الاتحاد للماء والكهرباء
Etihad Water & Electricity

USER MANUAL

for e-Services

TRANSFERRING AMOUNT

Transfer credit balance
from account to another

"Transferring Amount" service is an e-service that allows the user to transfer the credit balance in one of his accounts to another one that also belongs to him or any other account.

Visit Etihad WE website through the link below:
www.etihadwe.ae

Click the below shown button to open "Customer Login" window

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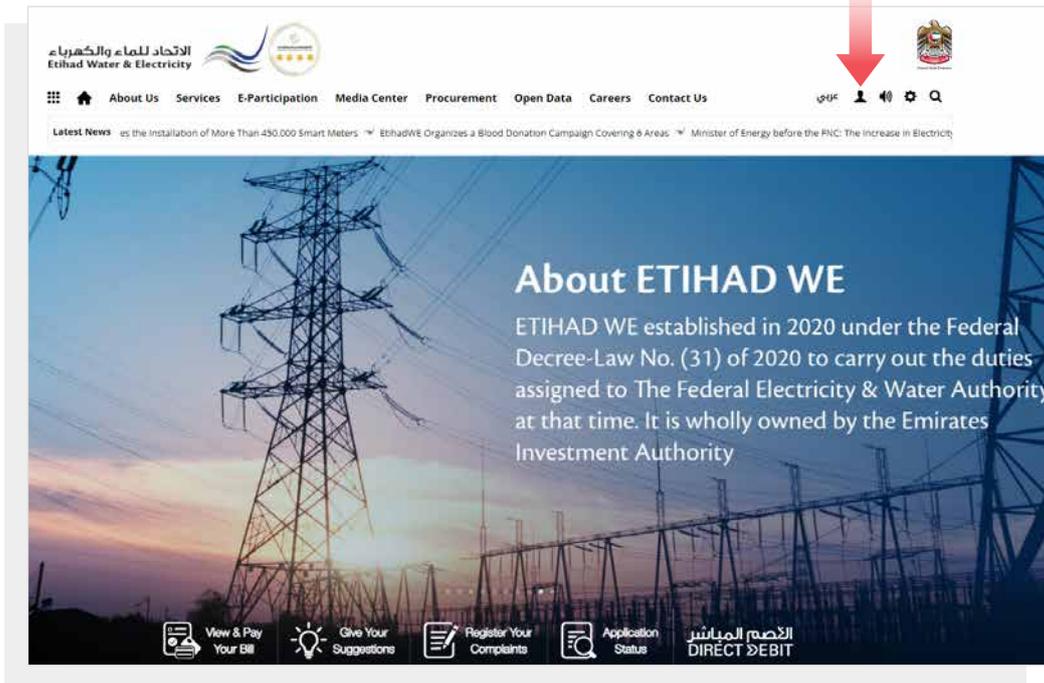
In "Customer Login" window you can login to e-Services as the following:

1. New Customer Registration:
In case you are not registered in the website yet, click "Register" to start creating new account in the website.
Please follow the steps of registration in the link below:
 Registeration Manual -Register New Customer - Click Here

2. Registered Customer Login
In case you are registered enter your User Name(Email Address) and Password and click "Login" button.

When you login, you will reach e-Services dashboard
To access "Transferring Amount" service click the following in main menu:
Services >> Transferring Amount
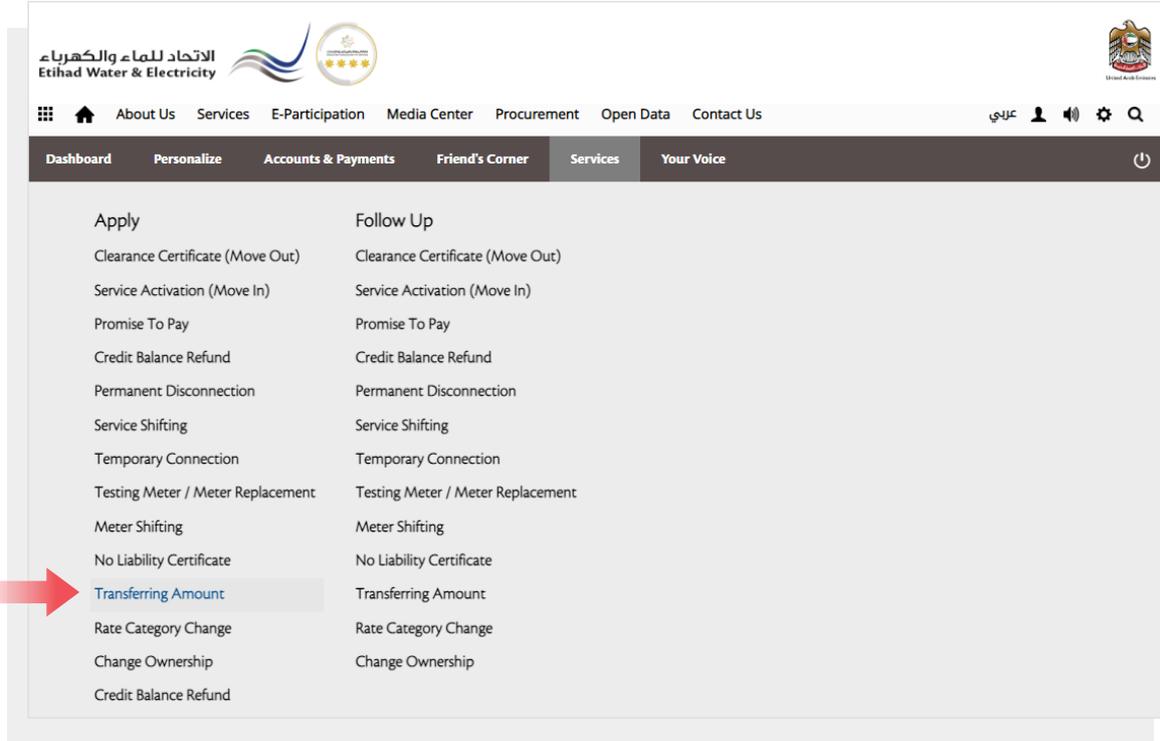
STEP ONE: TRANSFER AMOUNT FORM

In "Transfer Option" you have two options :

1. Select "Normal Balance Transfer" if you want to transfer your credit balance from your account to another one that belongs to you or any other account. Then from "From Account Number" list select your account, and in "To Account Number" field insert the account number you want to transfer the amount to.

2. if you have paid to another account by mistake, you can raise a request to claim the amount back by selecting "Wrong Account Payment" from "Transfer Option" field. Then insert the wrong account number in "From Account Number" and your account number in "To Account Number".

In "Transfer Amount(AED)" the credit amount will appear automatically, but you can edit the amount. The "Customer Name", "Address" and "Business partner Number" will appear automatically. Then click on "Get OTP" button and you will recieve an SMS message with the OTP Number, then insert it in "One Time Password(OTP)".

Upload the required documents and click "Proceed".

STEP TWO: FINISH

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

eServices > Customer

Transferring Amount

STEP 1
1
TRANSFER AMOUNT FORM

STEP 2
2
FINISH

✓ Your Request Submitted Successfully, for further followup, use this below Ref No: 1500001742 ← Request Refrence Number

Transfer Option *
[Normal Balance Transfer]

From Account Number *
[ ]

To Account Number *
[ ]

Transfer Amount (AED) *
[ ]

Customer Name *
[ ]

Address *
[ ]

Business Partner Number *
[ ]

One Time Password (OTP) *
[ ]

[Get OTP]

Emirates ID *
[Choose File] No file chosen

[Upload]

Max. File Size: 1024 KB, Supported Format: pdf

[Proceed]

FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu:
Services>> Follow Up >> Transferring Amount

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

Apply

Clearance Certificate (Move Out)
Service Activation (Move In)
Promise To Pay
Credit Balance Refund
Permanent Disconnection
Service Shifting
Temporary Connection
Testing Meter / Meter Replacement
Meter Shifting
No Liability Certificate
Transferring Amount
Rate Category Change
Change Ownership
Credit Balance Refund

Follow Up

Clearance Certificate (Move Out)
Service Activation (Move In)
Promise To Pay
Credit Balance Refund
Permanent Disconnection
Service Shifting
Temporary Connection
Testing Meter / Meter Replacement
Meter Shifting
No Liability Certificate
Transferring Amount ←
Rate Category Change
Change Ownership

FOLLOW UP APPLICATION STATUS

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

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392

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