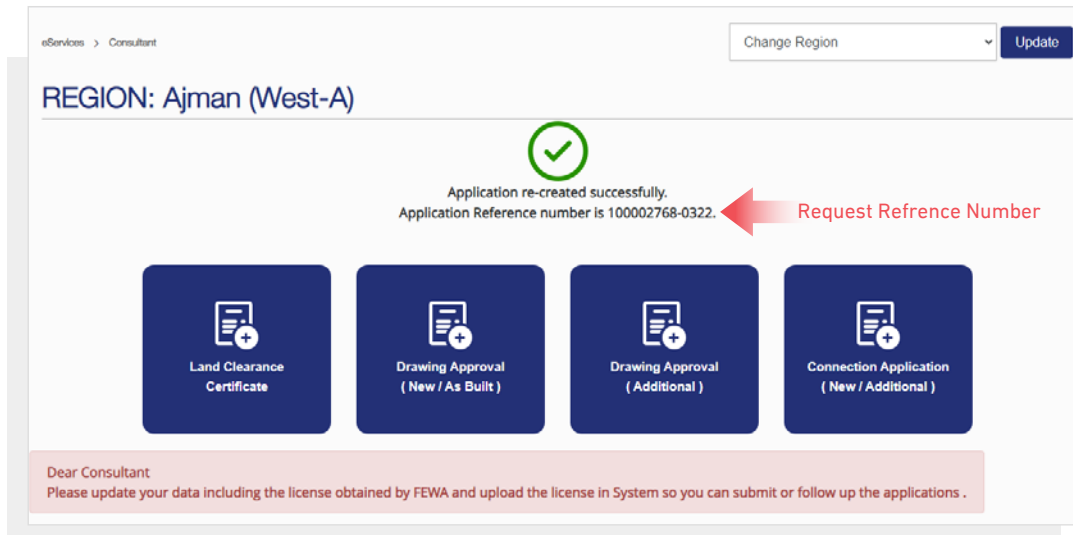Max. File Size: 1024 KB,  Supported Format: pdf
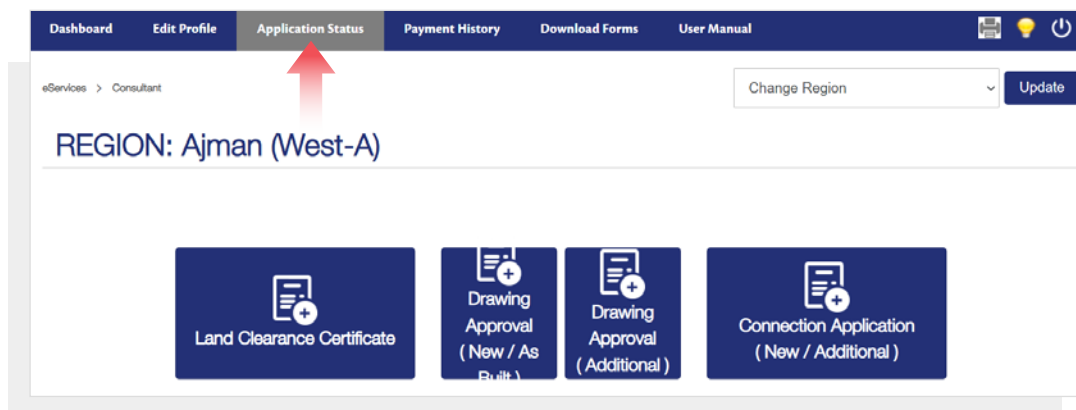
Send       Back

## STEP THREE:

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 an Application Reference Number so you can follow up your request status.



## FOLLOW UP APPLICATION STATUS

To follow up your application status click on "Application Status".

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## FOLLOW UP APPLICATION STATUS

Enter your Application "Reference Number" and click "Search", and a table will appear showing the status of your application.

eServices  >  Consultant

## Application Status

KNOW YOUR APPLICATION STATUS

Reference Number *

100002768-0322

**Search**     Clear

### CONNECTION APPLICATION

| Application Date | Service | Notification No. | Status | Task Details. |
|---|---|---|---|---|
| 30-03-2022 | Electricity | NA | Under process | - |
| 30-03-2022 | Water | NA | Under process | - |

Showing 1 to 2 of 2 entries

Previous  |  1  |  Next

Application Status

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# End of e-Service

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## For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392