الاتحاد للماء والكهرباء
Etihad Water & Electricity

USER MANUAL

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

Click here to login
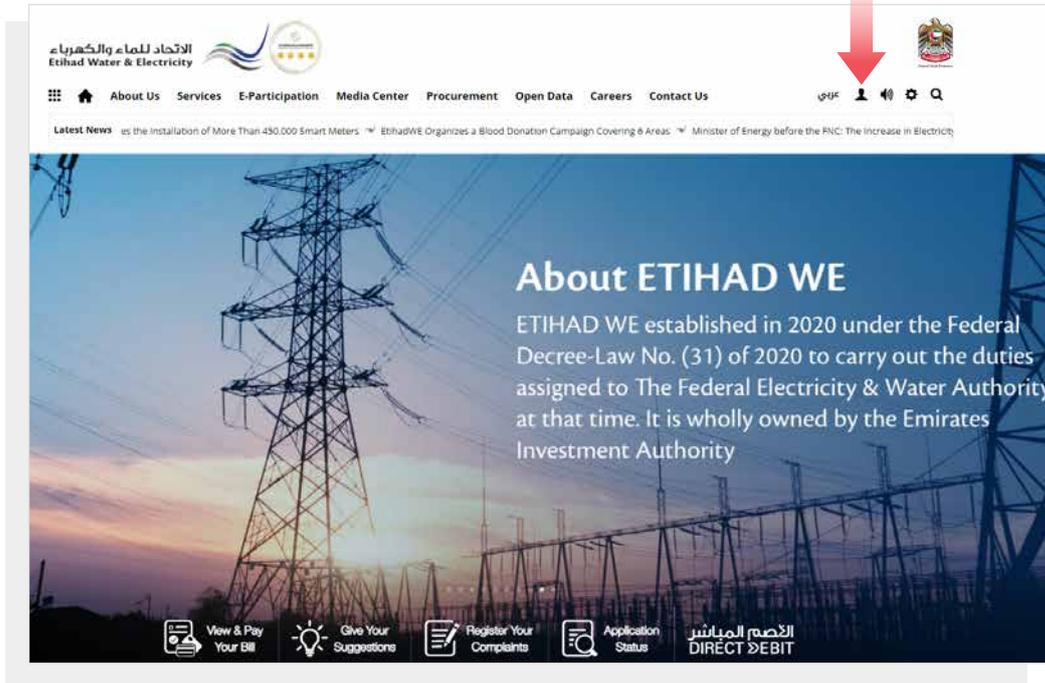
In "Customer Login" window you can login to e-Services as the following:

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:
 Registeration 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.

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)
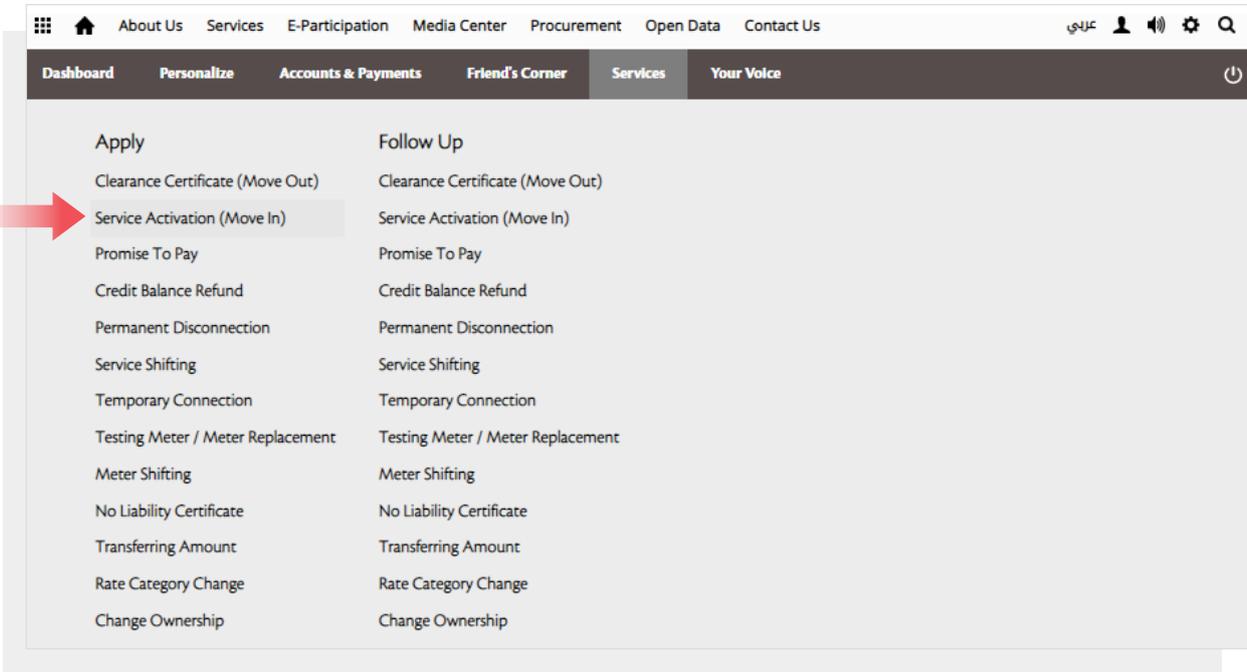
STEP ONE: SEARCH PREMISE IDENTIFICATION

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 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"

Service Activation

STEP 1 — **1** — SEARCH PREMISE IDENTIFICATION
STEP 2 — **2** — SERVICE ACTIVATION FORM
STEP 3 — **3** — FINISH

Contract Account Details

Premise Number *
2000043479

Customer Type *
Tenant

Category *
Residential

Sub Category *
Flat

Personal Detail

ID Type *
Emirates ID

ID No.: *
784-1944-6869684-7

Nationality: *
India

Title: *
Mr.

First Name (Arabic): *
توباهب جارناكوس

Last Name (Arabic): *
test name.

First Name (English):
SUKANRAJ BHABUTMAL JAIN

Last Name (English): *
Bhabutmal jain

Preferred Language: *
English

Gender: *
Male

Date of Birth: (DD-MM-YYYY) *
04-02-1970

Current Address

Emirates: *
AJMAN

City: *
Ajman_CITY

Street Name / Number:
Zayed Street

Building Name:
123

Flat / Villa / House No:
1003

P.O Box No / City:
17238   Ajman

Required Documents

Emirates ID / Passport *
Choose File   No file chosen
Max. File Size: 1024 KB, Supported Format: pdf

Upload   Select the file and Click "Upload"

Tenancy Contract approved from Municipality *
Choose File   No file chosen
Max. File Size: 1024 KB, Supported Format: pdf
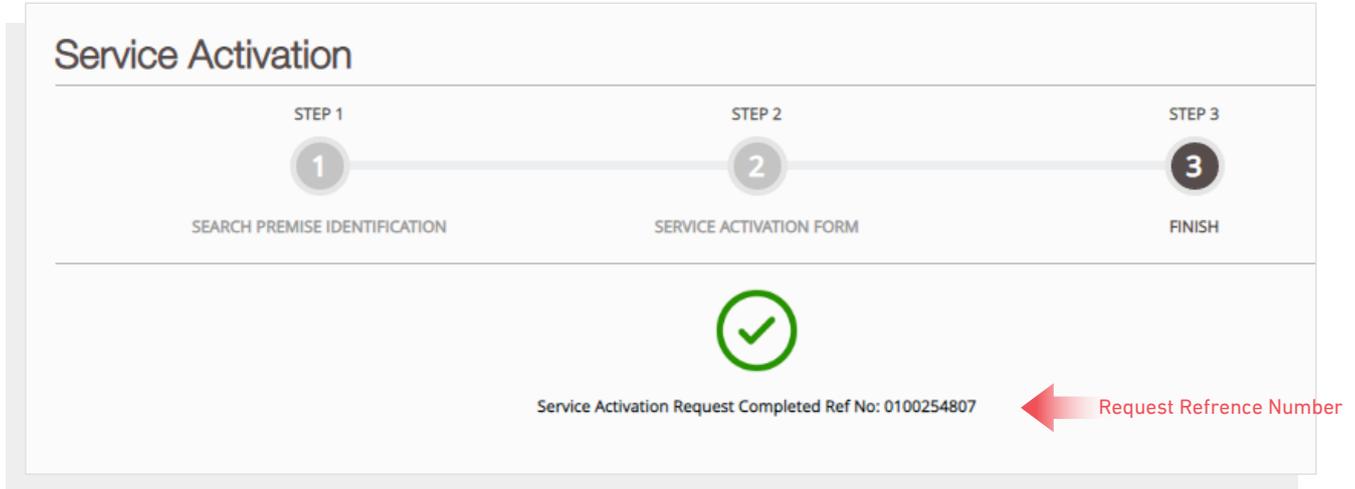
Upload

☑ I agree to the Terms & Conditions

Proceed   **Cancel**

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.
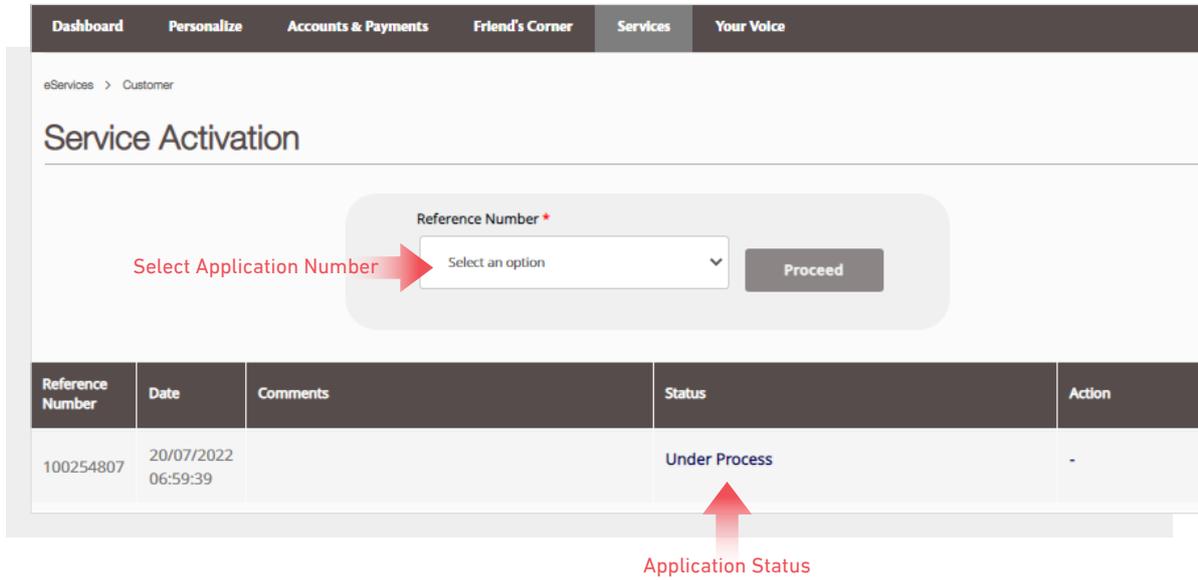

FOLLOW UP APPLICATION STATUS

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

FOLLOW UP APPLICATION STATUS

Select from "Application Number" list and click "Search", and a table will appear showing the status of your application.

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392