الاتحاد للماء والكهرباء Etihad Water & Electricity





for e-Services

EMERGENCY FAULT

Report failures or accidents



"Emergency Fault" service is an e-service that enables customer to notify failures or accidents whether personal or public.

Visit Etihad WE website through the link below: www.etihadwe.ae

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







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: <u>Registeration Manual -Register New Customer - Click Here</u>

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 "Emergency Fault" service click the following in main menu: Your Voice>> Happy to serve you (Emergency Fault)

₩ 1	About Us Services E-F	articipation Media Center Procurement	Open Data Contact Us	🖌 🌗 👤 عربي
Dashb	ooard Personalize Acc	unts & Payments Friend's Corner Serv	lces Your Volce	
	Waiting to hear you	Follow Up		
	Share Your Suggestion	Complaints		
	Log Your Complaint	Emergency Fault		

STEP ONE: ENTER YOUR COMPLAINT

Specify the "Account Number. The "Region" and the "Sub Area, will appear automatically. Select "Service" type, and select "Fault Type" from their lists. In "Image" upload a picture of the fault or the damage, if the picture is available, then in "Details" insert your complaint details and click "Send".

Emergency Fault		
Account Number *	210000023602	
Service *	Electricity	
ault Type *	Electricity Pole Spark 🗸	
Region *	العربية (أ))	
Sub Area *	المداعة New Industrial Area 15	
mage	Choose File المط العربي) jpg File Size should be less then 200KB	
Details *	I'd like to report a broken	





STEP TWO: FINISH

The emergency fault report has been submitted. You will recieve Application 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: Your Voice>> Follow Up >> Emergency Fault

Dashboard	Personalize	Accounts & Payments	Friend's Corner	Services	Your Voice	
Waiti	ing to hear you	Follow U	Jp			
Share '	Your Suggestion	Complain	ts			
Log Yo	our Complaint	Emergenc	y Fault			
Happy (Emerg	r To Serve You gency Fault)					
			Your emergency fai has been submitted s	ult Reference Nu sucessfully. We w	imber: PRE-486882 vill contact you sho	20 ortly.





FOLLOW UP COMPLAINT STATUS

A table will appear showing the status of your complaint.

Emergeney Feylt Llisten	
Emergency Fault History	
Reference Number * Type * Date \$ Status	÷
PRE-4808605 Emergency Fault 05 April, 2022 11:39:32 AM In Progress	
Showing 1 to 1 of 1 entries Previo	us 1 Next
Application Status	

		0	0 0			0	0			0	0	0	0	0							0	0	0	0					0	0	0			0	0	0	0	0	0			0	0	0				0	0					0	0	0	0		0	0	0			0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	 0	0	0	
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For Inquiry

Email: cs@etihadwe.ae Call Center: 8003392

