الاتحاد للماء والكهرباء Etihad Water & Electricity





for e-Services

SERVICE ACTIVATION

Reconnection of electricity and water supply service



"Service Activation" service is an e-service that allows a customer or a new lessee for reconnection of the electricity and water supply service to the facility whose account was formerly cleared upon the evacuation by the former lessee of such a facility for using it once more.

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 "Service Activation" service click the following in main menu: Services>> Service Activation(Move In)

Dashbo	ard Personalize Ac	counts & Payme	nts Friend	s Corner Se	rvices	Your Voice				
	Apply	Fol	low Up							
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	Service Activation (Move In)		Service Activation (Move In)							
	Promise To Pay		mise To Pay							
	Credit Balance Refund		Credit Balance Refund							
	Permanent Disconnection		Permanent Disconnection							
	Service Shifting	Sen	vice Shifting							
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STEP ONE: SEARCH PREMISE IDENTIFICATION

Select from "Premise identification" list "Premise ID" or the old "Account Number", and according to your choice insert in the below textbox "Premise ID" or the old "Account Number" and click "Proceed".

STEP 1	STEP 2	STEP 3
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SEARCH PREMISE IDENTIFICATION	SERVICE ACTIVATION FORM	FINISH
Kindly prepare the	e following documents in order to complete the application	
Emirates ID card		
Tenancy contract	(Attested by the municipality).	
Trade license (for	non-residential premises).	
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e-Services

STEP TWO: SERVICE ACTIVATION FORM

In "Contract Account Details" section select from "Customer Type" list, "Category" list and "Sub Category" list.

In "Personal Details" section the details will appear automatically. Fill the missing details.

In "Current Address" section fill all the required fields. Upload the required documents, Check on "I agree to the Terms & Conditions" checkbox and click "Proceed"

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

STEP 1	STEP 2	STEP 3
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SEARCH PREMISE IDENTIFICATION	SERVICE ACTIVATION FORM	FINISH
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FOLLOW UP APPLICATION STATUS

To follow up your Request status click the following in main menu: Services>> Follow Up >> Service Activation (Move In)

Dashboard Personalize Accounts & F	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		
Permanent Disconnection	Credit Balance Refund		
Service Shifting	Permanent Disconnection		
Temporary Connection	Service Shifting		
Testing Meter / Meter Replacement	Temporary Connection		
Meter Shifting	Testing Meter / Meter Replacem	ent	
No Liability Certificate	Meter Shifting		
Transferring Amount	No Liability Certificate		
Rate Category Change	Transferring Amount		
Change Ownership	Rate Category Change		
	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.

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

Email: cs@etihadwe.ae Call Center: 8003392

