



USER MANUAL

for e-Services



REFUND OF CREDIT BALANCE IN THE ACCOUNT

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



REFUND OF CREDIT BALANCE IN THE ACCOUNT

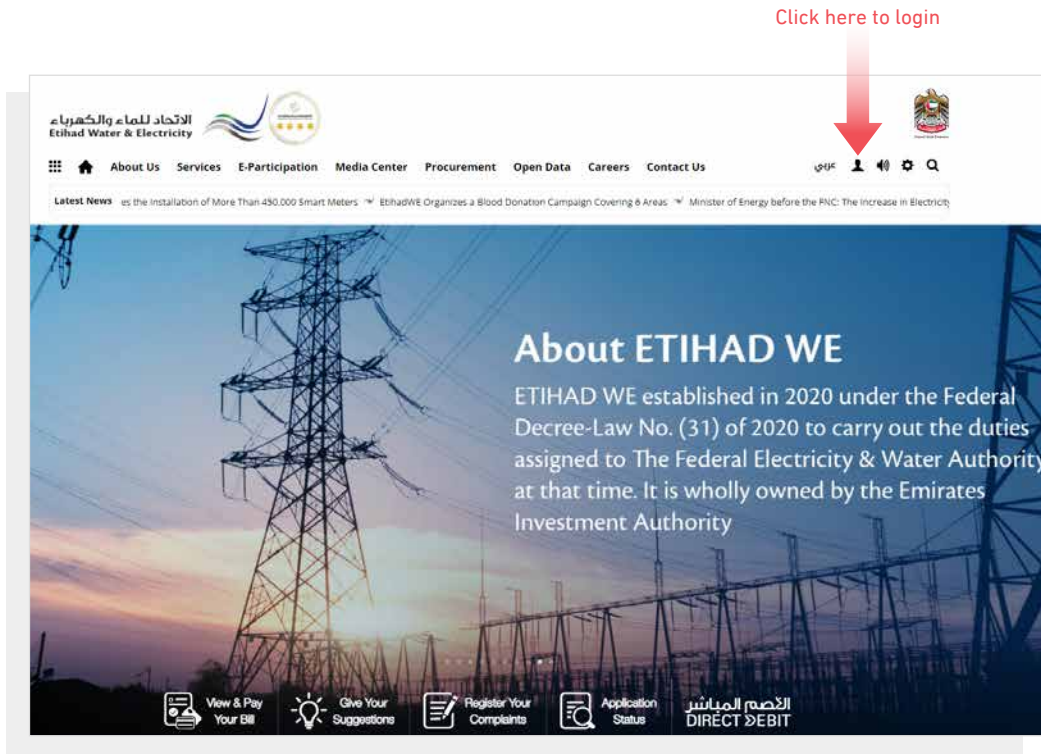
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“Transferring Amount” service is an e-service that allows the user to submit an application to refund the credit balance in his/her account.

Visit Etihad WE website through the link below:

www.etihadwe.ae

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



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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 image shows a screenshot of the Etihad Water & Electricity website. On the right side, a "Customer Login" modal window is open. It features a "Login With UAE PASS" button at the top, followed by a note: "A single trusted digital identity for all citizens, residents and visitors." Below this, there are input fields for "Email" and "Password". A "Login" button is positioned below the password field, and a "Register" button is to its right. A red arrow points from the text "1. New Customer Registration" to the Register button. Below the Login and Register buttons are two buttons labeled "SULTANT" and "CONTRACTOR". Another red arrow points from the text "2. Customer Login" to the Login button. The background of the website shows a power transmission tower and the text "About ETIHAD WE".

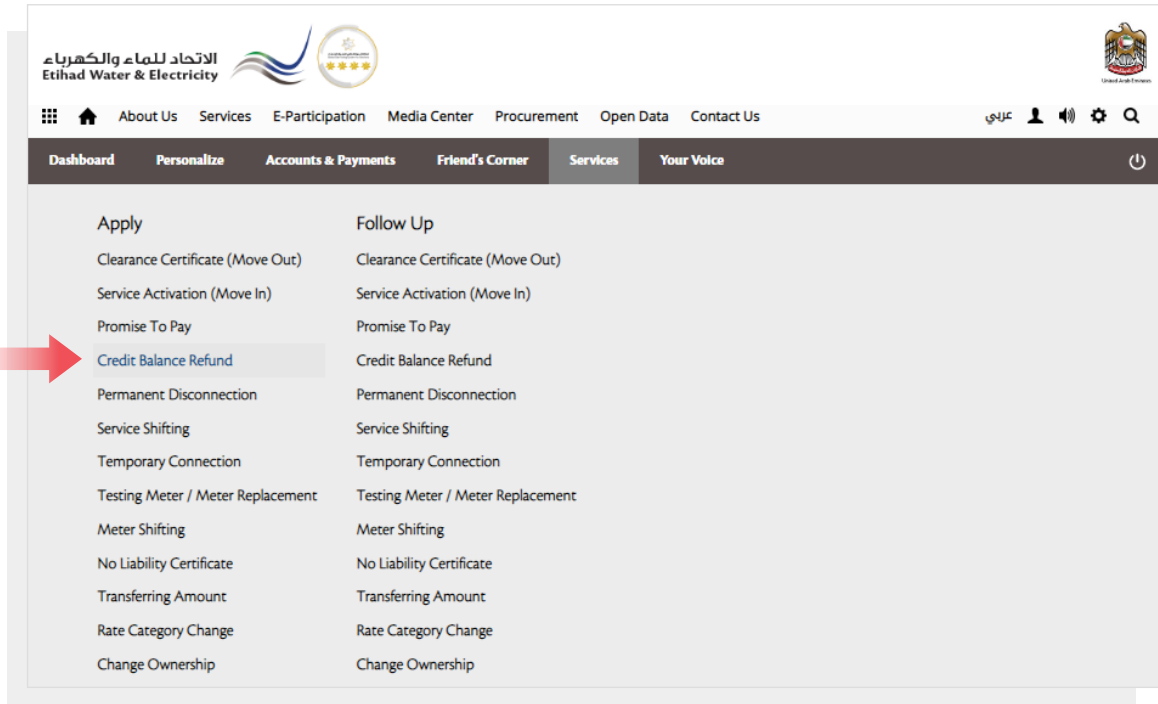
REFUND OF CREDIT BALANCE IN THE ACCOUNT

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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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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”.

Credit Balance Refund

Account Number
Account Number *
211000189105  Select the required Account

Details as per FEWA

Account Class Residential Expat	Region Fujairah	Office Qidfa
ID 784196760768539	Mobile Number 0506490011	Email rashed3alranqi@gmail.com
Credit Balance - AED -1197.33	Mode of Payment * Online Bank Transfer  Select method of refunding the amount	Credit Amount * 1197.33  You can edit the amount you need to transfer
Name of Beneficiary * TEST NAME	IBAN of Beneficiary * AE650260001015342737301 	
Emirates Id / Passport * <input type="button" value="Choose File"/> No file chosen  <input type="button" value="Upload"/>  Select the file and Click “Upload” <small>Max. File Size: 1024 KB, Supported Format: pdf</small>		
Power of Attorney / Collector's Authorization letter <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> <small>Max. File Size: 1024 KB, Supported Format: pdf</small>		
Customer Comments if any(250 Characters) <input type="text"/>		

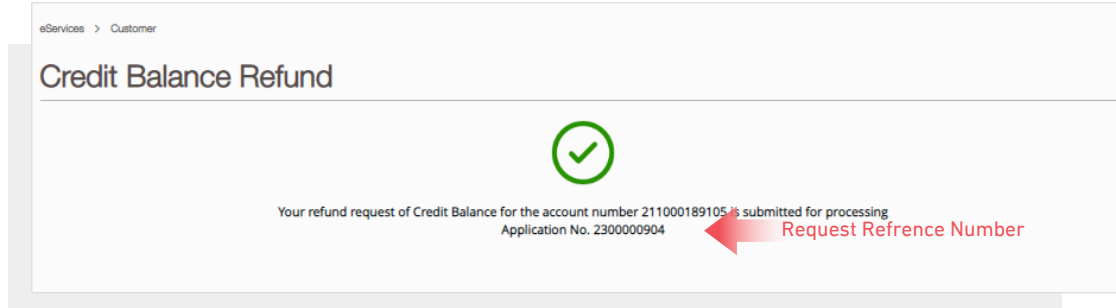
I agree to the [Terms & Conditions](#)

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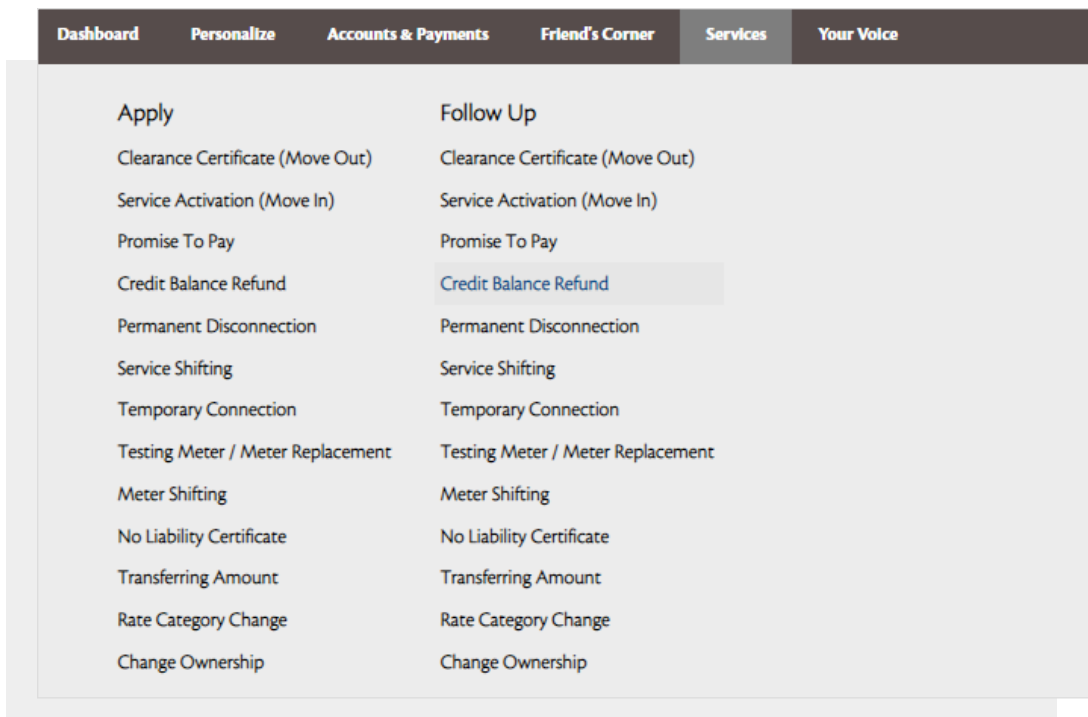
STEP TWO: FINISH

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 receive 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



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الاتحاد للماء والكهرباء
Etihad Water & Electricity



FOLLOW UP APPLICATION STATUS

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

eServices > Customer

Credit Balance Refund Followup

Account Number

Account Number *

211000189105

Refund Request is under process

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392