



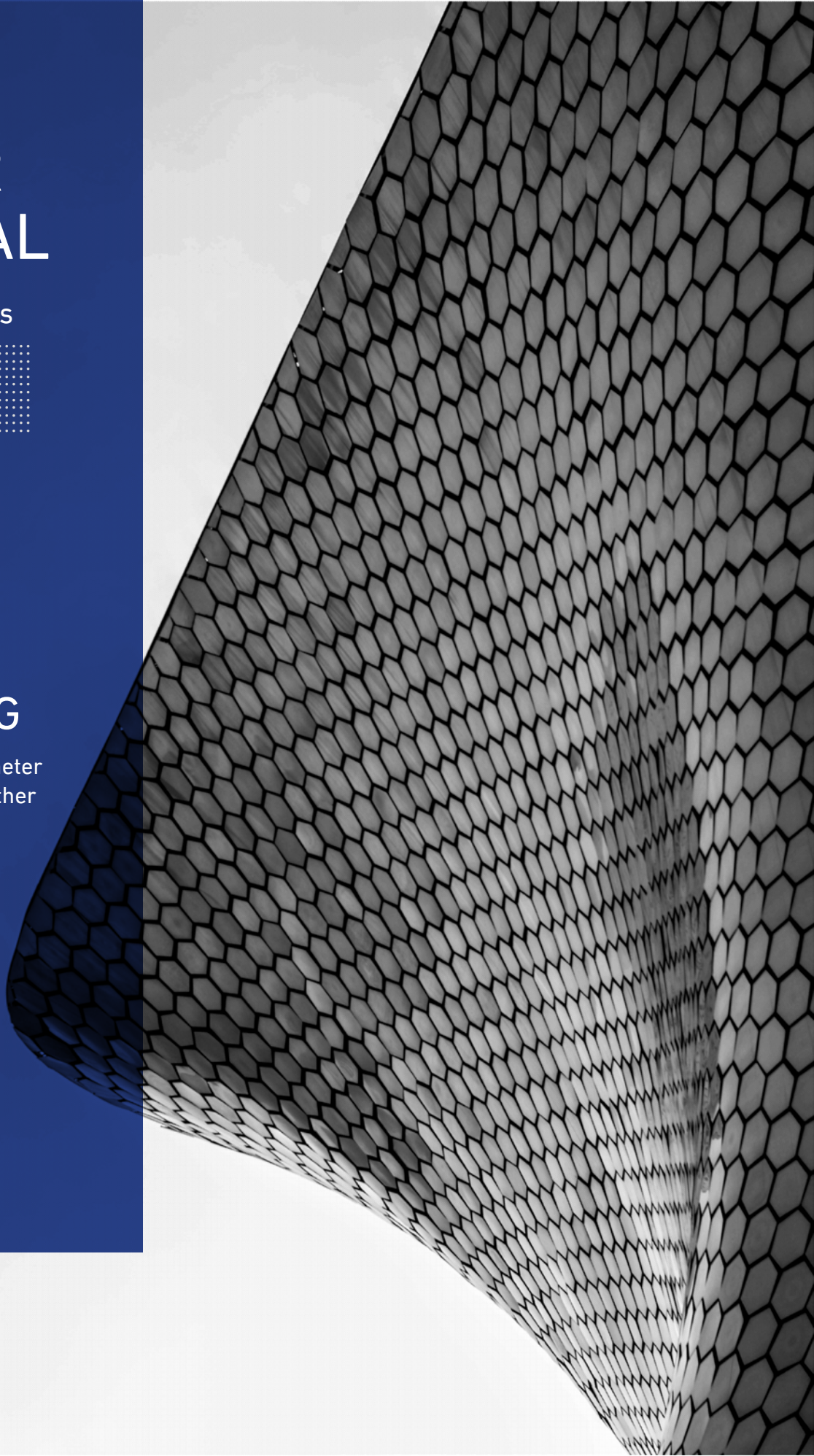
USER MANUAL

for e-Services



METER SHIFTING

Transferring of a meter
from place to another



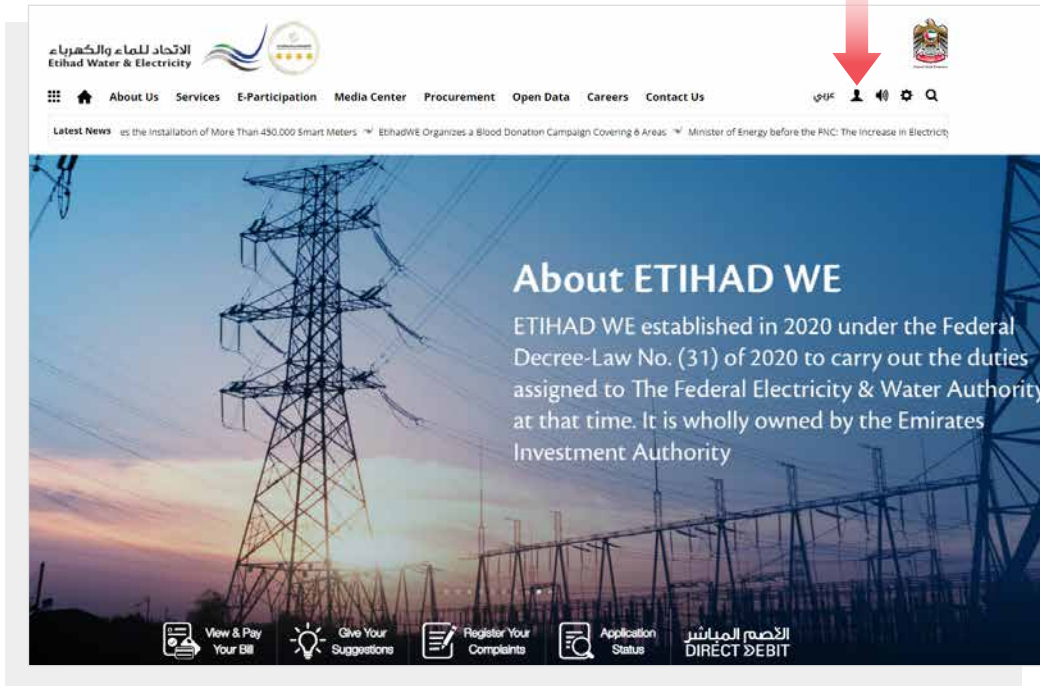
“Meter Shifting” service is an e-service that allows you to request to transfer electricity and water meter from place to another in the same land.

Visit Etihad WE website through the link below:

www.etihadwe.ae

Click the below shown button to open “Customer Login” window

Click here to login



In “Customer Login” window you can login to e-Services as the following:

1. New Customer Registration:

In case you are not registered in the website yet, click “Register” to start creating new account in the website. Please follow the steps of registration in the link below:

[Registration Manual -Register New Customer - Click Here](#)

2. Registered Customer Login

In case you are registered enter your User Name(Email Address) and Password and click “Login” button.

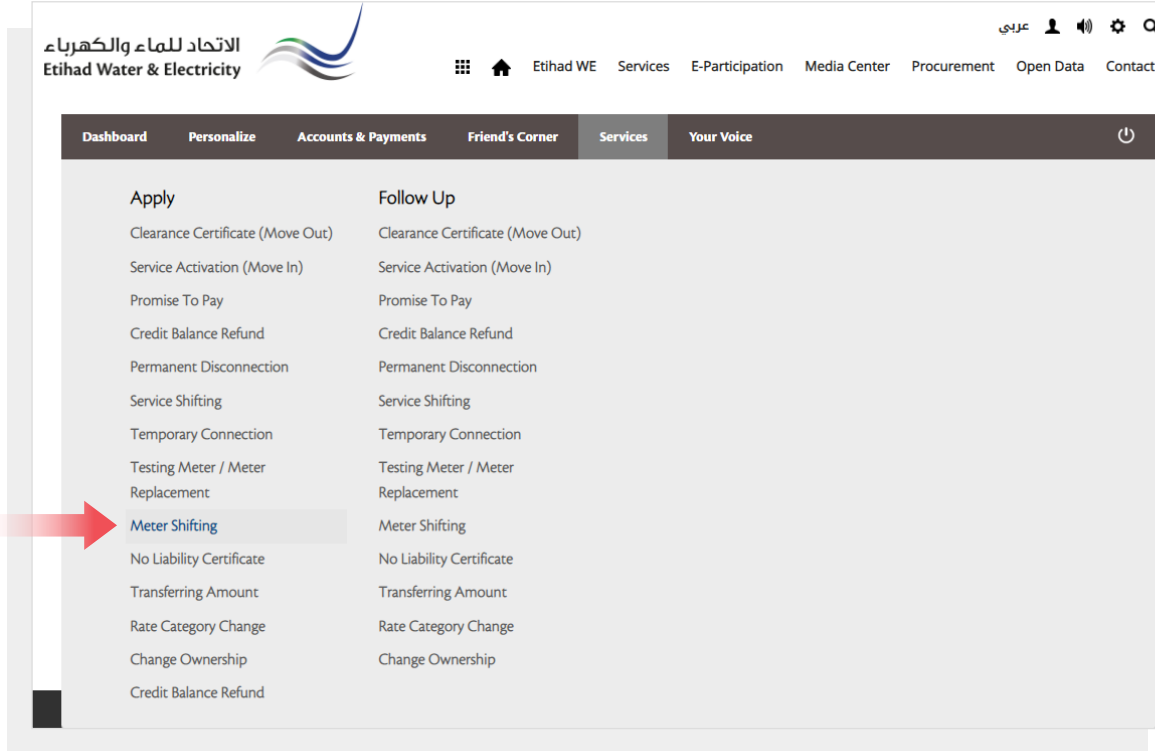
The screenshot shows the Etihad Water & Electricity website with a "Customer Login" modal window open. The modal window contains the following elements:

- Logo and title: "Customer Login"
- Option: "Login With UAE PASS"
- Text: "A single trusted digital identity for all citizens, residents and visitors."
- Separator: "OR"
- Input fields: "Email" and "Password"
- Buttons: "Login" (highlighted with a red arrow and labeled "2. Customer Login"), "Register" (highlighted with a red arrow and labeled "1. New Customer Registration"), "SULTAN", and "CONTRACTOR"
- Links: "Forgot password?", "Reset Activation link?", "Change Mobile Number"
- Footer: "الاتحاد للمياه والكهرباء" and "DIRECT DEBIT"

When you login, you will reach e-Services dashboard

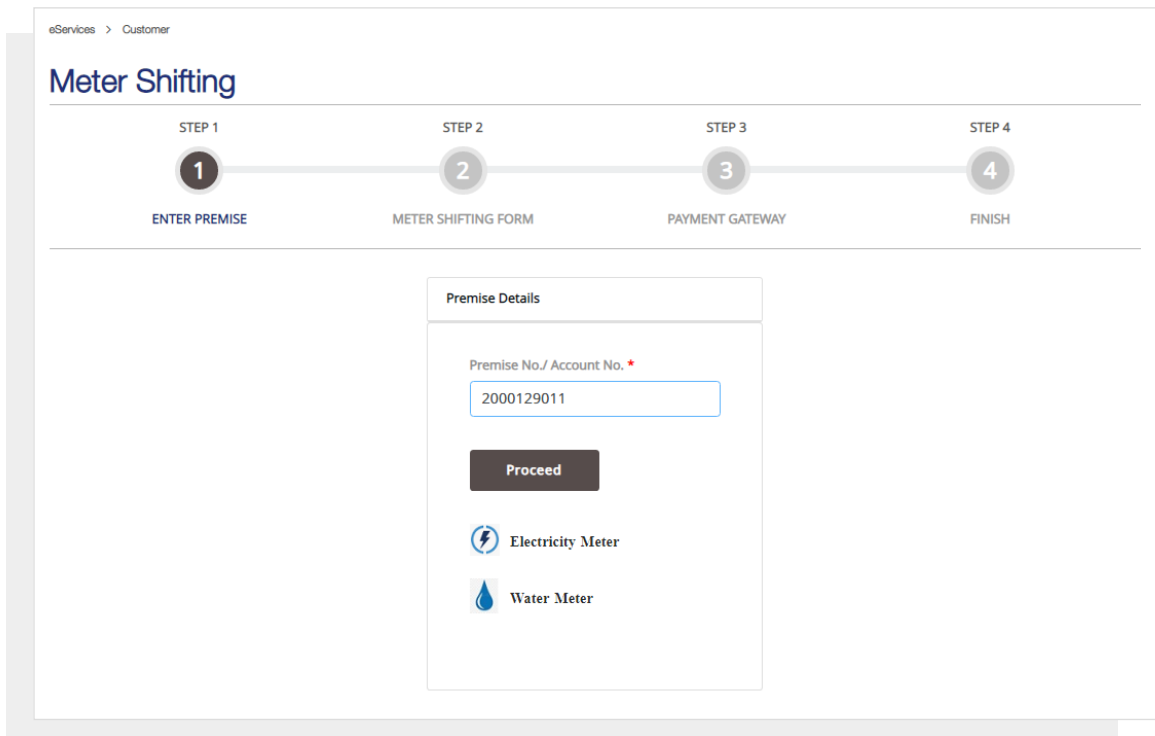
To access “Meter Shifting” service click the following in main menu:

Services >> Meter Shifting



STEP ONE: ENTER YOUR COMPLAINT

Insert the premise number or account number of the meter you want to transfer in “Premise No” and click “Proceed”.



STEP TWO: METER SHIFTING FORM

Specify the meter you want to transfer from “Service Meter” list Whether it is an electricity meter, a water meter, or an electricity and water meter.

In “Meter Shifting to” list select new location of the meter and the “Meter Shifting Fees” will be calculated automatically. Upload the required documents and click “Proceed”

eServices > Customer

Meter Shifting

STEP 1
1
ENTER PREMISE

STEP 2
2
METER SHIFTING FORM

STEP 3
3
PAYMENT GATEWAY

STEP 4
4
FINISH

Premise Details

Premise No./ Account No.	2000129011
Name	عقار اللقعات بن دبرم (عقار)
Address	AJMAN 19 النوان Al-Suwan 19
ID No.:	55542717
Mobile No.	0555542717
Email Address	damas49@outlook.com
Business Partner :	1000100062
Account Number:	

Request Details

Service Meter *

Electricity and Water

← Select your request type

Meter Shifting To *

Location Change

← Select meter location

Meter Shifting Fees *

600

Emirates ID /Passport *

Choose File No file chosen

←

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

Upload

← Select the file and Click "Upload"

Site Plan (from Municipality) : *

Choose File No file chosen

←

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

Upload

Proceed

Cancel

STEP THREE: PAYMENT GATEWAY

Select "Payment Gateway" by clicking on one of the the options.

The screenshot shows the 'Meter Shifting' process in four steps: 1. ENTER PREMISE, 2. METER SHIFTING FORM, 3. PAYMENT GATEWAY (highlighted), and 4. FINISH. Below the steps is a table with the following data:

Service	Date	Fees
Meter Shifting Service	16-03-2022	600

Below the table, there are three payment gateway options: a red arrow pointing to the VISA and Mastercard logos, and a third logo consisting of a grid of dots.

Insert your card details and click "Pay" button.

The screenshot shows the 'network' logo at the top. Below it is an 'Order summary' section with a total of 'AED 600.00'. The main section is titled 'Pay by card' and includes the following fields:

- Card Number: 0000 0000 0000 0000 (VISA)
- Expiry Month: 12 / Expiry Year: 22
- Security Code: ... (with a green checkmark)
- Name on card: Test Name
- Select payment currency: AED

A red button labeled 'Pay AED 600.00' is located at the bottom right of the form.

STEP FOUR: FINISH

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

eServices > Customer

Meter Shifting

STEP 1: 1 ENTER PREMISE

STEP 2: 2 METER SHIFTING FORM

STEP 3: 3 PAYMENT GATEWAY

STEP 4: 4 FINISH

✓ Your Request Submitted Successfully, for further followup, use this Reference No: 1800001641 ← Request Reference Number

FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu:

Services>> Follow Up >> Meter Shifting

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

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



FOLLOW UP APPLICATION STATUS

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

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

eServices > Customer

Meter Shifting

Application Number

1800001641 Search

Application No.	Application Date	Status	Notification No.	Close Date	Completion Percentage
1800001641	16-03-2022	Open	N/A	N/A	0 %
1800001641	16-03-2022	Open	N/A	N/A	0 %

Application Status Completion Percentage

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392