



الاتحاد للماء والكهرباء  
Etihad Water & Electricity



United Arab Emirates



# Services Guide

## Third Edition

# Services Guide

Third Edition

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## Director General Message

### Our valued customers,

Based on the keenness of the EtihadWe to raise awareness of its services, it has prepared this Guide containing information about the services provided to all customers. EtihadWe strives to improve its services according to international standards and applies best practices to improve the quality of services provided to all customers.

Our customers are the cornerstone of our success and we aim to harness all our capabilities and resources to achieve the highest level of happiness for our customers in line with our strategic plan and the UAE Vision.

*Mohammed Mohammed Saleh*  
Director General



## Introduction

EtihadWe was established in 1999 under the Federal Law No. 31 of 1999 to carry out the duties assigned by Ministry of Electricity and Water in achieving several objectives. Its Main objective is to cater the needs of electricity and potable water for the population of the Northern Emirates. To achieve this main objective EtihadWe has to create a balance between the cost of production and the distribution price in consideration with unifying the existing variable pricing strategies, study the consumption behaviors and create awareness to overcome the waste of electricity and water by consumers. EtihadWe also has to develop and improve revenue collection processes. One of its objectives is also to provide qualification and training to the citizens making them able to work in EtihadWe.



## Vision

To become pioneers in providing electricity and water services to raise the standard of living and achieve sustainable growth.

## Mission

To provide world-class electricity and water services, whilst developing the necessary infrastructure, to fulfill the growing demand in the emirates under EtihadWe's jurisdiction and to rationalize the usage of electricity and water to promote sustainable development.

## Values

- Transparency
- Professionalism
- Teamwork
- Accountability
- Customers' Happiness
- Innovation
- Creativity
- Employees' Happiness

## Strategic Objectives

- Achieve sustainable excellence in providing electricity and water services to customers.
- Manage energy demand & supply in a sustainable & excellent manner.
- Manage desalinated water demand & supply in a sustainable & excellent manner.
- Rationalize the usage of energy and desalinated water and reduce wastage to ensure sustainable development.
- Ensure that all administrative services are in accordance with the standards of quality, efficiency and transparency.
- Install an innovation culture within the corporate working environment.

Customer Happiness Charter



## Customer Happiness Formula

Proud Employee



We pledge to make you happy

Dedicated Entity



We work to make you happy

Positive and Proactive Customer



Help us make you happy

=

**Customer Happiness**

Satisfying the client became an intrinsic objective of UAE government. This objective insures uplifting the standards of quality, professionalism, innovation, and applies best practices.



**Mohammad Mohd. Saleh**  
Director General

 @EGSEP [www.egsep.ae](http://www.egsep.ae)
 @happyuae [happy.ae](http://happy.ae)



## Customer Happiness Formula

Proud Employee



We pledge to make you happy

1. Greet you with a smile
2. Make an excellent first impression
3. Be courteous and polite
4. Be a great listener
5. Be professional and helpful
6. Show empathy
7. Be positive
8. Be innovative in service provision
9. Go the extra mile
10. Deliver a wow experience

Dedicated Entity



We work to make you happy

1. Provide a happy and a positive culture and environment
2. Simplify and speed up service delivery
3. Know the customer preferences and personalize the experience
4. Offer services at customer convenience
5. Provide fair and unbiased service
6. Delight the customer by going beyond expectations
7. Listen to the voice of the customer
8. Engage the customer to improve services
9. Continuously innovate (future service delivery)
10. Work with one-team spirit for customer happiness

Positive and Proactive Customer



Help us make you happy

1. Provide accurate and up-to-date information and documents
2. Offer constructive feedback and innovative and positive suggestions
3. Participate in service co-creation
4. Be our partner in shaping the future of services
5. Share your happy and positive experience

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**Customer Happiness**

 @EGSEP [www.egsep.ae](http://www.egsep.ae)
 @happyuae [happy.ae](http://happy.ae)

## Definitions

### Service:

Series of activities or operations performed by federal departments or through other bodies to meet the needs of customers.

### Structure of Service:

1. **Main Services:** The range of services covering all sub-services and supplementary services such as electricity service.
2. **Sub-Services:** The modifications that may be added to the main services depending on the type of customer or the purpose of the service. Sub-services are usually provided through the adoption of the same main procedures or through minor modifications to such procedures, such as the meter inspection service.
3. **Supplementary Services:** Services that are connected to the main service such as transferring, cancellation, modification, and changing (such as the meter transferring service).

### Types of Services:

The Federal Government classifies services according to three main types:

1. **Services provided to Government (Government to Government):** These services are provided by a federal authority through its various regulatory departments to other government authorities.
- Services provided to individuals (Government to Individuals):** These services are provided by a federal authority through its regulatory departments to individuals.
- Services provided to the business sector (Government to Business Sector):** These services are provided by a federal authority through its various regulatory departments to the business sector.

### Target Customers:

customers are defined as users who benefit from the services of EtihadWe through its different organizational units. Customers benefit from services through access to information or submission of service applications. Customers include individuals, companies, institutions and government entities.

### Documents Required:

Terms and conditions and/or any documents required to be submitted by the customer in order to obtain the service.

### Working time:

The times during which the customer can apply for services.

### Service Fees:

Fees are determined by the authority decisions and/or regulations which specify fees in order to obtain a service.

### Average Processing Time:

The average time required so that the submitted transaction is done.

### Procedures & Process:

Procedures to be taken by the customer in order to apply for the service through a specific process.

### Service Delivery Channels:

Any means of communication between the customers and the federal authorities through which customers can obtain the required services.

### Average Waiting Time:

The average waiting time in which the customer is waiting for his turn to submit his transaction.

### Government, Semi-Government, Public Establishments & Authorities:

All federal, local and semi-governmental departments, public establishments and authorities, used for carrying out the activities such as buildings or offices. Such facilities are not used for business or investment activities.

### Commercial and Industrial Projects:

: The establishments that are used to carry out commercial and industrial activities of various kinds

### Farms:

Lands allocated by municipalities to the UAE citizens for agricultural use only, and not for practicing any commercial or investment activities.

### Rest Houses:

Premises of a special nature that are used for leisure activities (for UAE citizens) and not for commercial or investment activities.

### Protected Areas

Areas designated for the conservation of scarce environmental resources that serve the environmental activity within the United Arab Emirates. These areas are not used for commercial or investment activities.

## Definitions

### Ranches:

Animal shades owned by UAE citizens for this purpose only and not for commercial or investment activities.

### Houses for UAE Citizens Constructed by Government and Non-Government Authorities:

Houses constructed by (Initiatives of His Highness the President of the UAE, Initiatives of Rulers of the Emirates, Sheikh Zayed Housing Program, Ministry of Infrastructure Development, etc.), and such authorities are responsible for the payment of service connection fees.

### Non-Profit Entities:

Associations of public interests operating in the United Arab Emirates and licensed by the Ministry of Community Development.

### Price Tariff:

The financial value determined in advance under resolutions issued by the UAE Cabinet or decisions issued by the Board of Directors of the EtihadWe for the consumption of electricity services per kWh and water services per cubic meter.

### Permanent Connections:

Connection of electricity or water on permanent basis by EtihadWe to customers to use the electricity and water network owned or operated by EtihadWe.

### Temporary Connections:

Connection of electricity or water on temporary basis by EtihadWe for a limited period of time to use the electricity and water network owned or operated by EtihadWe, the necessary materials for water and electricity supply should be provided by the customer.

### Billboards: Billboards:

Billboards fixed on ground by company licensed by the competent government authorities.

### Premises Located in Places of Special Nature:

Premises located in rugged mountain places, dunes or valleys.

### Connection Point:

The point closest to the distribution network.

### Actual Cost:

The cost of materials and necessary installation works, in addition to 20% of the total cost against supervision expenses.

### Price Tariff for Consumer Segments:

**Residential (Citizen):** Housing for personal use by a UAE citizen.

**Residential (Expatriates):** Housing for personal use by expatriates.

**Government Authorities:** Governmental and semi-governmental authorities (ministries, federal departments, local governments, public institutions, associations, sports or cultural clubs, etc.)

**Commercial Establishments:** Establishments used for commercial activities of various kinds.

**Industrial Establishments:** Establishments used to carry out industrial activities of various kinds.

**Agricultural Establishments:** Lands allocated for citizens for agricultural use only.

**Freehold and Expatriates:** Premises owned by expatriates, joint ownership, real estate developers, free zones or premises owned by citizens and constructed by expatriates on the basis of usufruct or investment contracts.

## Electricity & Water

# Permanent Connections

## Permanent Connections

### Electricity & Water Services

1. For Residential (Citizen)
2. Houses for UAE Citizens Constructed by Government and Non-Government Authorities
3. Ranches, Wells, Protected Areas, and Premises Located in Rugged Mountain places, Dunes or Valleys
4. Public connections including housing of expatriates, commercial and industrial projects, governmental and semi-governmental projects, public establishments, non-profit charitable organizations, commercial establishments located in agricultural lands, and establishments owned by citizens and located in freehold areas
5. Farms and Rest Houses
6. Billboards, Telephone Booths, Transmission Towers, and Radars (excluding those installed in area of special nature)



## Electricity & Water

### Main Services\ Permanent Connections

#### For Residential (Citizen)

##### Service Information

Service Description	Connection of electricity and water on permanent basis by EtihadWe to customers to use the electricity and water network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	From Government to Individuals
Target Customers	UAE Citizens
Procedures & Process	<ul style="list-style-type: none"> <li>• Connection application form signed by the owner.</li> <li>• Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>• Copy of valid UAE ID Card.</li> <li>• Copy of the family book (Khulasat Al Qaid).</li> <li>• (if the citizen holds more than one residential account).</li> <li>• Title Deed (if any).</li> <li>• Valid Site Plan.</li> <li>• Building Permit (upon submitting the application).</li> <li>• Certificate of Completion before connection of service.</li> <li>• Load Card stamped by the electrical contractor approved by EtihadWe (for electricity services).</li> <li>• Land Clearance Certificate previously approved by EtihadWe.</li> <li>• Technical drawings approved by EtihadWe.</li> <li>• Copy of the accreditation license of engineering consultant and electrical contractor.</li> </ul>

##### Service Information

Procedures & Process	<p>The application shall be submitted by an engineering consultant approved by EtihadWe or by the main contractor for the buildings.</p> <ul style="list-style-type: none"> <li>• Filling the application form attached with the required documents.</li> <li>• Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>• Customer must pay the fees within 60 days.</li> <li>• The main/ electrical contractor must submit an application for building inspection when the building is completed through E-service channel and after paying the fees (cash or installment), attached with the Completion Certificate if required.</li> <li>• Starting connection procedures in coordination with the main / electrical contractor.</li> <li>• Issue the final invoice.</li> <li>• Provide the required service.</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

### Main Services\ Permanent Connections

#### For Residential (Citizen)

##### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Applications could be submitted online through the engineering consultant approved by EtihadWe</li> <li>EtihadWe Website</li> </ul>	
Electricity Service Fees	AED 300 per KVA	
Water Service Fees	Meter Type	Fees
	15 mm	AED 2500
	25 mm	AED 3000
	50 mm	AED 10000
Total Transaction Time	80 mm and above	AED 20000
	Average waiting time	Average processing time
	10 minutes	30 minutes
Period taken to provide the service	20 working days	

##### Communication during the Process

Customer's journey to correct the error in providing the service	For any inquiries or follow-up, please call 8003392 or visit your nearest Customer Happiness Center
Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>

##### Obtaining the Service

###### Tips and Suggestions about the Service

- Connection application shall be submitted at least (6) months prior to the completion of the building.
- Payment of the delivery fees within the specified period (60) days.
- Customer shall notify EtihadWe in case of changing nature of the establishment's activity.

##### Notes

- 40% of the value of the fees charged for connecting the electricity and water service to the housing of citizens working in the private sector and holders of the Abshar card shall be deducted according to the following regulations:
- This discount applies only to citizens who hold family book (Khulasat Al Qaid) and working in private sector.
- The employer must be registered with the Ministry of Labor.
- The citizen must submit a certificate issued by the employer and attested by the Ministry of Labor.
- The citizen must be employed in his current job in the private sector for a period of not less than six months
- The discount is applied only on the employee's own residential units.
- The discount is applied for one time only.
- Monthly salary should not exceed AED 30,000

## Electricity & Water

Main Services\ Permanent Connections

### Houses for UAE Citizens Constructed by Government and Non-Government Authorities

#### Service Information

Service Description	Connection of electricity and water on permanent basis by EtihadWe to customers to use the electricity and water network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Business Sector</li> </ul>
Target Customers	UAE Citizens
Procedures & Process	<ul style="list-style-type: none"> <li>Connection application form signed and stamped by the approved engineering consultant and the related authority.</li> <li>Valid Site Plan.</li> <li>Building Permit (Upon request).</li> <li>Certificate of Completion before connection of service.</li> <li>Undertaking letter to pay the connection fees by the applicant.</li> <li>Load Card stamped by the electrical contractor and engineering consultant approved by EtihadWe (for electricity services).</li> <li>Copy of the accreditation license of engineering consultant and electrical contractor</li> <li>Land Clearance Certificate previously approved by EtihadWe.</li> <li>Technical drawings approved by EtihadWe (for electricity and water).</li> </ul>

#### Service Information

Procedures & Process	<p>The application shall be submitted by an engineering consultant approved by the EtihadWe or by the main contractor for buildings.</p> <ul style="list-style-type: none"> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Issuing the estimated cost invoice and communicate with those concerned by the Credit Dept. for the payment of fees.</li> <li>Payment of estimated cost invoice.</li> <li>The authority/ electrical contractor must submit an application for building inspection when the building is completed through E-service channel and after paying the fees (cash or installment), attached with the Completion Certificate if required.</li> <li>Starting connection procedures in coordination with the main contractor/ electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>The beneficiary shall visit the Customer Happiness Center to activate the account and pay the fees and deposit (if any) after providing EtihadWe with building handing over certificate.</li> <li>Activate of service after completion of the required documents.</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

Main Services\ Permanent Connections

### Houses for UAE Citizens Constructed by Government and Non-Government Authorities

#### Submission

Service Delivery Channels	EtihadWe website	
Electricity Service Fees	AED 300 per KVA	
Water Service Fees	Meter Type	Fees
	15 mm	AED 2500
	25 mm	AED 3000
	50 mm	AED 10000
Total Transaction Time	80 mm and above	AED 20000
	Total Transaction Time	Average waiting time
	30 minutes	10 minutes
Period taken to provide the service	20 working days	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

##### Tips and Suggestions about the Service

- Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.
- Citizen shall notify EtihadWe after connection of the service and provide EtihadWe with handing over certificate and UAE ID Card in order to activate the account.
- Connection application shall be submitted at least (6) months prior to the completion of the building.

## Electricity & Water

Main Services\ Permanent Connections

Ranches, Wells, Protected Areas, and Premises Located in Rugged Mountain places, Dunes or Valleys

### Service Information

Service Description	Connection of electricity and water on permanent basis by EtihadWe to customers to use the electricity and water network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All customers
Procedures & Process	<ul style="list-style-type: none"> <li>Connection application form signed by the owner.</li> <li>Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>Copy of valid UAE ID Card.</li> <li>Title Deed (if any).</li> <li>Valid permanent Site Plan.</li> <li>Building Permit (upon submitting the application if required).</li> <li>Certificate of Completion before connection of service, or NOC from the Municipality if no building is constructed.</li> <li>Load Card stamped by the electrical contractor and engineering consultant approved by EtihadWe (for electricity services).</li> <li>Copy of the accreditation license of engineering consultant and electrical contractor.</li> <li>Land Clearance Certificate previously approved by EtihadWe.</li> <li>Technical drawings approved by EtihadWe in the case of a building already exists (for electricity and water).</li> </ul>

### Service Information

Procedures & Process	<p>The application shall be submitted by an engineering consultant approved by the EtihadWe or by the main contractor for the new buildings, or by the electrical contractor for applications to add services without new buildings.</p> <ul style="list-style-type: none"> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>Customer must pay the fees within 60 days.</li> <li>The customer/ electrical contractor must submit an application for building inspection when the building is completed through the E-service channel and after paying the fees (cash or installment), attached with the Completion Certificate if required.</li> <li>Starting connection procedures in coordination with the main contractor/ electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

### Main Services\ Permanent Connections

Ranches, Wells, Protected Areas, and Premises Located in Rugged Mountain places, Dunes or Valleys

#### Submission

Service Delivery Channels	EtihadWe website	
Electricity Service Fees	The accrual cost till the connection point including the meter.	
Water Service Fees	The actual cost or the customer executes the network at his own expense up to the connection point in addition to the connection fees of each meter.	
	Meter Type	Fees
	15 mm	AED 2500
	25 mm	AED 3000
	50 mm	AED 10000
	80 mm and above	AED 20000
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period taken to provide the service	Depends on the graphical nature of the site	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

##### Tips and Suggestions about the Service

- Connection application shall be submitted at least (6) months prior to the completion of the building.
- Payment of the delivery fees within the specified period (60) days.
- Customer shall notify EtihadWe in case of changing nature of the establishment's activity.

## Electricity & Water

### Main Services\ Permanent Connections

Public connections including housing of expatriates, commercial and industrial projects, governmental and semi-governmental projects, public establishments, non-profit charitable organizations, commercial establishments located in agricultural lands, and establishments owned by citizens and located in freehold areas

#### Service Information

Service Description	Connection of electricity and water on permanent basis by EtihadWe to customers to use the electricity and water network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All customers
Procedures & Process	<ul style="list-style-type: none"> <li>Connection application form signed by the owner.</li> <li>Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>Copy of valid UAE ID Card/ Passport for non-residents in UAE only.</li> <li>Title Deed (if any).</li> <li>Valid Site Plan.</li> <li>Building Permit (upon submitting the application).</li> <li>Certificate of Completion before connection of service.</li> <li>NOC issued by Civil Defense Department (before connection of service).</li> <li>Load Card stamped by the electrical contractor and engineering consultant approved by EtihadWe (for electricity services).</li> <li>Copy of the accreditation license of engineering consultant and electrical contractor.</li> <li>Land Clearance Certificate previously approved by EtihadWe.</li> <li>Technical drawings approved by EtihadWe (for electricity and water).</li> </ul>

#### Service Information

Procedures & Process	<p>The application shall be submitted by an engineering consultant approved by EtihadWe or by the main contractor for the new buildings, or by the electrical contractor for applications to add services without new buildings.</p> <ul style="list-style-type: none"> <li>Filling the application form attached with the required documents.</li> <li>Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>Customer must pay the fees within 60 days.</li> <li>The customer/ electrical contractor must submit an application for building inspection when the building is completed through the E-service channel and after paying the fees (cash or installment), attached with the Completion Certificate/ NOC issued by Civil Defense Department if required.</li> <li>Starting connection procedures in coordination with the main / electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

### Main Services\ Permanent Connections

Public connections including housing of expatriates, commercial and industrial projects, governmental and semi-governmental projects, public establishments, non-profit charitable organizations, commercial establishments located in agricultural lands, and establishments owned by citizens and located in freehold areas

#### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Applications could be submitted online through the engineering consultant approved by EtihadWe</li> <li>Customer Happiness Centers</li> </ul>	
Electricity Service Fees	Description	Fees
	Up to 1000 KVA	AED 600 per KVA
	Above 1000 KVA	AED 1200 per KVA
	Mosques	AED 300 per KVA
	<ul style="list-style-type: none"> <li>Industrial projects that need more than 5 megawatts: The fees mentioned above in addition to the cost of material used for connection.</li> <li>Business projects that need more than 20 megawatts: The fees mentioned above in addition to the cost of material used for connection.</li> </ul>	
Water Service Fees	Meter Type	Fees
	15 mm	AED 2500
	25 mm	AED 3000
	50 mm	AED 10000
	80 mm and above	AED 20000
	<ul style="list-style-type: none"> <li>Investment projects that need more than 500 cubic meters of water every day: The actual cost or the customer executes the network at his own expense up to the connection point in addition to the connection fees of each meter.</li> <li>Other categories: AED 8000 for each connection point in addition to the connection fees of each meter.</li> </ul>	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period taken to provide the service	20 working days	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Connection application shall be Submitted at least (6) months prior to the completion of the building.</li> <li>Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.</li> <li>Customer shall notify EtihadWe in case of changing nature of the establishment's activity in order to avoid fines and penalties.</li> </ul>
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#### Notes

The customer shall bear the supply and installation expenses in the case of connections of services to investment projects (above 4 MVA).



## Electricity & Water

Main Services\ Permanent Connections

### Farms and Rest Houses

#### Service Information

Service Description	Connection of electricity and water on permanent basis by EtihadWe to customers to use the electricity and water network owned or operated by .EtihadWe
Service Category	Procedural / Sub-service
Service Type	From Government to Individuals
Target Customers	UAE Citizens
Procedures & Process	<ul style="list-style-type: none"> <li>• Connection application form signed by the owner.</li> <li>• Signed undertaking to comply with rules and regulations of connection, and signed violations form.</li> <li>• Copy of valid UAE ID Card.</li> <li>• Title Deed (if any).</li> <li>• Valid Site Plan.</li> <li>• Building Permit (upon submitting the application in case of the building already exists).</li> <li>• Certificate of Completion before connection of service.</li> <li>• Load Card stamped by the electrical contractor and engineering consultant approved by EtihadWe.</li> <li>• Copy of the accreditation license of engineering consultant and electrical contractor.</li> <li>• Land Clearance Certificate previously approved by EtihadWe.</li> <li>• Technical drawings approved by EtihadWe in case of the building already exists (for electricity and water).</li> </ul>

#### Service Information

Procedures & Process	<p>The application shall be submitted by an engineering consultant approved by EtihadWe or by the main contractor for the new buildings/ electrical contractor if no building is constructed.</p> <ul style="list-style-type: none"> <li>• Filling the application form attached with the required documents according to the service delivery channel.</li> <li>• Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>• Customer must pay the fees within 60 days.</li> <li>• The customer/ electrical contractor must submit an application for building inspection when the building is completed, attached with the Completion Certificate if required.</li> <li>• Starting connection procedures in coordination with the main/ electrical contractor.</li> <li>• Issue the final invoice.</li> <li>• Provide the required service.</li> <li>• Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>• Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

Main Services\ Permanent Connections

### Farms and Rest Houses

#### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>EtihadWe website</li> <li>Customer Happiness Centers</li> </ul>	
Electricity Service Fees	Description	Fees
	Up to 1000 KVA	AED 600 per KVA
	Above 1000 KVA	AED 1200 per KVA
Water Service Fees	Meter Type	Fees
	15 mm	AED 2500
	25 mm	AED 3000
	50 mm	AED 10000
	80 mm and above	AED 20000
	AED 30,000 for each connection point in addition to the connection fees of each meter	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period taken to provide the service	20 working days	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service

- Connection application shall be submitted at least (6) months prior to the completion of the building.
- Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.
- Customer shall notify EtihadWe in case of changing nature of the establishment's activity in order to avoid fines and penalties.

#### Notes

The citizen customer can obtain an additional or more electricity/ water connection to his/ her personal farm provided along with:

- An approval of the technical entity on the possibility of connection and technical specifications of connection.
- The farm is intended for personal use by the same citizen owner and not for the purpose of permanent personal housing, commercial and investment use or for sale/ leasing to others.
- The customer can sell the farm/ rest house to an expatriate, provided that the customer informs the Authority and pays the difference of connection fees.

## Electricity & Water

Main Services\ Permanent Connections

Billboards, Telephone Booths, Transmission Towers, and Radars (excluding those installed in area of special nature)

### Service Information

Service Description	Connection of electricity on permanent basis by EtihadWe to customers to use the electricity network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	Public Establishments and Companies
Procedures & Process	<ul style="list-style-type: none"> <li>Connection application form signed by the competent establishment.</li> <li>Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>Letter issued by the competent establishment.</li> <li>Valid Site Plan.</li> <li>NOC for connection of service issued by the Municipality.</li> <li>NOC for connection of service issued by Civil Defense Department (upon payment if required).</li> <li>Load Card stamped by the electrical contractor.</li> <li>Land Clearance Certificate previously approved by EtihadWe (if required).</li> </ul>

### Service Information

Procedures & Process	<p>The application shall be submitted by the electrical contractor or by the owner.</p> <ul style="list-style-type: none"> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Issuing the customer's estimated cost invoice and communicate with the competent establishment for the payment of fees.</li> <li>The competent establishment must pay the estimated cost invoice.</li> <li>The customer/ electrical contractor must submit an application for building inspection when the building is completed, through the E-service channel and after paying the fees (cash or installment) attached with the Completion Certificate if required.</li> <li>Starting connection procedures in coordination with the main contractor/ electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

Main Services\ Permanent Connections

Billboards, Telephone Booths, Transmission Towers, and Radars (excluding those installed in area of special nature)

### Submission

Service Delivery Channels	• EtihadWe website	
Service Fees	AED 1200 per KVA	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period to Execute the Service	20 working days	

### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>• Text messages</li> <li>• Phone calls</li> <li>• E-mail</li> <li>• FARIS (whatsapp)</li> </ul>
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### Obtaining the Service

Tips and Suggestions about the Service	Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.
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Electricity & Water

# Temporary Connections

## Temporary Connections

### Services

1. Work Sites and Similarities with Installing a Meter
2. Festivals and Events for a Period More Than 3 Months without Installing a Meter
3. Festivals, Wedding Parties, Social Parties, Ramadan Playgrounds, Ramadan Tents, etc. (without installing a meter)
4. Iftar Tents Organized by Charity Organizations, Rulers or Individuals, and Condolence Tents

## Electricity & Water

Main Services\ Temporary Connections

### Work Sites and Similarities with Installing a Meter

#### Service Information

Service Description	Connection of electricity on temporary basis by EtihadWe for a limited period of time to use the electricity network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Business Sector</li> </ul>
Target Customers	Companies that execute the projects
Documents Required	<ul style="list-style-type: none"> <li>Connection application form signed by the owner.</li> <li>Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>Copy of valid UAE ID Card/ Passport for non-residents in UAE.</li> <li>Valid Site Plan.</li> <li>Building Permit (upon submitting the application).</li> <li>NOC issued by Civil Defense Department.</li> <li>Load Card stamped by the electrical contractor approved by EtihadWe.</li> <li>Letter issued by the company that executes the project.</li> <li>Trade license of the company that executes the project.</li> </ul>

#### Service Information

Procedures & Process	<p>The application shall be submitted by an engineering consultant approved by EtihadWe.</p> <ul style="list-style-type: none"> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>Customer must pay the fees within 60 days.</li> <li>The customer/ electrical contractor must submit an application for building inspection when the building is completed through the E-service channel and after paying the fees (cash or installment), attached with the Completion Certificate if required and NOC certificate issued by Civil defense department</li> <li>Starting connection procedures in coordination with the main/ electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

Main Services\ Temporary Connections

### Work Sites and Similarities with Installing a Meter

#### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>EtihadWe website</li> </ul>	
Electricity Service Fees	AED 300 per KVA for a maximum period of 3 years, provided that the customer shall supply and install all necessary materials for connection excluding the meter under the requirements and regulations of EtihadWe	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period to Execute the Service	20 working days	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.</li> <li>The customer shall notify EtihadWe upon completion of the works and apply for a Clearance Certificate to avoid accumulated meter fees.</li> </ul>
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#### Notes

Please read the following notices to avoid delay in service connection:

Temporary connections are approved if the following requirements are met:

- For companies that execute one of the Authority's projects or for the execution of projects belonging to federal or local government departments.
- For construction companies that execute residential, commercial or industrial projects.

## Electricity & Water

### Main Services\ Temporary Connections

#### Festivals and Events for a Period More Than 3 Months without Installing a Meter

##### Service Information

Service Description	Connection of electricity on temporary basis by EtihadWe for a limited period of time to use the electricity network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Business Sector</li> </ul>
Target Customers	Companies that organize the festivals/ government authorities
Documents Required	<ul style="list-style-type: none"> <li>Connection application form signed and stamped by the executing company of the project.</li> <li>Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>Copy of valid UAE ID of the licensee of the company.</li> <li>NOC issued by the Municipality (upon submitting the application).</li> <li>NOC issued by Civil Defense Department (upon payment of the fees).</li> <li>Trade license of the company.</li> <li>Load Card stamped by the electrical contractor.</li> <li>Copy of the accreditation license of electrical contractor.</li> </ul>

##### Service Information

Procedures & Process	<p>The application shall be submitted by the electrical consultant or the competent entity.</p> <ul style="list-style-type: none"> <li>Issuing the customer's estimated cost invoice and communicate with the competent entity for the payment of fees.</li> <li>Competent entity must pay the fees within 60 days.</li> <li>The customer/ electrical contractor must submit an application for inspection when the site is ready.</li> <li>Starting connection procedures in coordination with the main/ electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit.</li> </ul>
Partner Organization	Municipalities



## Electricity & Water

Main Services\ Temporary Connections

### Festivals and Events for a Period More Than 3 Months without Installing a Meter

#### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>EtihadWe website Customer</li> </ul>	
Electricity Service Fees	AED 50 per KVA for a maximum period of one year, provided that the customer shall supply and install all necessary materials for connection excluding the meter under the requirements and regulations of EtihadWe.	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period to Execute the Service	20 working days	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.</li> <li>The customer shall notify EtihadWe upon completion of the works and apply for a Clearance Certificate to avoid accumulated meter fees.</li> </ul>
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#### Notes

Please read the following notices to avoid delay in service connection.

Temporary connections are approved if the following requirements are met:

- The entity requesting the connection must be governmental or semi-governmental or an intermediate company for either of them.
- Submit a letter specifying the activity and time period required.

## Electricity & Water

### Main Services\ Temporary Connections

Festivals, Wedding Parties, Social Parties, Ramadan Playgrounds, Ramadan Tents, etc. (without installing a meter)

#### Service Information

Service Description	Connection of electricity on temporary basis by EtihadWe for a limited period of time to use the electricity network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Application of temporary connection without a meter.</li> <li>Copy of valid UAE ID Card of the customer.</li> <li>The trade license.</li> <li>NOC issued by the Municipality.</li> <li>NOC issued by Civil Defense Department.</li> <li>NOC issued by the Traffic Department (in the case of the intersection cable with the paved streets).</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Filling the application form.</li> <li>Payment of fees.</li> <li>Inspection on the site</li> <li>Starting connection procedures</li> </ul>
Partner Organization	None

#### Submission

Service Delivery Channels	E-service Channels	
Electricity Service Fees	<ul style="list-style-type: none"> <li>AED 500 per 100 KVA for each week.</li> <li>AED 500 per 100 KVA for Ramadan playgrounds and events.</li> <li>Customer shall provide the necessary materials for connection.</li> </ul>	
Total Transaction Time	Average waiting time 10 minutes	Average processing time 10 minutes
Period to Execute the Service	Depends on the completion of connection by the applicant.	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Compliance with the duration of connection.</li> <li>The customer must restore the site to its previous condition prior to the connection.</li> <li>The customer shall notify the Authority in case of desire to extend the period of the temporary connection before the expiry of the predetermined period, and pay the due fees for the new period.</li> </ul>
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## Electricity & Water

### Main Services\ Temporary Connections

#### Iftar Tents Organized by Charity Organizations, Rulers or Individuals, and Condolence Tents

##### Service Information

Service Description	Connection of electricity on temporary basis by EtihadWe for a limited period of time to use the electricity network owned or operated by EtihadWe.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Application of temporary connection without a meter.</li> <li>Copy of valid UAE ID Card.</li> <li>NOC issued by the Municipality (Iftar tents)</li> <li>NOC issued by Civil Defense Department</li> <li>NOC issued by the Traffic Department (in the case of the intersection cable with the paved streets)</li> <li>Load Card</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Filling the application form.</li> <li>Starting connection procedures.</li> </ul>
Partner Organization	None

##### Submission

Service Delivery Channels	Customer Happiness Centers / E-service channels	
Service Fees	Free (the customer shall provide all necessary materials for connection).	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period to Execute the Service	Depends on the completion of connection by the applicant	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Compliance with the duration of connection.</li> <li>The customer must restore the site to its previous condition prior to the connection.</li> <li>The customer shall notify the Authority in case of desire to extend the period of the temporary connection before the expiry of the predetermined period.</li> </ul>
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The background of the slide is a solid green color. In the center, there are two glowing lightbulbs. The one on the left is slightly behind and to the left of the one on the right. Both are emitting a soft, circular glow. The text 'Electricity & Water' is positioned to the left of the lightbulbs, and 'Other Services' is in a white box below it.

Electricity & Water

Other Services

## Other Services

### Services

1. Adding Extra Loads/ Expanding the Water Line
2. Distribute/ Merge Loads
3. Transfer of Service (electricity/ water)
4. Transfer of Electricity/ Water Meter
5. Electricity/ Water Technical Drawings Approval
6. Land Clearance Certificate
7. Installation of New Meter In Lieu Of Lost One
8. Technical Inspection for Electricity/ Water Meter
9. Permanent Disconnection of Service (Electricity/ Water)
10. Reporting Emergency Cases (Electricity/ Water)

## Electricity & Water

### Other Services

#### Adding Extra Loads/ Expanding the Water Line

##### Service Information

Service Description	Adding extra loads or expanding the water line in the facility
Service Category	Procedural / Supplementary
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>In case of a new building in the site, the customer shall submit the same documents of the new connection.</li> <li>in case of no building constructed in the site: <ol style="list-style-type: none"> <li>1. Connection application form.</li> <li>2. Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>3. Copy of valid UAE ID Card.</li> <li>4. Title Deed (if any).</li> <li>5. Valid Site Plan.</li> <li>6. NOC issued by Municipality.</li> <li>7. NOC issued by Civil Defense Department.</li> <li>8. Load Card stamped by the electrical contractor approved by EtihadWe (for electricity services).</li> <li>9. Copy of the accreditation certificate of the electrical contractor (for electricity services).</li> </ol> </li> </ul>

##### Service Information

Procedures & Process	<ul style="list-style-type: none"> <li>The application shall be submitted by an engineering consultant approved by EtihadWe or by the main contractor for the new buildings, or by the electrical contractor for applications to add new loads or expand the water line, without new buildings.</li> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>Customer must pay the fees within 60 days.</li> <li>The customer/ electrical contractor must submit an application for building inspection when the building is completed through the E-service channel and after paying the fees, attached with the Completion Certificate if required and NOC certificate issued by Civil defense department.</li> <li>Starting connection procedures in coordination with the main contractor/ electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

### Other Services

#### Adding Extra Loads/ Expanding the Water Line

##### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Customer applications could be submitted online by the engineering consultant approved by EtihadWe.</li> </ul>	
Service Fees	As per the fees of each category as described above	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period to Execute the Service	20 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	Payment of the delivery fees within the specified period (60) days in order to avoid the cancellation of application.
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## Electricity & Water

### Other Services

#### Distribute/ Merge Loads

##### Service Information

Service Description	<ul style="list-style-type: none"> <li>Distribution of electricity loads: The customer requests the distribute a specific load fed by one meter to several loads feeding new real estate units fed through several meters.</li> <li>Merge Electricity loads: The customer request to merge multiple loads that feed several real estate units into one load and one meter.</li> </ul>
Service Category	Procedural / Supplementary
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Signed application form.</li> <li>Signed undertaking to comply with rules and regulations of connection, violations form &amp; contractual relationship form.</li> <li>Copy of valid UAE ID Card.</li> <li>Title Deed (if any).</li> <li>Valid Site Plan.</li> <li>NOC issued by Municipality.</li> <li>NOC issued by Civil Defense Department.</li> <li>Load Card stamped by the electrical contractor approved by EtihadWe.</li> <li>Copy of the accreditation certificate of the electrical contractor.</li> </ul>

##### Service Information

Procedures & Process	<ul style="list-style-type: none"> <li>The application shall be submitted by an engineering consultant approved by EtihadWe.</li> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Issuing the customer's estimated cost invoice and communicate with the customer for the payment of fees.</li> <li>Customer must pay the fees within 60 days.</li> <li>The electrical contractor must submit an application for building inspection when the building is completed through the E-service channel and after paying the fees ( Cash or installment ), attached with the Completion Certificate if required and NOC certificate issued by municipality.</li> <li>Starting connection procedures in coordination with the electrical contractor.</li> <li>Issue the final invoice.</li> <li>Provide the required service.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> <li>Activate the account and payment of deposit (if any).</li> </ul>
Partner Organization	Municipalities

## Electricity & Water

### Other Services

#### Distribute/ Merge Loads

##### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Applications could be submitted online by the electrical contractor approved by EtihadWe.</li> </ul>	
Service Fees	Actual cost	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	30 minutes
Period to Execute the Service	20 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	Payment of the fees within the specified period (60) days.
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## Electricity & Water

### Other Services

#### Transfer of Service (electricity/ water)

##### Service Information

Service Description	This service includes modifying the line/ transmission of the connection's equipment in the same land.
Service Category	Procedural / Supplementary
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Valid site plan.</li> <li>Copy of valid UAE ID Card of the customer.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>The customer shall submit the application to the Customer Happiness Center, or through E-channels and pay the fees related to the study of lines transferring.</li> <li>Issuing the estimated cost invoice.</li> <li>Communicate with the customer for the payment of fees.</li> <li>Customer must pay the fees within 60 days.</li> <li>Starting transferring procedures after paying the fees.</li> <li>Issue the final invoice.</li> <li>Settlement of amounts and forwarding of balance credit or debit (if any).</li> </ul>
Partner Organization	Municipalities

##### Submission

Service Delivery Channels	Customer Happiness Centers / E-service channels	
Service Fees	AED 300 in addition to the actual cost of transferring	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	8 minutes
Period to Execute the Service	10 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	The customer shall obtain a Land Clearance Certificate after the completion of equipment transferring (the services).
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## Electricity & Water

### Other Services

#### Transfer of Electricity/ Water Meter

##### Service Information

Service Description	Transferring of the meter from place to another in the same land.
Service Category	Procedural / Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Submitting the application</li> <li>Copy of valid UAE ID Card</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>The customer shall submit the application to the Customer Happiness Center and E-channels, and pay the fees.</li> <li>Issuing the estimated cost invoice (if any).</li> <li>Communicate with the customer for the payment of fees.</li> <li>Customer must pay the estimated cost invoice (if any).</li> <li>Starting transferring procedures after paying the fees.</li> </ul>
Partner Organization	None

##### Submission

Service Delivery Channels	Customer Happiness Centers / E-service Channels	
Service Fees	AED 300 for each meter in addition to the actual cost of transferring equipment (if any).	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	10 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	The customer shall restore the site to its previous condition prior to the transferring.
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## Electricity & Water

### Other Services

#### Electricity/ Water Technical Drawings Approval

##### Service Information

Service Description	Studying and approving the technical drawings and wiring specifications at the facility before starting the electricity/ water supply procedures.
Service Category	Procedural \ Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Application for technical drawings approval.</li> <li>Copy of valid UAE ID Card.</li> <li>Land Clearance Certificate previously approved by EtihadWe.</li> <li>The technical drawings to be approved.</li> <li>Valid Site Plan.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>The application shall be submitted online by an engineering consultant approved by EtihadWe.</li> <li>Filling the application form attached with the required documents according to the service delivery channel.</li> <li>Payment of service fees.</li> <li>Sending the application to the technical section.</li> <li>Studying and approving the drawings.</li> </ul>
Partner Organization	Municipality

##### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Customer applications could be submitted online through the engineering consultant approved by EtihadWe.</li> </ul>	
Electricity Service Fees	Description	Fees
	Up to 1000 KVA	AED 300
	Above 1000 KVA	AED 3000
Water Service Fees	Description	Fees
	Single-storey Building/ Villa	AED 100
	Multi-storey building/ commercial complex	AED 400
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	5 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	The customer may submit the application of connection immediately after approval of the drawings.
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## Electricity & Water

### Other Services

#### Land Clearance Certificate - Water & Electricity

##### Service Information

Service Description	An official document issued by the Authority to the applicant clarifying the services provided by the Authority and authorizing the certificate holder to start the preparatory procedures for the project.
Service Category	Procedural \ Sub-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Online application for Land Clearance Certificate.</li> <li>Copy of valid UAE ID Card.</li> <li>Valid Site Plan.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>The application shall be submitted by an engineering consultant approved by the EtihadWe, or by the customer in case of no building constructed.</li> <li>Fill the online application attached with the required documents according to the service delivery channel.</li> <li>The application will be forwarded to the technical section.</li> <li>Studying and approving the application.</li> <li>Customer receives SMS &amp; the certificate by email. After the approval, the certificate will be issued and will be sent to the customer by E-mail or E-services.</li> </ul>
Partner Organization	Municipality

##### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Customer applications could be submitted online through the engineering consultant approved by EtihadWe.</li> <li>Customer Happiness Centers.</li> </ul>				
Service Fees	None				
Total Transaction Time	<table border="1"> <thead> <tr> <th>Average waiting time</th> <th>Average processing time</th> </tr> </thead> <tbody> <tr> <td>10 minutes</td> <td>10 minutes</td> </tr> </tbody> </table>	Average waiting time	Average processing time	10 minutes	10 minutes
Average waiting time	Average processing time				
10 minutes	10 minutes				
Period to Execute the Service	3 working days				

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	The customer shall keep a copy of the certificate to be used upon submitting an application for drawings approval and service connection.
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##### Notes

- The certificate is valid for 3 months from the date of issuance, renewable for another 3 months without additional fees for one time only.
- The customer may obtain a new certificate in lieu of lost one within a period of 6 months from issuing the certificate.
- The application for the Land Clearance Certificate cannot be issued for one service only, whether water or electricity.
- The customer must determine the reason for submitting the application (demolition, construction, infrastructure projects, land's consolidation).

## Electricity & Water

### Other Services

#### Installation of New Meter In Lieu Of Lost One

##### Service Information

Service Description	Application submitted by the customer or concerned section to install a new meter in lieu of lost one.
Service Category	Procedural \ Supplementary
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	None
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application.</li> <li>Payment of applicable fees.</li> <li>Installment of the new meter.</li> <li>Forwarding the balance to the customer's account.</li> </ul>
Partner Organization	None

##### Submission

Service Delivery Channels	Customer Happiness Centers / E-services channels	
Service Fees	AED 100 in addition to the price of meter.	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	3 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	The customer must make sure of receiving the monthly invoice which includes the monthly consumption of the meter.
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## Electricity & Water

### Other Services

#### Technical Inspection for Electricity/ Water Meter

##### Service Information

Service Description	Perform a technical inspection of the meter to ensure its safety
Service Category	Procedural / Supplementary
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Copy of valid UAE ID Card</li> <li>Customer's account number</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application</li> <li>Perform the technical inspection</li> <li>Settlement the due amounts</li> <li>Notify the customer about the results of inspection</li> </ul>
Partner Organization	None

##### Submission

Service Delivery Channels	Customer Happiness Centers / E-services channels	
Service Fees	AED 500 per meter if the inspection proves that the meter is correct	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	10 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	The customer should review the monthly consumption of the meter
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## Electricity & Water

### Other Services

#### Permanent Disconnection of Service (Electricity/ Water)

##### Service Information

Service Description	Application submitted by the customer (owner of facility) to disconnect the service on permanent basis in order to demolish it
Service Category	Procedural \ Supplementary
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Valid UAE ID Card</li> <li>Copy of Clearance Certificate</li> <li>Title Deed</li> <li>Letter issued by the competent entity (in case of government authorities/ business sector)</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application</li> <li>Payment of applicable fees</li> <li>Removing the meter and cancel it in the system</li> </ul>
Partner Organization	None

##### Submission

Service Delivery Channels	Customer Happiness Centers / E-services Channels	
Service Fees	AED 100 per meter	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	10 working days	

##### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (Whatsapp)</li> </ul>
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##### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>The customer must have a clearance certificate.</li> <li>the customer account &amp; Meters will be deactivated and removed so kindly make sure the service of the disconnection has been delivered</li> </ul>
--	--

## Electricity & Water

### Other Services

#### Reporting Emergency Cases (Electricity/ Water)

##### Service Information

Service Description	Receiving customers' calls regarding power outages, electrical faults, water outages, water service failures
Service Category	Procedural \ Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Telephone number</li> <li>Account number</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Calling emergency number (991) for Electricity and (992) for Water or the call center 800 - 3392.</li> <li>Use E- application and report the emergency case and the location will be identified through the application if possible.</li> </ul>
Partner Organization	None

##### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Calling emergency number (991) for Electricity and (992) for Water.</li> <li>Call Center 8003392.</li> </ul>				
Service Fees	Free				
Total Transaction Time	<table border="1"> <thead> <tr> <th>Average waiting time</th> <th>Period to Execute the Service</th> </tr> </thead> <tbody> <tr> <td>20 seconds</td> <td>3.5 hours</td> </tr> </tbody> </table>	Average waiting time	Period to Execute the Service	20 seconds	3.5 hours
Average waiting time	Period to Execute the Service				
20 seconds	3.5 hours				

##### Communication during the Process

Communication Channels	Phone calls
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##### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure that the service has been reconnected.</li> <li>Customers are advised to perform regular maintenance of all internal installations and wirings.</li> </ul>
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##### Notes

In case of fire, the customer must submit NOC issued by Civil Defense Department before reconnecting electricity supply. Technical report from technician/ contractor approved by EtihadWE



# Bills

## Bills

### Services

1. Issuing a Clearance Certificate
2. Payment of Due Amounts
3. Paying the Due Amounts by Installments
4. Postponement of Payment Date
5. Transferring Credit Balance in the Account
6. Refund of Credit Balance in the Account

Issuing a Clearance Certificate

Service Information

Service Description	An application submitted by customer to obtain a clearance certificate from EtihadWe stating that the customer is not liable for outstanding payments towards EtihadWe 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
Service Category	Procedural \ Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Filling the application for clearance certificate.</li> <li>Valid UAE ID Card.</li> <li>Submission of the application by the concerned person or his representative using an official authorization.</li> <li>Pay the outstanding amount on the account in full before submitting the application.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Customer submits the application through Customer Happiness Centers or EtihadWe Website.</li> <li>EtihadWe officer will check the completeness of the required documents, and terminate the contract with the customer.</li> <li>Collect the applicable fees (only through the Customer Happiness Centers).</li> <li>EtihadWe officer will visit the site and take the final readings and disconnect the service with putting a sticker of (service disconnected) on the meter.</li> <li>SMS will be sent to the customer stating the due amount.</li> <li>Customer shall pay the due amount and receive the Clearance Certificate.</li> </ul>
Partner Organization	Refund the deposit

Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>E-services</li> <li>Customer Happiness Centers</li> <li>Smartphone application</li> </ul>				
Service Fees	<ul style="list-style-type: none"> <li>Customer Happiness Centers: AED 50</li> <li>E-services: Free</li> </ul>				
Total Transaction Time	<table border="1"> <thead> <tr> <th>Average waiting time</th> <th>Average waiting time for the urgent transactions</th> </tr> </thead> <tbody> <tr> <td>10 minutes</td> <td>10 minutes</td> </tr> </tbody> </table>	Average waiting time	Average waiting time for the urgent transactions	10 minutes	10 minutes
Average waiting time	Average waiting time for the urgent transactions				
10 minutes	10 minutes				
Period to Execute the Service	3 working days				

Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mails</li> <li>FARIS (Whatsapp)</li> </ul>
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Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of receiving the Clearance Certificate and the information written therein.</li> <li>Deposit will be refunded after settlement of due amount (if any).</li> <li>Submission of the application by the concerned person or his representative using an official authorization</li> </ul>
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Payment of Due Amounts

Service Information

Service Description	The customer should pay the due amount for the electricity and water consumption through electronic payment channels or through external payment channels
Service Category	Procedural \ Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	Account Number
Procedures & Process	<ul style="list-style-type: none"> <li>Customer provides with the account number.</li> <li>Payment of the due amount.</li> <li>Customer receives the payment receipt.</li> </ul>
Partner Organization	Different payment channels

Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Electronic Payment Channels.</li> <li>External Payment Channels.</li> </ul>				
Service Fees	None				
Total Transaction Time	<table border="1"> <tr> <th>Average waiting time</th> <th>Average waiting time for the urgent transactions</th> </tr> <tr> <td>10 minutes</td> <td>10 minutes</td> </tr> </table>	Average waiting time	Average waiting time for the urgent transactions	10 minutes	10 minutes
Average waiting time	Average waiting time for the urgent transactions				
10 minutes	10 minutes				
Period to Execute the Service	Depending on the payment channel used				

Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>E-mail</li> </ul>
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Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure that the account number is correct.</li> <li>Paying all outstanding amounts to avoid service disconnection.</li> <li>Customer shall make sure of paying the exact amount as mentioned in the receipt.</li> <li>In case the customer pay through bank transfer , the customer should send a scanned copy of the deposit receipt and the accounts numbers that need to be settled to revenue.crc@etihadwe.ae</li> </ul>
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Paying the Due Amounts by Installments

Service Information

Service Description	An application submitted by customer to pay the due amounts by installments such as fines or connection fees
Service Category	Procedural / Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	Account number or application number.
Procedures & Process	<ul style="list-style-type: none"> <li>Submit the application through EtihadWe's website or Direct Debit.</li> <li>Send the agreement by e-mail to be signed by the customer and resend to EtihadWe.</li> <li>Send the agreement to the bank of the customer to approve the signature and direct debit.</li> <li>Send the agreement to the customer by e-mail.</li> </ul>
Partner Organization	None
Package	Bills

Submission

Service Delivery Channels	Customer Happiness Centers E-channels				
Service Fees	AED 100 for connection fees (commercial, industrial).				
Total Transaction Time	<table border="1"> <tr> <th>Average waiting time</th> <th>Average processing time</th> </tr> <tr> <td>10 Minutes</td> <td>10 Minutes</td> </tr> </table>	Average waiting time	Average processing time	10 Minutes	10 Minutes
Average waiting time	Average processing time				
10 Minutes	10 Minutes				
Period to Execute the Service	3 working days				

Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>EtihadWe website</li> <li>Customer Happiness Centers</li> <li>E-mails</li> </ul>
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Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of sufficient fund every month before the installment.</li> <li>Customer shall pay the monthly bills on time in addition to the installment amount.</li> <li>If the customer violates the terms of the installment agreement, the agreement will be canceled and the customer will be asked to pay the full amount at once (2 cheques/ installments rejected).</li> <li>Submission of the application by the concerned person or his representative using an official authorization.</li> </ul>
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Postponement of Payment Date

Service Information

Service Description	An application submitted by customer to delay the service disconnection or service reconnection without payment of the amounts due on the account for a specified period during which the customer undertakes to pay the due amounts. These services are taken at the minimum.
Service Category	Procedural \ Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	Account number
Procedures & Process	<ul style="list-style-type: none"> <li>Verifying of data and approving the application</li> <li>The customer can use this service twice a year only</li> </ul>
Partner Organization	None

Submission

Service Delivery Channels	Customer Happiness Centers / E-Channels	
Service Fees	None	
Total Transaction Time	Average waiting time	Average processing time
	10 Minutes	10 Minutes
Period to Execute the Service	3 working days	

Communication during the Process

Communication Channels	Customer Happiness Centers
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Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of payment of the due amount within the agreed period to avoid the service disconnection.</li> <li>Submission of the application by the concerned person or his representative using an official authorization.</li> <li>The customer can benefit from this service up to a maximum of twice a year.</li> </ul>
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Transferring Credit Balance in the Account

Service Information

Service Description	An application submitted by customer to transfer the credit balance in one of his accounts to another one that also belongs to him or any other account.
Service Category	Procedural \ Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Original receipt in case of wrong payment.</li> <li>Copy of UAE ID Card.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Verifying of data and approving the application.</li> <li>Transfer the credit to the desired account.</li> </ul>
Partner Organization	None

Submission

Service Delivery Channels	Customer Happiness Centers / E-services Channels	
Service Fees	None	
Total Transaction Time	Average waiting time	Average processing time
	10 Minutes	10 Minutes
Period to Execute the Service	2 working days	

Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>call center</li> <li>Faris (whatsapp)</li> </ul>
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Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of receiving the monthly bills and that the information contained therein is correct.</li> <li>In order to facilitate access to services, please register in the EtihadWe App, which is a platform for tracking and payment of invoices and obtaining other services available on the Authority's website.</li> <li>Submission of the application by the concerned person or his representative using an official authorization.</li> </ul>
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## Refund of Credit Balance in the Account

### Service Information

Service Description	An application submitted by customer to refund the credit balance in his account	
Service Category	Procedural \ Sup-service	
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>	
Target Customers	All categories	
Documents Required	<ul style="list-style-type: none"> <li>Copy of UAE ID Card.</li> <li>Trade license of companies.</li> </ul>	
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the required documents.</li> <li>Verifying and approving the application.</li> </ul>	
Partner Organization	None	

### Submission

Service Delivery Channels	Customer Happiness Centers / E-services Channels	
Service Fees	None	
Total Transaction Time	Average waiting time	Average processing time
	10 Minutes	10 Minutes
Period to Execute the Service	2 working days	

### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>call center</li> <li>Faris (whatsapp)</li> </ul>
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### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of receiving the monthly bills and that the information contained therein is correct.</li> <li>In order to facilitate access to services, please register in the EtihadWe App, which is a platform for tracking and payment of invoices and obtaining other services available on the Authority's website.</li> </ul>
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### Notes

The customer may refund the credit balance if he pays the invoice of estimated cost for connecting the service (if the final invoice value is lower) and the amount will be returned to the customer according to the following:

1. Up to AED 5,000 at the currency exchange Centers in cash or to customer's bank account .
2. Over AED 5000 by cheque only will be transfered to customer's bank account.
3. The deposit is returned to the customers after issuing the final invoice and clearance, through Al Ansari Exchange after receiving an SMS from EtihadWe in readiness of the amount. Companies that are owned by only one individual may.
4. companies owned by more than one person can apply for a refund through a bank transfer to the company's account or the account of one of the company's owners after submitting an official authorization letter

# Customer Relations



## Customer Relations

### Services

1. Receive and Respond to Customer Feedback
2. Service Activation
3. Changing the Owner's Name
4. To Whom It May Concern Certificate
5. Humanitarian Cases



## Customer Relations

### Receive and Respond to Customer Feedback

#### Service Information

Service Description	Inquiries, notes, and suggestions received from customers in relation to EtihadWe services.
Service Category	Information \ Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Customer account number.</li> <li>Mobile number.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Notes/ suggestions are provided through EtihadWe's website, call center or customer happiness centers.</li> <li>Shall be transferred to the concerned department.</li> <li>Communicate with the customer and provide him with a response and ascertain the level of satisfaction he has</li> </ul>
Partner Organization	None

#### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Customer Happiness Centers</li> <li>EtihadWe Website</li> <li>Call Center</li> <li>Social Media</li> </ul>				
Service Fees	None				
Total Transaction Time	<table border="1"> <tr> <th>Average waiting time</th> <th>Average processing time</th> </tr> <tr> <td></td> <td>None</td> </tr> </table>	Average waiting time	Average processing time		None
Average waiting time	Average processing time				
	None				
Period to Execute the Service	<ul style="list-style-type: none"> <li>5 working days to respond the feedback</li> <li>14 working days to respond the suggestions.</li> </ul>				

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>E-mails</li> <li>Text messages</li> <li>Phone calls</li> <li>Social Media</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of receiving the reference number related to the feedback or suggestion.</li> <li>Customer shall submit the following information: <ol style="list-style-type: none"> <li>His/ her Name</li> <li>Mobile Number</li> <li>Details of feedback or suggestion</li> </ol> </li> </ul>
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## Customer Relations

### Service Activation

#### Service Information

Service Description	An application submitted by the landlord or the tenant to reactivate the electricity/ water service in the facility after paying all due amounts by the previous tenant, for the purpose of using the facility again.
Service Category	Procedural / Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Reactivation application signed by the customer/ stamped in case of trade licenses</li> <li>Copy of UAE ID Card</li> <li>Duly attested lease contract</li> <li>Trade license for companies attached with the Partners' Appendix</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application through the Customer Service Centers or EtihadWe Website.</li> <li>Verifying the application and paying the fees and reactivate the service.</li> <li>The service will be reactivated within 24 hours.</li> </ul>
Partner Organization	None

#### Submission

Service Delivery Channels	<ul style="list-style-type: none"> <li>Customer Happiness Centers</li> <li>EtihadWe Website</li> <li>Mobile App</li> </ul>				
Service Fees	<ul style="list-style-type: none"> <li>Customer Happiness Centers: AED 50</li> <li>E-services: Free</li> <li>In addition to the deposit</li> </ul>				
Total Transaction Time	<table border="1"> <thead> <tr> <th>Average waiting time</th> <th>Average processing time</th> </tr> </thead> <tbody> <tr> <td>10 minutes</td> <td>10 minutes</td> </tr> </tbody> </table>	Average waiting time	Average processing time	10 minutes	10 minutes
Average waiting time	Average processing time				
10 minutes	10 minutes				
Period to Execute the Service	Within 24 hours				

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>Phone calls</li> <li>Call center</li> <li>Faris (Whatsapp)</li> <li>Social Media</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of receiving the monthly bills and that the information contained therein is correct</li> <li>In order to facilitate access to services, please register in the EtihadWe App (Free of charge when using E-services).</li> </ul>
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#### Notes

- Signatures in the application must be identical to the signatures in UAE ID Card and passport.
- The application and lease contract must be signed and stamped for the holders of trade licenses
- the customer shall pay the deposit amount as soon as he receives a text message from EtihadWE in order to ensure the opening and continuity of the service on the site

## Customer Relations

### Changing the Owner's Name

#### Service Information

Service Description	An application submitted by the owner of a facility to transfer the account from his name to the name of the new customer/ owner.
Service Category	Procedural / Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Title Deed/ Municipality letter</li> <li>Land Plan</li> <li>New Owner UAE ID Card</li> <li>Signing the application and undertakings</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application to the Front Office and online</li> <li>Verifying and creating the application</li> <li>Paying the applicable fees</li> <li>Adding all accounts in the application and linking them through the "owner allocation"</li> <li>Change the owner's name for all accounts on the site</li> <li>Make a clearance certificate for the previous owner and activating the accounts belonging to the owner in the name of the new owner /tenant</li> <li>Activate all inactive accounts that were in the name of a tenant in the name of the new "owner's allocation".</li> </ul>
Partner Organization	None

#### Submission

Service Delivery Channels	Customer Happiness Centers / E-services Channels	
Service Fees	AED 50 in addition to the deposit (if any)	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	3 working days	

#### Communication during the Process

Communication Channels	<ul style="list-style-type: none"> <li>Text messages</li> <li>call center</li> <li>Social media</li> <li>Faris (Whatspp)</li> </ul>
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of receiving the monthly bills and that the information contained therein is correct.</li> <li>In order to facilitate access to services, please register in the EtihadWe App.</li> <li>The service is activated in the name of the new owner after the request of changing the owner's name is completed and closed.</li> <li>An Owner allocation account is created in the name of the owner at the site in order to link any account on the site for which a clearance is issued, in order to calculate the consumptions incurred on the account without referring to EtihadWE and activating the account by the new tenant.</li> </ul>
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#### Notes

- The customer shall close the account if there is no tenant in the facility.

## Customer Relations

### To Whom It May Concern Certificate

#### Service Information

Service Description	An application submitted by customer to obtain To Whom It May Concern Certificate in respect of payment of all outstanding amounts to date without disconnection of service or closing the account.
Service Category	Procedural / Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Customer UAE ID Card if the customer holds an account with EtihadWe.</li> <li>Proving the current place of residence if the customer does not hold an account with EtihadWe.</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application and required documents to Customer Happiness Center and e-services.</li> <li>Verifying the documents and creating the application.</li> <li>Paying the applicable fees.</li> <li>Application approval and issuing the certificate.</li> </ul>
Partner Organization	None

#### Submission

Service Delivery Channels	Customer Happiness Centers / E-services Channels	
Service Fees	AED 50	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	3 working days	

#### Communication during the Process

Communication Channels	Text messages
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#### Obtaining the Service

Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>Customer shall make sure of paying the last bill if he holds an account with EtihadWe.</li> <li>Proving the current place of residence if the customer does not hold an account with EtihadWe (electricity bill or lease contract).</li> </ul>
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#### Notes

To obtain this service, the customer's data shall be updated in the system.

## Customer Relations

### Humanitarian Cases

#### Service Information

Service Description	Postponement of service cuts in the case of non-payment for (3) bills and communication with the concerned categories to remind them to pay before cutting the service. These categories are: <ul style="list-style-type: none"> <li>The elderly (citizens), age 65+.</li> <li>The owners of inspiration</li> <li>Illnesses that require a continuous electricity service</li> <li>Social Card holders</li> </ul>
Service Category	Procedural / Sup-service
Service Type	<ul style="list-style-type: none"> <li>From Government to Government</li> <li>From Government to Individuals</li> <li>From Government to Business Sector</li> </ul>
Target Customers	All categories
Documents Required	<ul style="list-style-type: none"> <li>Customer UAE ID Card</li> <li>Valid Social Card (for holders of it)</li> <li>A recent medical report issued by a government hospital that includes the customer need to electricity service around the clock</li> <li>A valid Owners of Inspiration Card</li> </ul>
Procedures & Process	<ul style="list-style-type: none"> <li>Submitting the application and required documents to Customer Happiness Center and e-services.</li> <li>Verifying the documents and creating the application</li> <li>Pay the fees</li> <li>Application Approval</li> </ul>
Partner Organization	None

#### Submission

Service Delivery Channels	Customer Happiness Centers / E-services Channels	
Service Fees	Free	
Total Transaction Time	Average waiting time	Average processing time
	10 minutes	10 minutes
Period to Execute the Service	3 working days	

#### Communication during the Process

Communication Channels	Text messages
	FARIS (Whatsapp)
	Call center
	Social media
Tips and Suggestions about the Service	<ul style="list-style-type: none"> <li>The cases mentioned belong only to the residential categories.</li> <li>The accounts holder shall submit the application himself (except the sick conditions).</li> </ul>

#### Notes

To obtain this service, the customer's data shall be updated in the system

## E-Services

The Authority provides many e-services to the customers for an easy access to the required service, the number of services provided in the smartphone application 14 services and e-services 12 services

### List of services provided through the Smart App

S	Service Name
1	Accounts & Payments
2	Clearance Certificate
3	Drawings Approval (Electricity)
4	Drawings Approval (Water)
5	Land Clearance Certificate (Electricity)
6	Land Clearance Certificate (Water)
7	Request New Connection (Electricity)
8	Request New Connection (Water)
9	Request to activate the service for the new customer
10	Reconnection of disconnected service after payment
11	Feedback & Suggestions
12	Emergency Faults
13	Installment through direct debit
14	Refund of deposit
15	Rate category change
16	additional loads
17	amount transfer
18	No liability certificate
19	service change (E-W)
20	owner change
21	meter related

# e-Services



The background of the slide is a solid yellow color. In the center, there is a faint, light-colored illustration of a pencil pointing upwards, with a square frame around it. The pencil is positioned vertically, and the square frame is slightly tilted. The text 'General Instructions & Notes' is written in a bold, white, sans-serif font, centered horizontally and partially overlapping the pencil and frame.

# General Instructions & Notes

## General Instructions & Notes

1. General Instructions
2. General Notes

## General Instructions

### 1. Technical Faults

Call the emergency center on 991 for electricity technical faults and 992 for water technical faults.

Call the Call Center on 800 - 3392, our call center works 7 days / 24 hours.

### 2. Reconnection the Service after payment of bills

If the service is disconnected due to non-payment of the bill:

Customers can pay the bill through one of the payment channels available in (E- channels , banks ).

If the bill is paid through an external payment channel excluding Happiness Centers or Kiosk machines, please contact the Call Center or Emergency Center to request the reconnection of service.

If the service is not reconnected within 2 hours, please call the Call Center 800 - 3392.

EtiHADWe will impose a penalty if the customer reconnected the service by himself without paying the bill.

### 3. Evacuation of the premises (The tenant)

Customer shall visit the nearest Happiness Center to apply for the final bill and clearance certificate.

Customer must pay the final bill.

Customer shall obtain clearance certificate from EtiHADWe.

Customer can access the service through the EtiHADWe Website or smartphone application.

### 4. New Tenant

If you would like to rent a new facility, you must do the following:

- Visit the nearest Happiness Center to apply for activation of service for a new tenant.
- Pay the service fees and deposit.
- Sign the undertakings and complete the documents.
- Register and update the data.
- Customer can access the service through the EtiHADWe Website or smartphone application.
- Reconnection of the service without complying with the above procedures is considered a violation of applicable conditions of the Authority.

## General Notes

Please read the following notices to avoid delay in service connection:

- Signatures in the application must be identical to the signatures in the valid UAE ID Card.
- Emirates ID is necessary to apply for services, and in case of renewing ID, the customer shall submit the ID renewal form with the application.
- In case of powers of attorney, the customer shall submit the original copy of the power of attorney duly attested by the Ministry of Justice in the United Arab Emirates or the Ministry of Foreign Affairs in the UAE if the power of attorney is issued outside the UAE.
- In case of absence of the customer, the authorized person must submit a copy of his Emirates ID.
- The customer shall pay the fees if he desires to change in the facility's activity, to which the electricity service was connected on the basis of citizen accommodation.
- EtiHADWe discounts 40% of the fees in favor of citizens working in the private sector carrying AbsHer Card, according to the following conditions:
  1. This discount applies only to the citizens who hold family book (Khulasat Al Qaid) and working in private sector.
  2. The employer must be registered with the Ministry of Labor.
  3. The citizen must submit a certificate issued by the employer and attested by the Ministry of Labor, maximum salary 30,000.
  4. The citizen must be employed in his current job in the private sector for a period of not less than six months.





# Rules & Regulations for Contractual Relationship

Rules & Regulations for Contractual  
Relationship

## Rules & Regulations for Contractual Relationship

### First: General Conditions of the Contractual Relationship

1. The contractual relationship between EtihadWe and the owners or tenants of the premises shall be established from the date of submitting the application for supplying/ activating the electricity and water services and issuing the initial approval by EtihadWe according to the forms prepared for this purpose.
2. The contractual relationship between both parties shall be subject to the provision of electricity and/or water service to the customer in accordance with the applicable regulations of EtihadWe, in a manner not inconsistent with the applicable laws and regulations in the United Arab Emirates.
3. The terms and conditions described herein apply to the contractual relationship between both parties in order to provide or continue to provide the customer with electricity and/or water services.
4. The contractual relationship shall remain in force until terminated by either or both parties in accordance with the terms and conditions of the contractual relationship.

### Second: Obligations of EtihadWe against the owners or tenants of premises

1. The service provided by EtihadWe to the owners and tenants conforms to the minimum with the applicable rules and regulations of EtihadWe in respect of providing of electricity and water services through the network of EtihadWe or any of its branches.
2. Providing electricity and water services of high quality to meet all customer requirements. Reading the meters regularly every month.
3. Sending monthly bills to all customers at their addresses according to the updated database in the system.
4. Providing multiple channels for payment of monthly bills, and to inform customers of these channels through the Authority's website, the Call Center and all Authority's offices in the United Arab Emirates.

### Third: Customer participation in the service under the contractual relationship is classified into two categories

1. First Category: the customer is the owner of the premises.
2. Second Category: the customer is the tenant of the premises.

#### First Category: The customer is the owner of the premises

1. The customer undertakes to fill the form approved by EtihadWe, under which the contractual relationship between the customer and EtihadWe is established to provide the customer with electricity and/or water services.
2. The customer shall provide EtihadWe with the necessary information and documents in order to update the data.
3. The customer shall comply with all applicable laws and regulations of EtihadWe in relation to the provision of water and electricity services and subsequent procedures for the delivery of the service.
4. The customer shall pay all applicable fees before the delivery of the service.
5. The customer undertakes to ensure safe access for EtihadWe employees for meter readings, and for any other visits, if necessary.
6. The customer undertakes to pay the monthly bills on regular basis in accordance with the applicable regulations in this regard.
7. If the customer failed to pay the bills on regular basis, the service will be disconnected according to the applicable regulations.
8. In the event of any difficulties in the payment process, the customer shall notify the Authority to request assistance. In the event of failure to notify the Authority, any amounts due in the customer's account will be considered as overdue and the service will be disconnected.
9. If the employee couldn't read the meter for two consecutive months, the service will be disconnected.

## Rules & Regulations for Contractual Relationship

10. The customer shall notify the Authority of any changes to the data of the accounts registered in his name with the Authority.
11. The service will be disconnected if the account is transferred to another person without the Authority's approval.
12. In case of failure to issue a clearance certificate, all due amounts will be charged in addition to any other damages incurred by the Authority during and before the evacuation of the premises.
13. If the premises was sold/ leased to any other person, the customer shall:
  - 13.1. Notify the Authority of the sale/ lease transaction within 48 hours from the date of the transaction.
  - 13.2. Provide the Authority with the contract of sale/ lease and any other documents required by the Authority.
  - 13.3. Upon the termination of lease contract or evacuation of the premise, the customer (tenant) must obtain a clearance certificate from the Authority as of the date of evacuation.
  - 13.4. The owner shall not hold responsible before the Authority if he:
    - Notified the Authority of all changes or updates made to the premises' account.
    - Notified the Authority of the evacuation of premises by the customer (tenant) without obtaining clearance certificate.
    - The owner will be held responsible for any dues or fines on the account, in case of failure to notify the Authority.
14. The owner may not leave the account registered in his/ her name on the premises that have been leased or sold to others, without informing the Authority, and in such case the owner shall be liable for any fees and fines due on the account and any other damages that may be caused to the Authority' equipment.
15. The owner may not request disconnection of service in the leased premises, if the tenant (customer) holds a valid tenancy contract, updates his/ her data in the system, pays monthly bills on regular bases, and there are no violations on the account.

16. If there is an agreement between the owner and tenant under the lease contract, that the owner shall be responsible for the payment of electricity and water bills; in this case, the Authority shall terminate the service for the leased premise in case of the failure to pay the bills on regular basis regardless of the agreement between the owner and the tenant.

### Second Category: The customer is the tenant of the premises

1. The customer shall provide EtihadWe with the necessary information and documents in order to update the data and register the customer in the system.
2. The tenant undertakes to maintain the properties of the Authority (meters and equipment) and all other installations within the premises.
3. The tenant must allow EtihadWe's employees to enter into the premises to take the meter readings. The tenant shall hold full responsibility if the employees were not able to read the meter.
4. The tenant undertakes to pay the monthly invoices in addition to any fines imposed during the contract period.
5. If the tenant is a company or a commercial establishment, the tenant shall provide the Authority with a copy of the trade license and the name of the licensee to update the data in the system.
6. The tenant may not evacuate the leased premises without obtaining clearance certificate from the Authority.
7. In case of failure to obtain the clearance certificate, the Authority will take all legal proceedings against the tenant.

## Rules & Regulations for Contractual Relationship

### Fourth: Termination of Contractual Relationship

1. Either or both parties may terminate the contractual relationship in accordance with the terms and conditions set forth herein.
2. The Authority may terminate the contractual relationship if the customer violates any of the terms and conditions of contractual relationship.
3. The Authority may terminate the contractual relationship in order to preserve safety and security of the public and its staff, if there are any risks in continuing the service, or exigent circumstances such as natural disasters which are beyond the Authority's control.
4. The customer has the right to terminate the contractual relationship if he does not need the service provided that all the due amounts are paid to the Authority.
5. The contractual relationship shall be terminated upon issuance of a final judgment from competent courts, for which the Authority is bound to implement.
6. In case of any dispute between the Authority and the customer (owner/ tenant), such dispute shall be resolved amicably. In case of failure to resolve the dispute, the Authority will have the final authority in resolving the dispute and terminate the contractual relationship.
7. The Authority may change, modify, redraft, add or delete any of the terms and conditions of the contractual relationship without notice to the customer. Such change or modification shall take effect from the date of issue, without prejudice to the rights conferred to the customer or causing any serious damages to the customer as a result of such change or modification as the Authority deems fit in each case.
8. In all abovementioned cases which result in the termination of contractual relationship, the owner/ tenant liability to pay all due fees and bills, which are not fully collected or subsequently issued as fines for violations despite the termination of the contractual relationship, shall continue and the Authority shall have the right over (owner/ tenant) to withhold deposit amount till the settlement of all dues. Moreover, the customer must allow the Authority's employees to enter into the premises to take final readings and remove meters and other equipment.



## Violations

## Violations

1. Breach of the terms & conditions of connection
2. Illegal Additional Loads
3. Providing Service through the Meter
4. Illegal Connection of Service
5. Restoring Service Disconnected by EtihadWe
6. Meter/ Connection Tampering in an Attempt to Change the Reading
7. Violation of the Rules of Connection to a Citizen's Accommodation (Electricity/ Water)

## Violations

### Breach of the terms & conditions of connection

Description of Violation	Penalty Amount /AED	
	Electricity	Water
Breach of the terms & conditions of connection except for the terms of connection for consumption categories, freehold and expatriates, which will be mentioned later	1000	1000
Loss of meter, or transferring the meter by the customer, etc	2000 In addition to the meter price	1000 In addition to the meter price
Failure to maintain the safety of the meter and transformers room of the establishment	2000	1000

### Illegal Additional Loads

Description of Violation	Loads	Penalty Amount /AED
<ul style="list-style-type: none"> <li>The customer adds an illegal load by penetrating the meter without following the approved procedures or without obtaining prior permission from the Authority.</li> <li>The amount of penalty shall be determined according to the additional illegal loads (for electricity only).</li> </ul>	Increase loads by less than 100 KVA	3000
	Increase loads by 100 KVA and less than 500 KVA	6000
	Increase loads by 500 KVA or above	10000

### Providing Service through the Meter

Description of Violation	Penalty Amount /AED	
	Electricity	Water
<ul style="list-style-type: none"> <li>The customer provides the service to himself/ others through his meter.</li> <li>The customer provides the service to a higher consumer category.</li> </ul>	1000	3000

### Illegal Connection of Service

Description of Violation	Penalty Amount /AED	
	Electricity	Water
Any person or entity connect the electricity to the premises from the Authority's network without passing the approved meter by the Authority or without obtaining prior permission from the Authority.	5000	10000

### Restoring Service Disconnected by EtihadWe

Description of Violation	Penalty Amount /AED	
	Electricity	Water
The customer, either by himself or through another party, restores the service disconnected by the Authority for any reason without the prior permission of the Authority	1000	3000
Repetition	2000	5000

## Violations

### Meter/ Connection Tampering in an Attempt to Change the Reading

Description of Violation	Penalty Amount /AED		Penalty Period & Consumption Difference
	Electricity	Water	
Customer tampers the Meter/ connection in an attempt to change the reading	1000	2000	<ul style="list-style-type: none"> <li>If the period of consumption reduction is determined, the consumption difference is calculated by the percentage of consumption reduction resulting from meter tampering.</li> <li>If the period of consumption reduction cannot be determined, the depreciation difference is calculated on the basis of the monthly consumption rate recorded in the customer's account after the technical adjustment.</li> </ul>

### Violation of the Rules of Connection to a Citizen's Accommodation (Electricity/ Water)

Description of Violation	Required Procedure
Type 1: The customer exploits the establishment for commercial, investment, industrial or agricultural purposes, freehold, or any other activities, or to sell or lease the establishment or to another or assign it .to any other party	<ul style="list-style-type: none"> <li>Payment the difference of delivery fees according to the new category.</li> <li>Changing of the consumer category from citizen accommodation to the relevant category for connections made after July, 2015.</li> </ul>
Type 2: The connections made on the basis of citizen .housing before 30 July 2015	Payment the difference of delivery fees and a fine in case the sale or lease is made before the .end of the undertaking period

Description of Violation	Required Procedure
<b>Farms/ Citizen Rest Houses</b> The citizen leases/ sells the premises to which the service is connected to on the basis of citizen farm/ rest house to practice different activity (commercial/ .(investment/ selling/ leasing /freehold	<ul style="list-style-type: none"> <li>The difference in connection fees (if any) shall be paid according to the category to which the account was transferred.</li> <li>The difference in consumption (if any) shall be paid, and the period is determined by competent section for connections made after July, 2015.</li> </ul>
<b>Resident Accommodation</b> The customer sells/ leases the premises to which the electricity/ water service is connected to on the .basis of resident accommodation	<ul style="list-style-type: none"> <li>The difference in connection fees (if any) shall be paid according to the category to which the account was transferred.</li> <li>The difference in consumption shall be paid, and the period is determined by competent section.</li> <li>For the connections made after Resolution No. 451 on 1 May, 2014.</li> </ul>
<b>Commercial Category</b> 1. The citizen sells the premises/ change its activity to become a freehold/ expatriate. 1. In the event that the premise are found to be under the category of freehold, joint ownership or expatriate ownership at the date of connection.	<ul style="list-style-type: none"> <li>The tariff shall be changed.</li> <li>The difference in consumption shall be paid.</li> <li>The difference in connection fees (for the connections made after August 2015) shall be paid, otherwise they are subject to the undertaking signed upon connection (3 years from the date of delivery).</li> </ul>



## Deposits & Price Tariff

## Deposits & Price Tariff

1. Meters Fees
2. Deposits
3. Price Tariff



## Meters Fees

(The monthly rental fee for the meter)

### Electricity Service

Meter Type	Fees
Single phase	AED 5
3 phases (25100- ampere)	AED 10
3 phases (5400-200/ ampere)	AED 20
3 phases (5400/ ampere and above)	AED 50
With current transformer on 11 KV	AED 100
With current transformer on 33 KV	AED 200
With high current transformer on 132 KV	AED 300

### Water Service

Meter Type	Fees
15 mm	AED 2
25 mm	AED 5
50 mm	AED 20
80 mm and above	AED 50

## Deposits

The amount paid by the customer to EtihadWe against the consumption of electricity and water, which is equivalent to part of the pre-determined consumption value according to the type of meter or tariff (The Deposits may be accepted by cash or cheques, provided that it shall not be postdated cheque or by credit cards).

### Deposits for Permanent Connections: Electricity Service

Meter Type	Deposit
Single phase	AED 1000
3 phases (25100- ampere)	AED 1500
3 phases (5400-200/ ampere)	AED 15000
3 phases (5400/ ampere and above)	AED 50000
With current transformer on 11 KV	AED 75000
With current transformer on 33 KV	AED 120000
With high current transformer on 132 KV	AED 150000

### Deposits for Permanent Connections: Water Service

Meter Type	Deposit
15 mm	AED 500
25 mm	AED 2000
50 mm	AED 10000
80 mm and above	AED 20000

### Deposits for Temporary Connections: Electricity Service

Meter Type	Deposit
Single phase	AED 2000
3 phases (25100- ampere)	AED 3000
3 phases (5400-200/ ampere)	AED 15000
3 phases (5400/ ampere and above)	AED 50000
With current transformer on 11 KV	AED 75000
With current transformer on 33 KV	AED 120000
With high current transformer on 132 KV	AED 150000

### Deposits for Temporary Connections: Water Service

Meter Type	Deposit
15 mm	AED 5000
25 mm	AED 10000
50 mm	AED 15000
80 mm and above	AED 25000

## Price Tariff

### Price Tariff for Electricity Service

Category	Monthly Consumption KW/H	Tariff (Fils) per KW	Fees (Fils)	Total Tariff (Fils)
Citizen Accommodation	one segment	7.5	-	7.5
Farms & Rest Houses	one segment	7.5	-	7.5
Resident Accommodation	up to 2000	23	(+ 5 Fils)	28
	4000-2001	28		33
	6000-4001	32		37
	more than 6000	38		43
Commercial	up to 2000	23		28
	4,000 - 2,001	28		33
	6,000 - 4,001	32		37
	أكثر من 6,000	38		43
Government	حتى 10,000	23		28
	more than 10000	38		43
Industrial	one segment	40	(+ 4 Fils)	44
Freehold & Expatriates	one segment	45	-	45
Temporary Connection	one segment	50	-	50

### Price Tariff for Water Service

Category	Monthly Consumption (m3)	Tariff (AED)
Citizen Accommodation	one segment	3.3
Farms & Rest Houses	up to 45	4.4
	more than 45	6.6
Resident Accommodation	up to 27	7.7
	27-55	8.8
	more than 55	10.12
	more than 55	10.12
Commercial	up to 27	7.7
	27- 55	8.8
	more than 55	10.12
	more than 55	10.12
Government	up to 27	7.7
	27- 55	8.8
	more than 55	10.12
Industrial	up to 27	7.7
	27- 55	8.8
	more than 55	10.12
Freehold & Expatriates	according to each consumption category	as per the current tariff for every segment
Temporary Connection	one segment	11.00

# Green Bill

## Green Bill

The EtihadWe aims to meet the Government's directives to transform into mGovernment. In this regard, EtihadWe has worked to spread the culture of electronic services among its customers, and to raise awareness of its multiple advantages and how to benefit from them.

In this context, the Authority announced that it stopped completely issuing paper bills, starting from October 2017, and replaced by the green bill sent to consumers monthly via e-mail and SMS, where the consumer can identify the amount of monthly and annual consumption of Electricity and water, as well as the amount of carbon emissions.

The green bill has saved about 30 tons of paper per month or equivalent to 360 tons per year.

The green bill was preceded by a comprehensive study which included the addition of important data on the monthly bill issued by the Authority, including carbon footprint and some comparative statistical data that help the consumer to know the rate of change in consumption and enhance his commitment to rationalize consumption.

It also was preceded by a large-scale campaign to update customer data, including phone numbers, e-mails and other data, to ensure that the green bill reaches the consumer.

### Importance of Green Bill

- Implement the vision of EtihadWe and UAE in the area of sustainability.
- Reduce the number of visitors to the customer happiness centers.
- Quick delivery of the bill to the consumer.
- Reduce paper used for printing.
- Reduce the cost of bill printing.
- Reduce the number of meter readers and individual efforts in taking readings.
- Provide additional information including three months consumption rates to the consumer.
- Motivate the consumers to rationalize the consumption of electricity and water.



# Channels of Service Delivery & Contact

## Channels of Service Delivery & Contact

1. Bills Payment Channels
2. Call Center
3. Customer Happiness Centers
4. Social Media

## Bills Payment Channels

EtiHADWe provides the customers with multiple options for payment wherever they are and at any time.

- Customer Happiness Centers
- Kiosk machines
- Banks:
  - ENBD (Emirates NBD)
  - DIB (Dubai Islamic Bank)
  - ADIB (Abu Dhabi Islamic Bank)
  - ADCB (Abu Dhabi Commercial Bank)
  - CBD (Commercial Bank of Dubai)
  - NBF (National Bank of Fujairah)
  - Ajman Bank
  - SIB (Sharjah Islamic Bank)
  - UAB (United Arab Bank)
  - FGB (First Gulf Bank)
  - EIB (Emirates Islamic Bank)
- Money Exchange Companies:
  - Al Ansari Exchange
  - Al Fardan Exchange
- Emirates Post
- Smart App
- E-services

## Call Center

The Call Center provides the best services through the use of latest technologies in order to meet the needs of customers and provide the best services in accordance with the highest standards of quality, efficiency and effectiveness.

EtihadWe provided an additional channel for customers by launching the Call Center 800 - 3392.

The Call Center is equipped with the latest technical systems to meet the needs of customers and provide a distinctive experience for them.

The Call Center operates everyday - 24 hours. The Call Center receives all customer inquiries, suggestions and feedback as well as complaints through several channels including:

- Phone calls
- Live Chat (Faris)
- EtihadWe E-mail
- Social Media

The Call Center is committed to providing the highest standards of quality and professionalism in responding to customers through a qualified staff and through applying the best practices in evaluating employees to achieve outstanding performance to reflect the positive image of EtihadWe, and to meet the directives of the government.

The Call Center receives all inquiries and observations from customers about all the services of EtihadWe in addition to recording suggestions and complaints.

Key functions of the Call Center include:

- Receiving and responding to customer inquiries about all the services of EtihadWe.
- Receiving and responding to customer feedback.
- Registering customer suggestions.
- Receiving and registering electricity and water emergency calls.
- Get green bill by email
- Bill payment
- Application status
- Contact details change
- Direct Debit registration

## Customer Happiness Centers

Center Name	Phone Number	E-mail	Worktime
Ajman Center	06 7111111	cs.ajm@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 5 PM
UAQ Center	06 7111402	cs.uaq@EtihadWe.gov.ae	
AL Nakheel Center	07 2288444	cs.rak@EtihadWe.gov.ae	
Jazeera Center	07 2445793	cs.rak@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Kharran Center	07 2443629	cs.rak@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 5 PM
AL Rams Center	07 2663562	cs.rak@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Ghalila Center	07 2666346	cs.rak@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Shaam Center	07 2666721	cs.rak@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Adhen Center	07 2585354	cs.rak@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 5 PM
Dibba AL Fujairah Center	09 2444660	cs.dib@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 5 PM

Center Name	Phone Number	E-mail	Worktime
Dedna Center	09 2445600	cs.dib@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Dibba Al Hisn Center	09 2444466	cs.dib@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Al Fujairah Center	09 2222226	cs.fuj@EtihadWe.gov.ae	Saturday: 8 AM - 1 PM Sunday - Thursday: 7 AM - 5 PM
Qidfa Center	09 2361666	cs.fuj@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Dhaid Center	06 7111888	cs.dhd@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 5 PM
AL Madam Center	06 8821187	cs.dhd@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
AL Manama Center	06 8827766	cs.dhd@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
Masafi	09 2560939	cs.dhd@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM
AL Munai Center	04 8524499	cs.dhd@EtihadWe.gov.ae	Sunday - Thursday: 7 AM - 2 PM



## Contact Us

### Contact Details

Head Office:	04 2315555
Contact Center:	8003392
Electricity Emergency:	991
Water Emergency:	992
Fax:	04 2576070
Website:	<a href="http://www.etihadwe.ae">www.etihadwe.ae</a>
E-mail:	<a href="mailto:cs@etihadwe.aegov.ae">cs@etihadwe.aegov.ae</a>

### Social Media Channels



[instagram.com/etihadwe](https://www.instagram.com/etihadwe)



[facebook.com/EtihadWE](https://www.facebook.com/EtihadWE)



[EtihadWE](https://www.youtube.com/EtihadWE)



[twitter.com/etihadwe](https://twitter.com/etihadwe)



الاتحاد للماء والكهرباء  
Etihad Water & Electricity