



CONSULTANT MANUAL

for e-Services



ADDING EXTRA LOADS

Adding extra loads or
expanding the water line
in the facility

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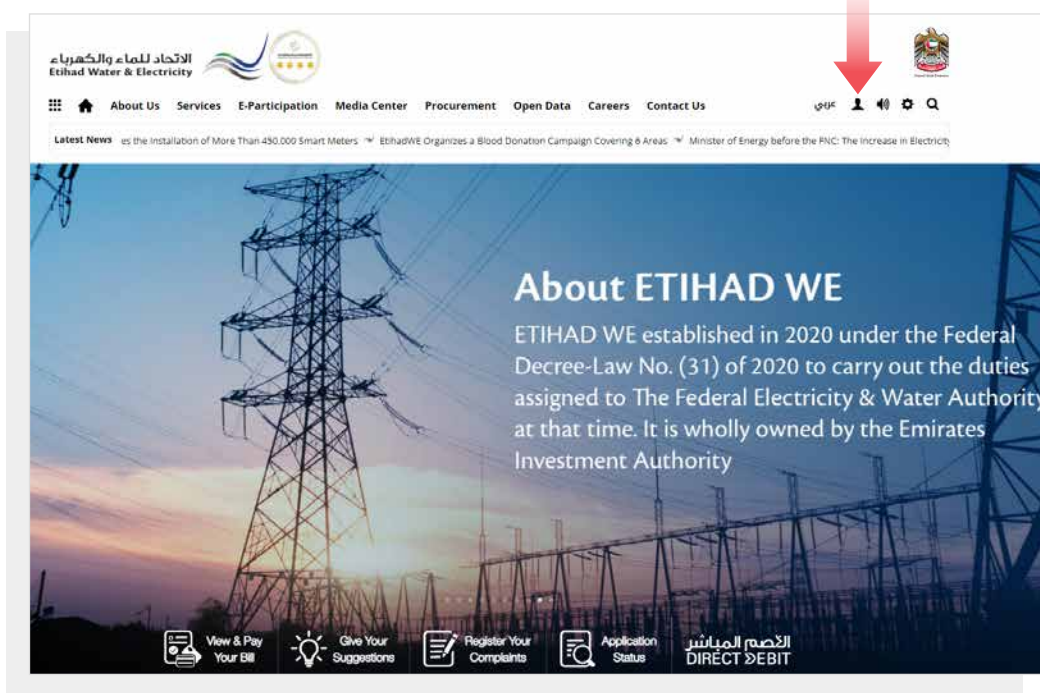
“Adding Extra loads” is an e-service that allows the customer to apply for adding extra loads or expanding the water line in the facility.

Visit Etihad WE website through the link below:

www.etihadwe.ae

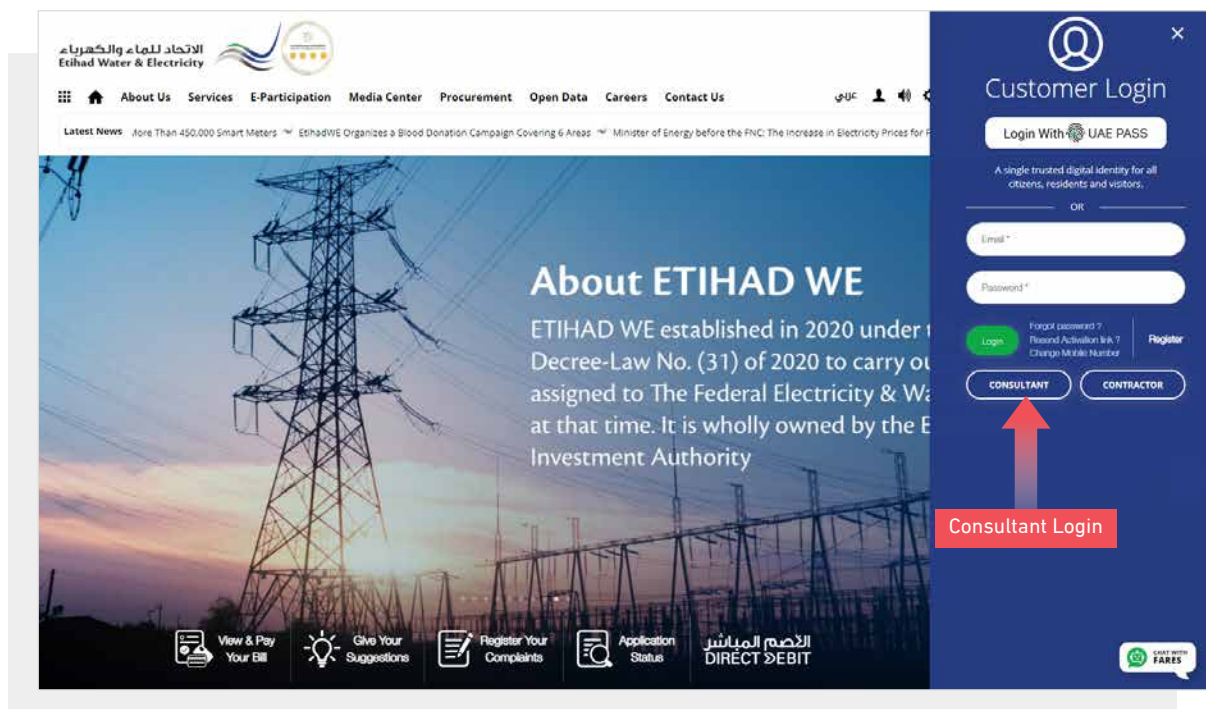
Click the below shown button to open “Consultant Login” window

Click here to login





A “Customer Login” window will appear. Click on “Consultant” button to move to “Consultant Login” window.



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

1. New Consultant Registration:

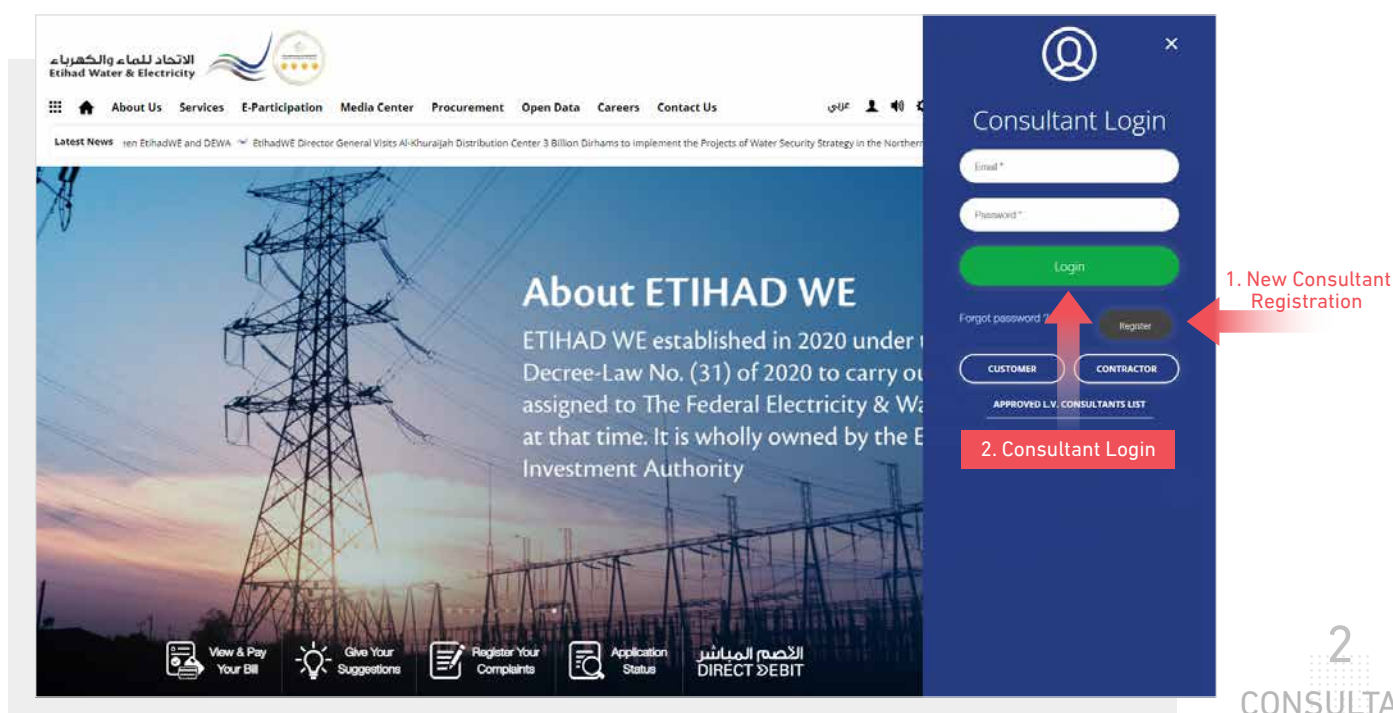
In case you are not registered in the website yet, click “Register” to start creating new account in the website.

Please follow the steps of registration in the link below:

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

2. Registered Consultant Login

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



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When you login, you will reach e-Services dashboard
Click on “Connection Application(New/Additional)” button.

Dashboard Edit Profile Application Status Payment History Download Forms User Manual

eServices > Consultant

Change Region Update

REGION: Ajman (West-A)

Land Clearance Certificate

Drawing Approval (New / As Built)

Drawing Approval (Additional)

Connection Application (New / Additional)

Dear Consultant
Please update your data including the license obtained by FEWA and upload the license in System so you can submit or follow up the applications .

STEP ONE:

Select from “Customer Type” list. Select “Additional Load” from “Type of Application” list, select from “ID Type” list, Insert “ID Number”. Insert “Premise Number” and click “Search” button.

Dashboard Edit Profile Application Status Payment History Download Forms User Manual

eServices > Consultant

Connection Application (New / Additional)

Customer Type *

1- Nationals & Residents

Type of Application *

Additional Load

ID Type *

Emirates ID

ID Number. *

784- 7841-9624316-3

Premise Number *

2000008691

Search



STEP TWO:

In "Owner Information" form the "ID Type" and "ID Number" will appear automatically. you have to fill the rest of the form. In "Constutant Information" from will be filled automatically.

In "Land Clearance Certificate" and "Drawing Approval" from will be filled automatically.

eServices > Consultant

Connection Application

Application Type

Premise Number

Number of Premise *

Additional Load

2000129011

Single Premise

OWNERS INFORMATION

ID Type *

ID Number *

Nationality *

Emirates ID

784784196243163

Utd.Arab Emir.

Name (Arabic) *

Name (English) *

Mobile Phone *

محمد أحمد

Mohammad Ahmed

050 8961171

P.O. Box *

City *

Email Address *

123

Ajman

khulood.almehri@etihadwe.ae

Preferred Language *

SFL *

Arabic

1000226422

CONSULTANT INFORMATION

Consultant License *

Consultant Name (English) *

Consultant Name (Arabic) *

4234234

ConsultantEn

ConsultantAr

Mobile Phone *

Email Address *

Contract Account No. *

0521694441

rahim.sharif@fewa.gov.ae

232000000013

LAND CLEARANCE CERTIFICATE

Notification No. (Electricity)

Notification No. (Water)

DRAWING APPROVAL

Notification (Electricity)

Notification (Water)

NA

NA

NA

NA

STEP TWO:

In “Type of Application” list select “Additional” and select from “Connection Type” list and “Connection Sub Category” list. Specify the service by clicking the checkbox of “Electricity”. Insert the electricity loads you need to add in “Additional Load Electricity(KW)” field by kilowatt.

The documents you need to upload will change according to what you choose from “Connection Type” list and “Connection Sub Category” list. Upload the required documents and click “Send”.

CONNECTION APPLICATION

Type of Application *

Connection Type *

Connection Sub Category *

Addition

Residential

Residential Local

☒ Electricity

Additional Load Electricity (KW) *

1000

Insert the electricity loads by kilowatt

DOCUMENTS UPLOAD

1 Emirates ID *

Choose File No file chosen

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

Upload

Select the file and Click "Upload"

2 Site Plan (from Municipality) *

Choose File No file chosen

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

Upload

3 Land Clearance Certificate *

Choose File No file chosen

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

Upload

4 Passport *

Choose File No file chosen

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

Upload

5 Family book (full) *

Choose File No file chosen

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

Upload

Send

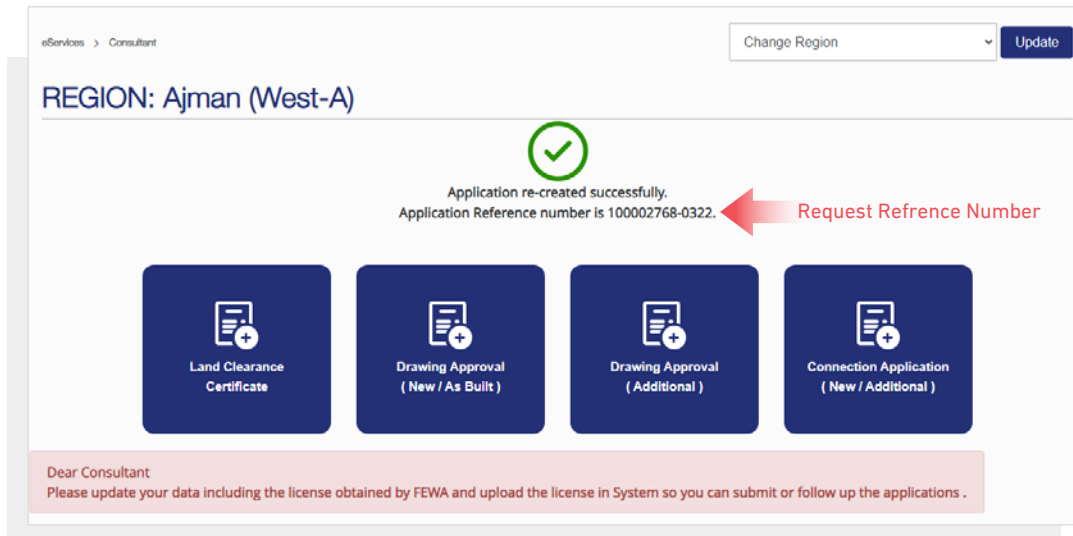
Back

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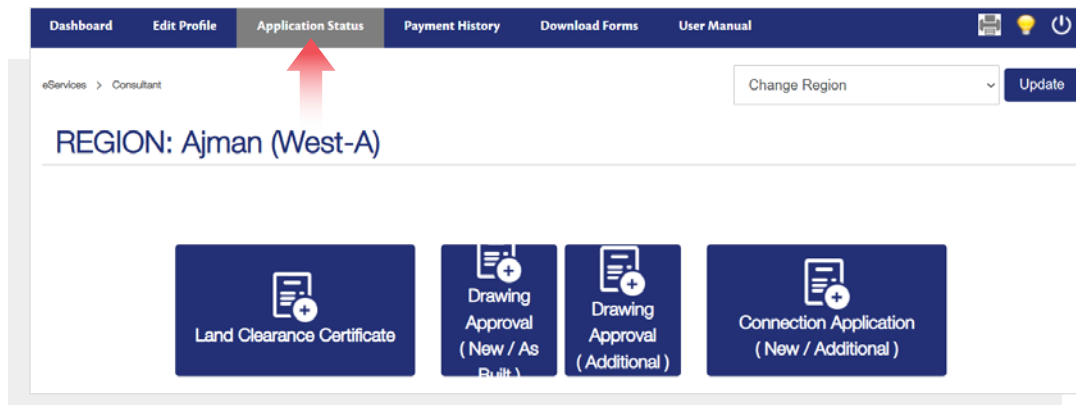
STEP THREE:

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 on "Application Status".



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الاتحاد للماء والكهرباء
Etihad Water & Electricity



FOLLOW UP APPLICATION STATUS

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

eServices > Consultant

Application Status

KNOW YOUR APPLICATION STATUS

Reference Number *

100002771-0322

Search **Clear**

CONNECTION APPLICATION (Additional Load)

Application Date	Service	Notification No.	Status	Task Details.
30-03-2022	Electricity	NA	Under process	-

Showing 1 to 1 of 1 entries

Previous **1** Next

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392

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