



# USER MANUAL

for e-Services



## SERVICE ACTIVATION

Reconnection of electricity  
and water supply service

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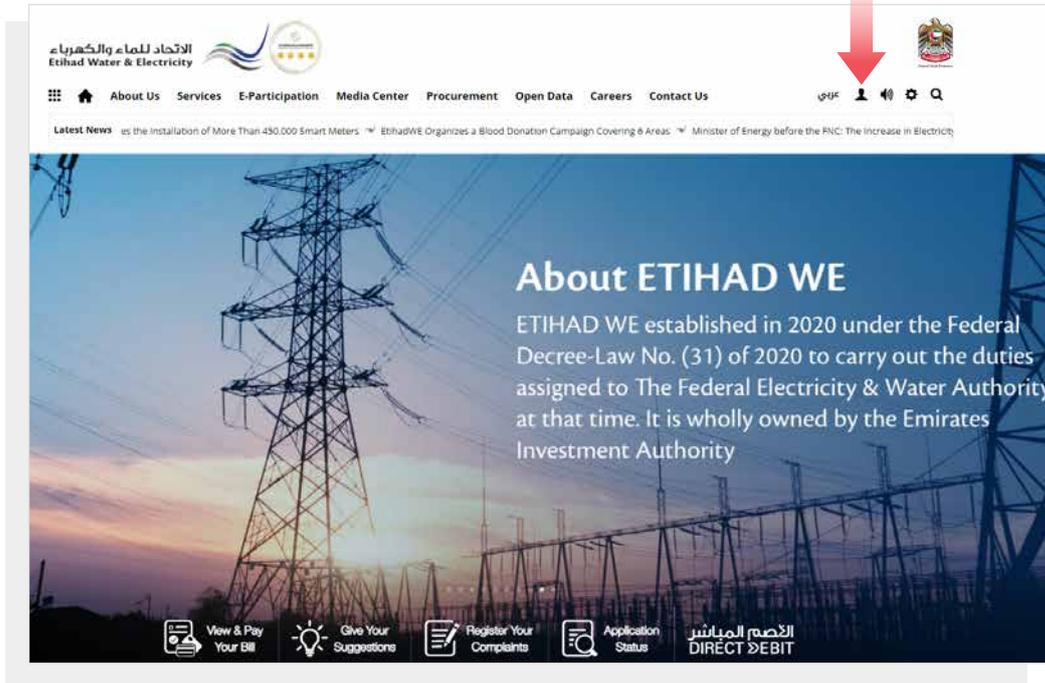
“Service Activation” service is an e-service that allows a customer or a new lessee for reconnection of the electricity and water supply service to the facility whose account was formerly cleared upon the evacuation by the former lessee of such a facility for using it once more.

Visit Etihad WE website through the link below:

[www.etihadwe.ae](http://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 image shows a screenshot of the Etihad Water & Electricity website. On the right side, a "Customer Login" modal window is open. The window contains the following elements:

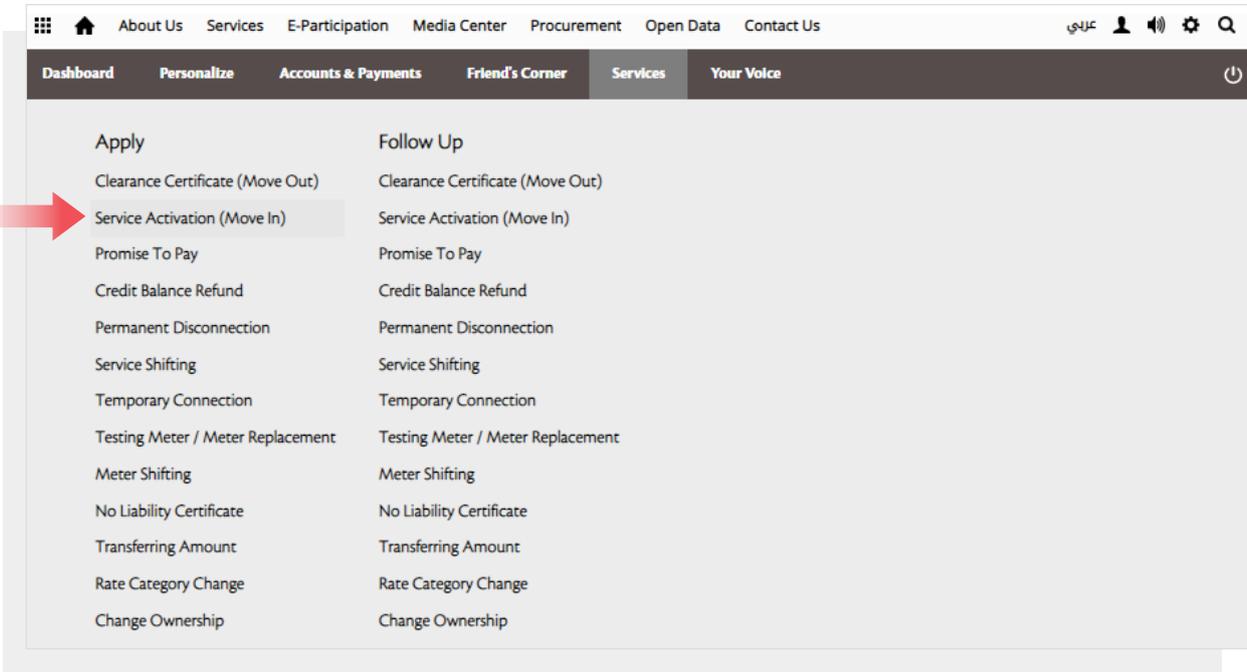
- A "Login With UAE PASS" button.
- A sub-header: "A single trusted digital identity for all citizens, residents and visitors."
- An "OR" separator.
- An "Email" input field.
- A "Password" input field.
- A "Login" button (highlighted with a red arrow and labeled "2. Customer Login").
- A "Register" button (highlighted with a red arrow and labeled "1. New Customer Registration").
- Links for "Forgot password?", "Reset Activation link?", and "Change Mobile Number".
- Buttons for "SULTAN" and "CONTRACTOR".
- A "CHAT WITH US" button with the name "FARIS".

The background of the website shows a power transmission tower and the text "About ETIHAD WE".

When you login, you will reach e-Services dashboard

To access “Service Activation” service click the following in main menu:

Services>> Service Activation(Move In)



## STEP ONE: SEARCH PREMISE IDENTIFICATION

Select from “Premise identification” list “Premise ID” or the old “Account Number”, and according to your choice insert in the below textbox “Premise ID” or the old “Account Number” and click “Proceed”.

### Service Activation

STEP 1  
**1**  
SEARCH PREMISE IDENTIFICATION

STEP 2  
**2**  
SERVICE ACTIVATION FORM

STEP 3  
**3**  
FINISH

Kindly prepare the following documents in order to complete the application

- Emirates ID card
- Tenancy contract (Attested by the municipality).
- Trade license (for non-residential premises).

[More...](#)

Business Partner Number

Premise Identification \*

Premise ID
▼

Back
Proceed

## STEP TWO: SERVICE ACTIVATION FORM

In "Contract Account Details" section select from "Customer Type" list, "Category" list and "Sub Category" list.

In "Personal Details" section the details will appear automatically. Fill the missing details.

In "Current Address" section fill all the required fields. Upload the required documents, Check on "I agree to the [Terms & Conditions](#)" checkbox and click "Proceed"

### Service Activation

STEP 1  
**1**  
SEARCH PREMISE IDENTIFICATION

STEP 2  
**2**  
SERVICE ACTIVATION FORM

STEP 3  
**3**  
FINISH

#### Contract Account Details

Premise Number \*

Customer Type \*

Tenant

Category \*

Residential

Sub Category \*

Flat

#### Personal Detail

ID Type \*

Emirates ID

ID No.: \*

Nationality: \*

India

Title: \*

Mr.

First Name (Arabic): \*

Last Name (Arabic): \*

First Name (English):

Last Name (English): \*

Preferred Language: \*

English

Gender: \*

Male

Date of Birth: ( DD-MM-YYYY ) \*

#### Current Address

Emirates: \*

AJMAN

City: \*

Ajman\_CITY

Street Name / Number:

Building Name:

Flat / Villa / House No:

P.O Box No / City:

Ajman

#### Required Documents

Emirates ID / Passport \*

No file chosen

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

Upload

Select the file and Click "Upload"

Tenancy Contract approved from Municipality \*

No file chosen

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

Upload

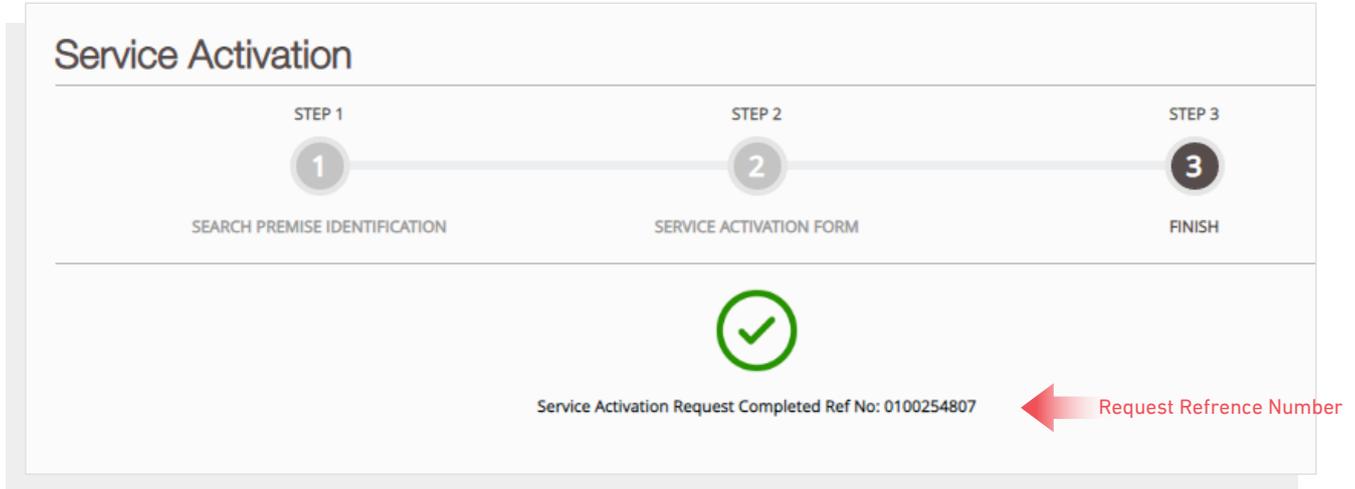
I agree to the [Terms & Conditions](#)

Proceed

Cancel

## STEP THREE: 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 a Request Reference Number so you can follow up your request status.



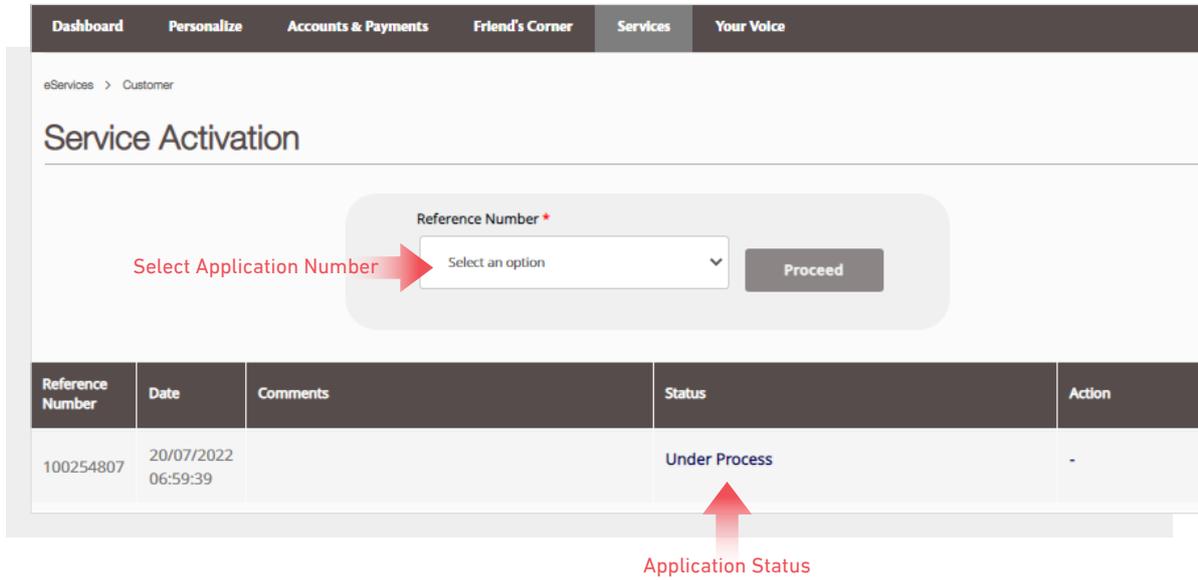
## FOLLOW UP APPLICATION STATUS

To follow up your Request status click the following in main menu:  
Services>> Follow Up >> Service Activation (Move In)

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	
Permanent Disconnection				Credit Balance Refund	
Service Shifting				Permanent Disconnection	
Temporary Connection				Service Shifting	
Testing Meter / Meter Replacement				Temporary Connection	
Meter Shifting				Testing Meter / Meter Replacement	
No Liability Certificate				Meter Shifting	
Transferring Amount				No Liability Certificate	
Rate Category Change				Transferring Amount	
Change Ownership				Rate Category Change	
				Change Ownership	

## FOLLOW UP APPLICATION STATUS

Select from "Application Number" list and click "Search", and a table will appear showing the status of your application.



The screenshot shows the 'Service Activation' page. At the top, there is a navigation bar with tabs: Dashboard, Personalize, Accounts & Payments, Friend's Corner, Services, and Your Voice. Below the navigation bar, the page title is 'Service Activation'. There is a search form with a dropdown menu labeled 'Reference Number \*' and a 'Proceed' button. A red arrow points to the dropdown menu with the text 'Select Application Number'. Below the search form is a table with the following data:

Reference Number	Date	Comments	Status	Action
100254807	20/07/2022 06:59:39		Under Process	-

A red arrow points to the 'Under Process' status in the table with the text 'Application Status'.

End of e-Service

For Inquiry

Email: [cs@etihadwe.ae](mailto:cs@etihadwe.ae)

Call Center: 8003392