



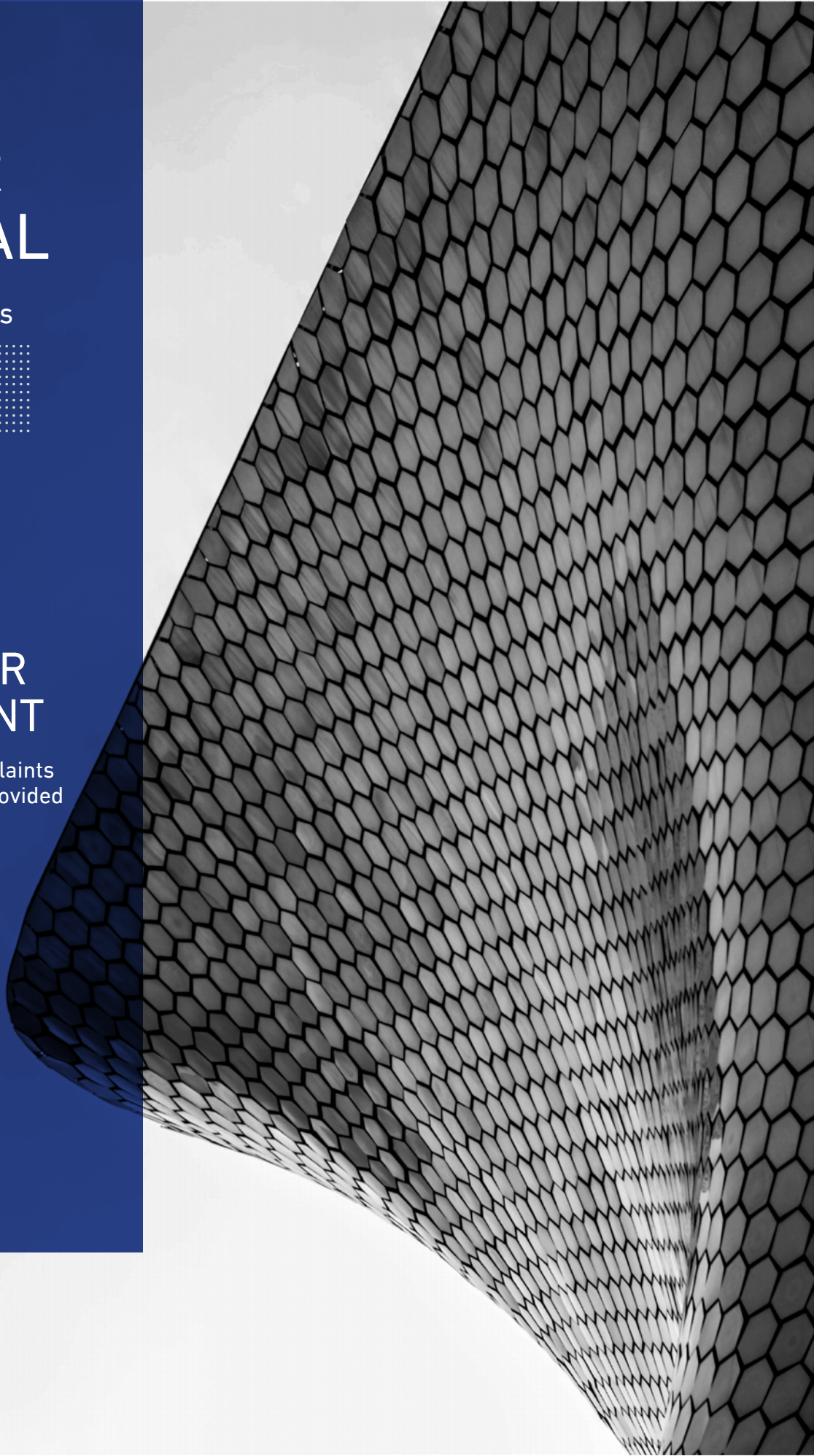
USER MANUAL

for e-Services



LOG YOUR COMPLAINT

Submission of complaints
about the services provided

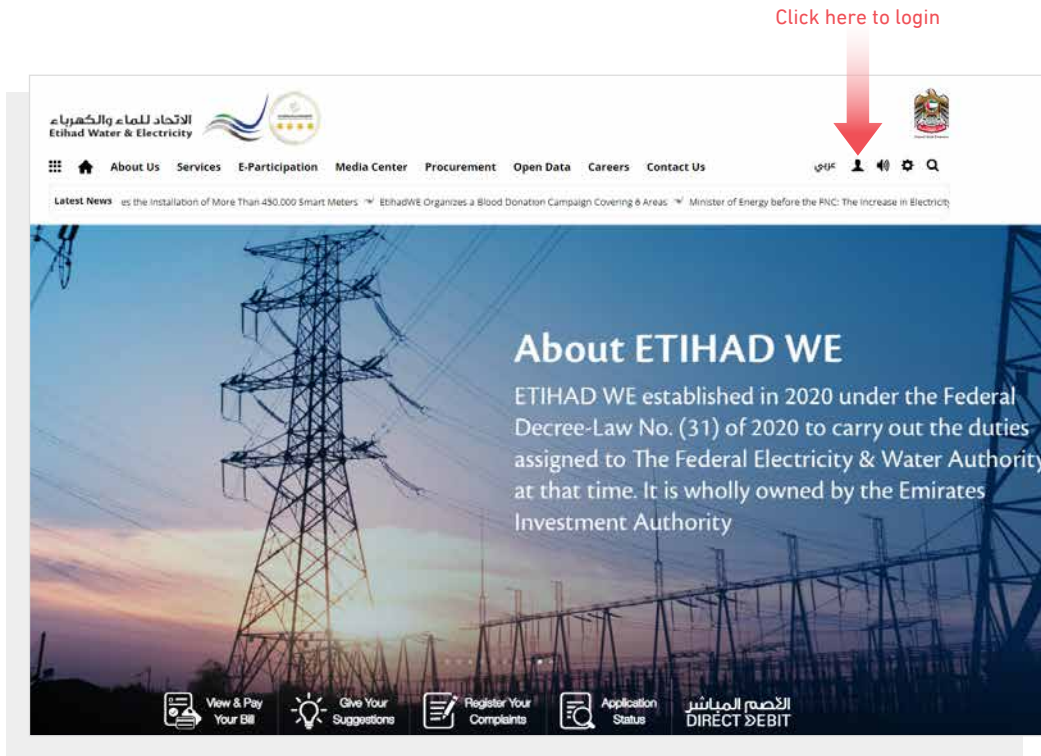


“Log your complaint” service is an e-service that allows you to submit your complaints about the services provided.

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:

[Registration Manual -Register New Customer - Click Here](#)

2. Registered Customer Login

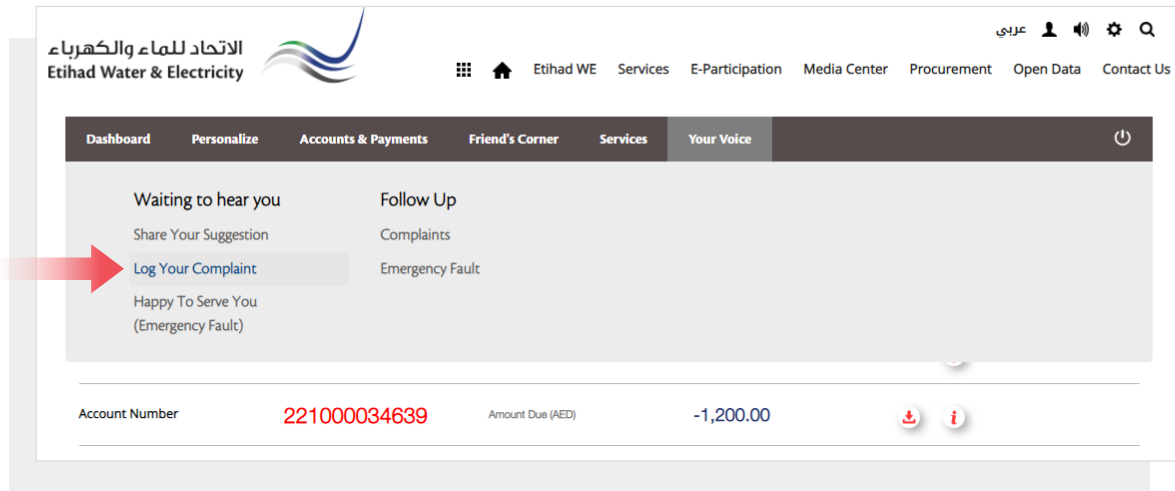
In case you are registered enter your User Name(Email Address) and Password and click “Login” button.

The screenshot displays the Etihad Water & Electricity website interface. On the right side, a 'Customer Login' modal window is open. It features a 'Login With UAE PASS' button at the top, followed by a text description: 'A single trusted digital identity for all citizens, residents and visitors.' Below this, there are input fields for 'Email *' and 'Password *'. A 'Login' button is positioned below the password field, with a red arrow pointing to it from the label '2. Customer Login'. To the right of the 'Login' button is a 'Register' button, with a red arrow pointing to it from the label '1. New Customer Registration'. Below the 'Login' and 'Register' buttons are two buttons labeled 'SULTAN' and 'CONTRACTOR'. At the bottom of the modal, there is a 'DIRECT DEBIT' button. The background of the website shows a large electricity pylon and the text 'About ETIHAD WE'.

When you login, you will reach e-Services dashboard

To access “Log Your Complaint” service click the following in main menu:

Your Voice>> Log Your Complaint



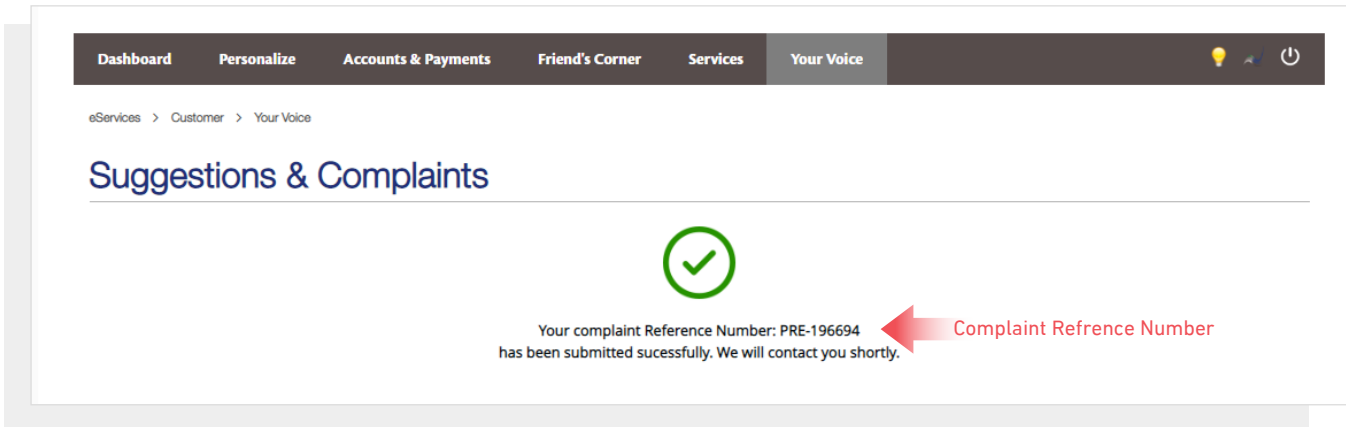
STEP ONE: ENTER PREMISE

Specify the “Account Number”, the “Region”, the “Service”, the “Complaint category”, and the “Complaint category” from their lists. Then in “Details” insert your complaint details and click “Send”.

The screenshot shows the 'Complaint' form in the eServices system. The form is titled 'Complaint' and includes a message: 'Based on the nature of your complaint / suggestion, we will make sure to resolve the issue within 5 working days. For inquiries, please contact 800-FEWA (8003392) or send an email to cs@fewa.gov.ae'. The form fields are: Account Number (221000386270), Region (WEST (A)), Service (Electricity), Complaint Category (Services), and Complaint Subcategory (Delay in Connection Service). The Details field contains the text 'I am writing this note to complaint about'. A 'Send' button is located at the bottom of the form.

STEP TWO: FINISH

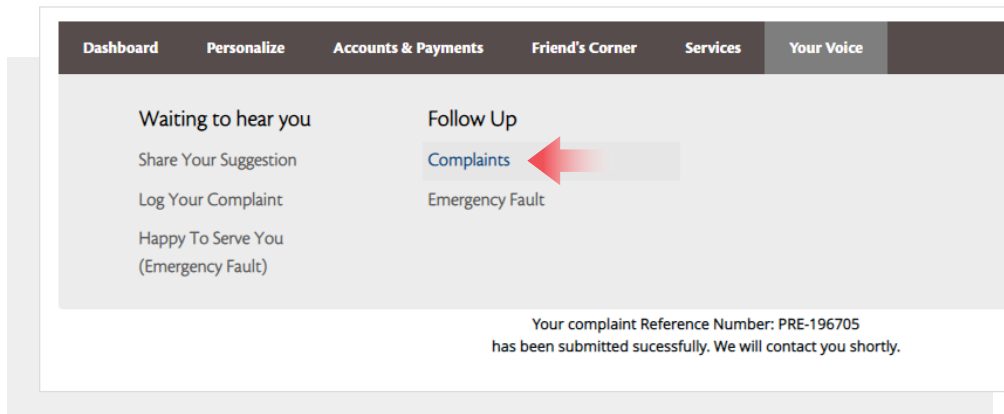
The complaint has been submitted. You will receive Application Reference Number so you can follow up your request status. The issue will be resolved within maximum of 5 working days



FOLLOW UP APPLICATION STATUS

To follow up your complaints status click the following in main menu:

Your Voice>> Follow Up >> Complaints





FOLLOW UP COMPLAINT STATUS

A table will appear showing the status of your complaint.

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

eServices > Customer > Your Voice

Complaint History

Reference Number	Type	Date	Status
PRE-196705	Complaint	09 March, 2022 09:55:51 AM	In Progress

Showing 1 to 1 of 1 entries

Previous 1 Next

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392