



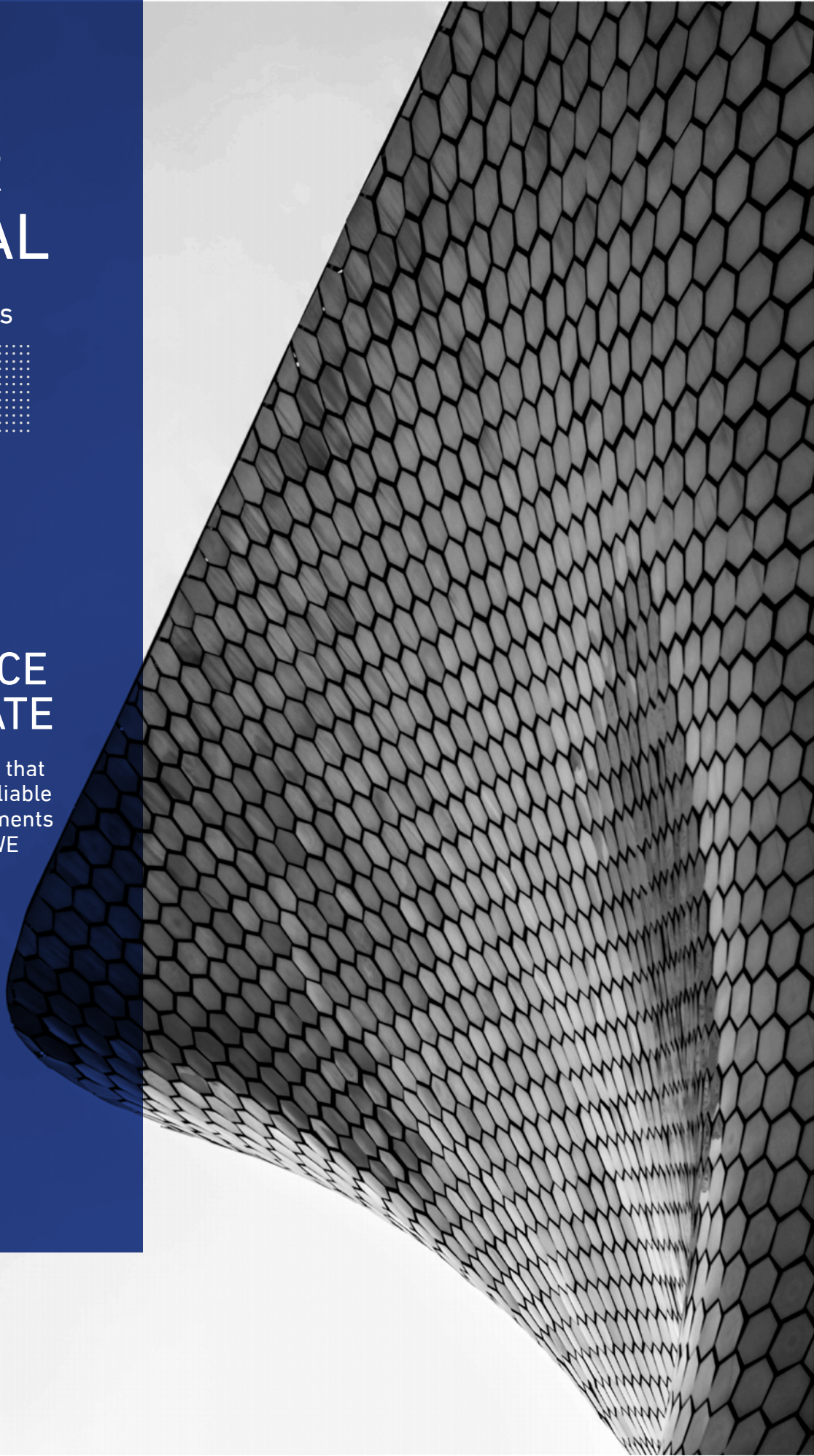
USER MANUAL

for e-Services



CLEARANCE CERTIFICATE

A certificate stating that
the customer is not liable
for outstanding payments
towards Etihad WE



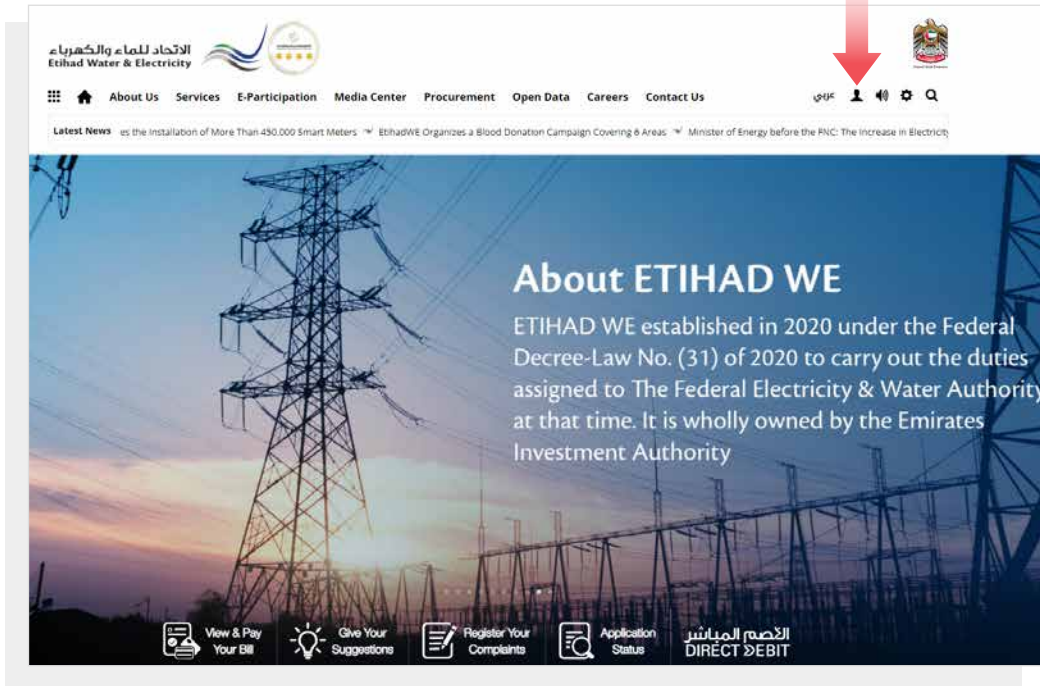
“Clearance Certificate” service is an application submitted by a customer to obtain a clearance certificate from Etihad WE stating that the customer is not liable for outstanding payments towards Etihad WE against the account number as provided, or requesting for final invoice in settlement of the account and disconnection of the service while vacating the premises.

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:

[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 image shows a screenshot of the Etihad WE website with a 'Customer Login' modal window open. The website header includes the logo and navigation menu. The main content area features a large image of a power transmission tower with the text 'About ETIHAD WE' and a brief history. The 'Customer Login' window is dark blue and contains the following elements:

- Logo and 'Customer Login' title.
- 'Login With UAE PASS' button.
- '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').
- 'SULTANT' and 'CONTRACTOR' buttons.
- 'Forgot password?' link.
- 'Forgot Activation link?' link.
- 'Change Mobile Number' link.
- 'UAE PASS' logo at the bottom right.

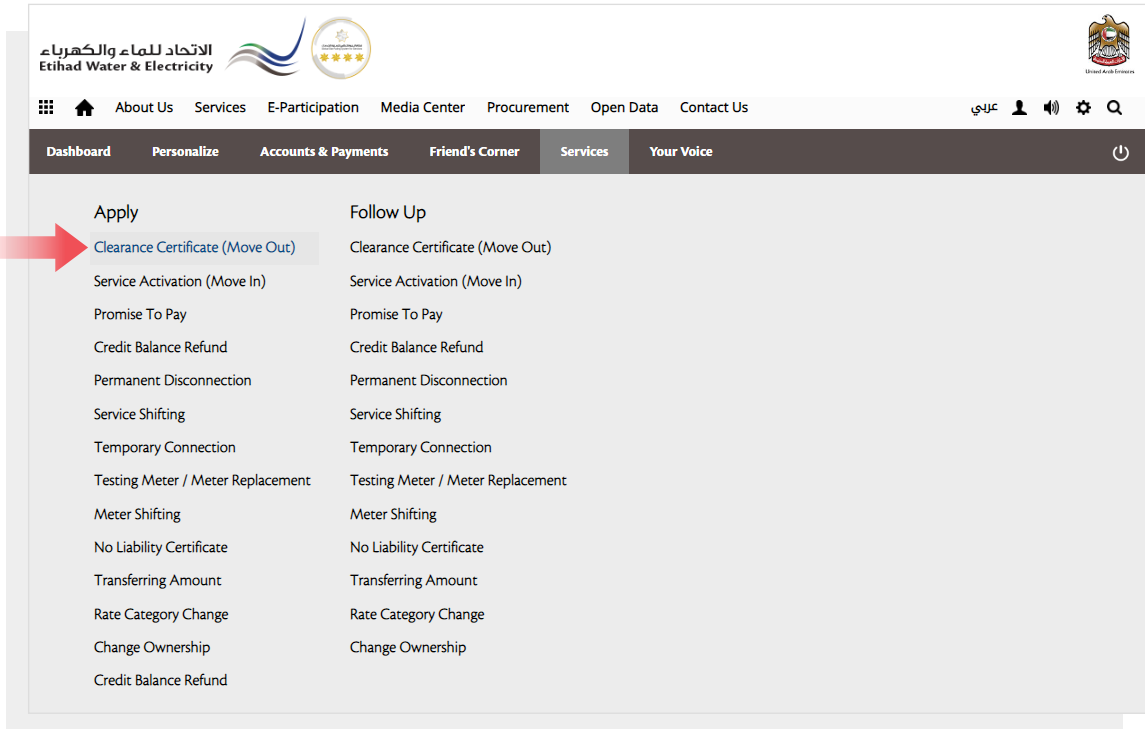
CLEARANCE CERTIFICATE

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When you login, you will reach e-Services dashboard

To access "Clearance Certificate" service click the following in main menu:

Services >> Clearance Certificate (Moveout)



STEP ONE: CLEARANCE CERTIFICATE

Select from "Account Number" list. There are two options to collect Security Deposit Amount; option one: select "Bank Transfer" and insert "IBAN Number" and your name in "Name" field as per bank account. You will receive a verification code by SMS, insert it in "Please Enter the verification code" field, and check "I agree to the Terms & Conditions" and click "Apply"

STEP TWO: OTP VERIFICATION

This step will be done automatically.

eServices > Customer > Services

Clearance Certificate

STEP 1 CLEARANCE CERTIFICATE STEP 2 OTP VERIFICATION STEP 3 FINISH

Account No. : *
210000023602

Security Deposit Collection Type *
Bank Transfer ← Security Deposit Amount collection option

IBAN Number. *
1111111111111111

Name *
TEST NAME

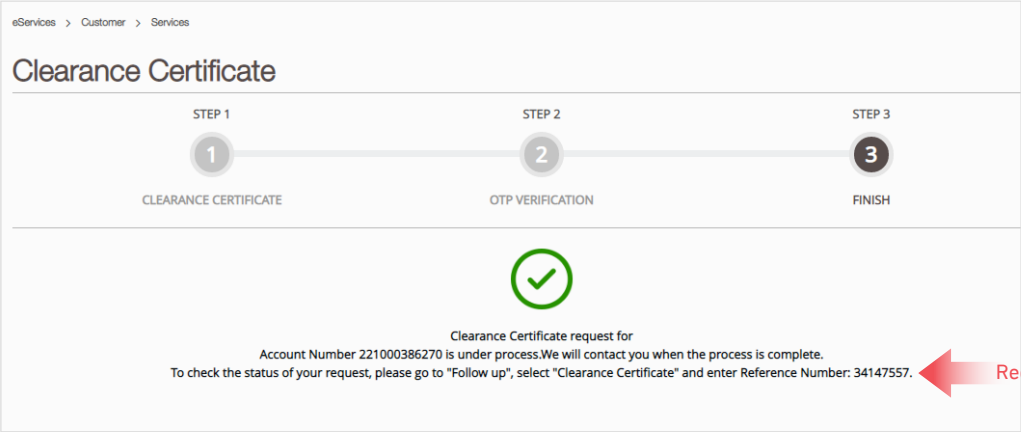
Please Enter the Verification Code *
12321

I agree to the Terms & Conditions

Apply

STEP THREE: FINISH

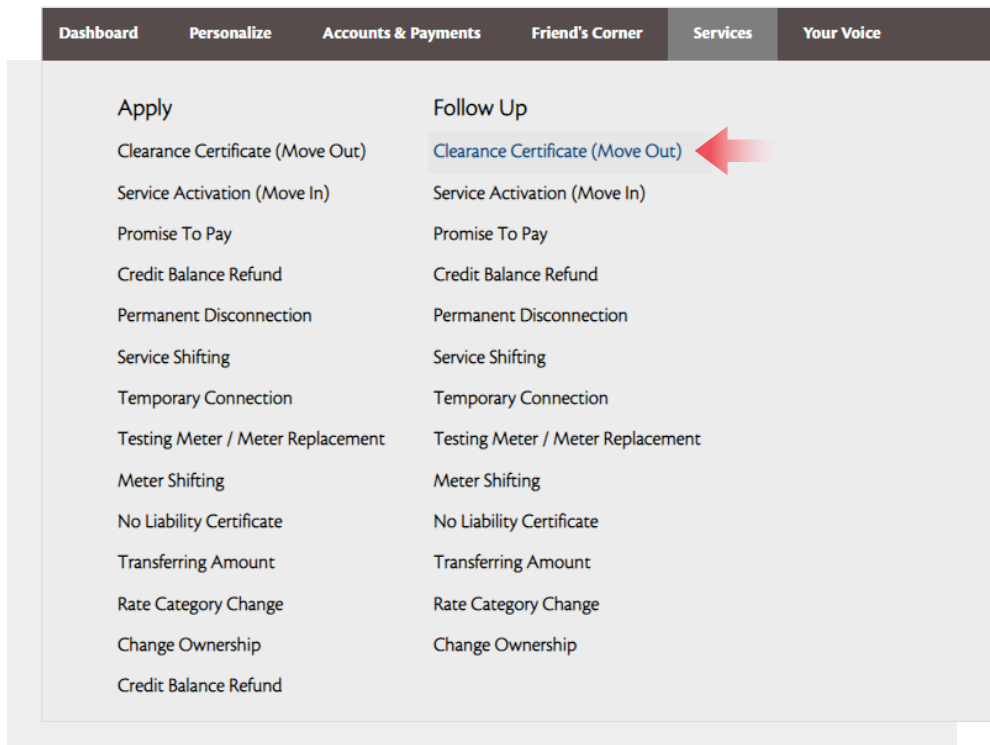
The request has been submitted. You will receive a notification to confirm the successful submission of your application via email and SMS. Plus, you will receive an Application Reference Number so you can follow up your request status.



The screenshot shows a progress bar with three steps: STEP 1 (CLEARANCE CERTIFICATE), STEP 2 (OTP VERIFICATION), and STEP 3 (FINISH). A green checkmark is displayed in the center, indicating the process is complete. Below the checkmark, the text reads: "Clearance Certificate request for Account Number 221000386270 is under process. We will contact you when the process is complete. To check the status of your request, please go to 'Follow up', select 'Clearance Certificate' and enter Reference Number: 34147557." A red arrow points from the text "Request Reference Number" to the reference number "34147557".

FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu:
Services>> Follow Up >> Clearance Certificate (Move Out)



The screenshot shows the 'Services' menu with a 'Follow Up' section. The 'Clearance Certificate (Move Out)' option is highlighted with a red arrow. The menu items are as follows:

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
Credit Balance Refund	

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الاتحاد للماء والكهرباء
Etihad Water & Electricity



FOLLOW UP APPLICATION STATUS

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

The screenshot shows the 'Clearance Certificate' page in the Etihad WE portal. At the top, there is a navigation bar with 'Dashboard', 'Personalize', 'Accounts & Payments', 'Friend's Corner', 'Services', and 'Your Voice'. Below the navigation bar, the breadcrumb trail reads 'eServices > Customer > Services'. The main heading is 'Clearance Certificate'. There is a search form with a 'Reference Number *' field containing '34147557' and a 'Search' button. Below the search form, a table displays the application status:

Reference Number	Applied On	Status
34147557	22/03/2022	Under Process

A red arrow points to the 'Under Process' status in the table, with the text 'Application Status' written below it.

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392