الاتحاد للماء والكهرباء Etihad Water & Electricity





for e-Services

# REFUND OF CREDIT BALANCE IN THE ACCOUNT

An application submitted by customer to refund the credit balance in his/her account



**"Transferring Amount"** service is an e-service that allows the user to submit an application to refund the credit balance in his/her account.

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

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







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

1. New Customer Registration:

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

2. Registered Customer Login

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







When you login, you will reach e-Services dashboard

To access "Refund of Credit Balance in the Account" service click the following in main menu: Services >> Credit Balance Refund

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Dashi	board Personalize Accounts & F	Payments Friend's Corner Services Your Volce
	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



### **STEP ONE:** TRANSFER AMOUNT FORM

Select the required Account from "Account Number" list.

In "Details as per FEWA" section most of the details will appear automatically. Select the method of refunding the amount in your Etihadwe account from "Mode of Payment" list. In case you chose "Online Bank Transfer" insert your name in English as per your bank account in "Name of Beneficiary", and insert your bank account IBAN number in "IBAN of Beneficiary". Upload the required documents, check on "I agree to the Terms & Conditions" checkbox and click "Submit".

Account Number*          211000189105       Select the required Account         Details as per FEWA         Account Class       Region         Residential Expat       Fujairah         D       Mobile Number         Email       Good Payment *         Credit Balance - AED       Mode of Payment *         -1197.23       Online Bank Transfer *         Name of Beneficiary *       IBAN of Beneficiary *         TEST NAME       Accourt File         Mote Files: 102 kRB, Supported Format, pdf       Vpload         Power of Attorney / Collector's Authorization letter       Upload	
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Details as per FEWA         Account Class       Region       Office         Residential Expat       Fujairah       Qidfa         ID       Mobile Number       Email         78/196760768539       0506490011       rashed3alranqi@gmail.com         Credit Balance - AED       Mode of Payment *       Credit Amount *         -1197.33       Online Bank Transfer Select method of       1197.33         Name of Beneficiary *       IBAN of Beneficiary *       You can edit the refunding the amount         TEST NAME       AE50260001015342737301       Image: Select the file and Click "Upload"         Power of Attorney / Collector's Authorization letter       Upload       Select the file and Click "Upload"	
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Customer Comments if any(250 Characters)	





#### **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.



#### FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu: Services>> Follow Up >> Credit Balance Refund

Dashboard	Personalize	Accounts & Pa	yments l	Friend's Corner	Services	Your Voice										
Apply	y		Follow Up													
Cleara	nce Certificate (Mo	ove Out)	Clearance Certificate (Move Out)													
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#### FOLLOW UP APPLICATION STATUS

Select from "Account Number" list and the status of your application will appear.

eServices > Customer	
Credit Balance Refund Follo	owup
Account Number	
Account Number *	Refund Request is under process
	Application Status

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## For Inquiry

Email: cs@etihadwe.ae Call Center: 8003392

