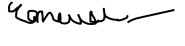


Guaranteed Service Standards

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1. PURPOSE

- The purpose of this procedure is to ensure that all services delivered by TAQA WS meet the guaranteed standards of service as per DOE licensing and regulatory requirements, specifically License Condition 27 and the DOE's Consumer Protection Policy. In addition, this procedure establishes a consistent internal framework for monitoring, validating, and reporting performance against the Guaranteed Service Standards (GSS) to ensure effective implementation across all departments.
- It also aims to promote accountability and transparency by defining clear mechanisms for escalation and corrective action in cases of non-compliance, while reinforcing TAQA WS's ongoing commitment to customer satisfaction and continuous improvement in service delivery.

2. SCOPE

2.1. Customer Services Department

- This procedure applies to all customer-facing services under TAQA WS that are subject to the Department of Energy (DOE) Guaranteed Service Standards, including complaints handling, sewerage services, data requests, tanker permits, and trade effluent consents. It also defines the responsibilities of departments involved to ensure compliance, monitoring, and quarterly reporting to DOE.
- Additionally, the scope covers communication of results to stakeholders and outlines the escalation framework to address any deviations from the guaranteed standards.

2.2. Customer Relationship Management Team

- The Customer Relationship Management (CRM) team is responsible/accountable for receiving and registering all types of complaints and inquiries related to TAQA Water Solutions via Abu Dhabi Government Contact Centre (800-555) or TAMM Platform.. Complaints received shall be registered through Abu Dhabi CRM system (Customer Relationship Management) for tracking and monitoring purposes.

3. RESPONSIBILITY FOR IMPLEMENTATION

- TAQA WS has assigned the responsibility for reporting on a quarterly basis to DOE GSS performance to the Customer Services Quality Assurance team.
- Below is a list of functions / Divisions / Departments responsible and accountable for provision of the services within these Standards
 1. Tankering services
 2. Permits Services
 3. Customer Services
 4. Operation & Maintenance
 5. Inspection

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4. REFERENCES

- Customer Complaints Handling Procedure
- Condition 16 Version No.003, SOP 402-Avoidance of Public Nuisance.
- Consumer Protection Policy issued by DOE
- SP 002- Document Control

5. TERMINOLOGY

Acronyms	Full Text
IMS	Integrated Management System: TAQA WS IMS is comprised of several Management Systems, each of which are managed by designated custodians. TAQA WS implements HLS Standards and Frameworks/Guidelines. Certifiable HLS Standards: • QMS (Quality MS)- ISO 9001:2015 • EMS (Environment MS)-ISO 14001:2015 • OHS (Occupational Health and Safety MS)- ISO 45001:2018 • EnMS (Energy MS)- ISO 5001:2018 • AMS (Asset MS)- ISO 55001 :2015 Non certifiable Frameworks/guidelines: • RMS (Risk Management System) - ISO 31000:2018 • CMS (Carbon MS) - PAS 2080:2016 • ISO 10002 and 10004 Customer Satisfaction QMS ISO/IEC 17025 - Testing & Calibration
TAQA WS	TAQA Water Solutions (includes the authorised representative where the context requires).
CEO	Chief Executive officer
Master Management Review document	Consolidated Management reviews
Customers	Customers could be owners of private sewers, and they can benefit from sewage services. On the other hand, they may not be owners of private sewers, but they also can benefit from sewage services. Finally, any person who contacts TAQA Water Solutions to request a service or for a specific reason is considered as a customer.
Creation of a New Connection Point	Applying for/requesting new sewer connection point for the project in case service was not provided.
Private Sewer	Refers to those private sewers is located within the premise's boundary and/or upstream of the Connection Point for the premises in question.
Public Sewer	Refers to an existing sewer is owned and operated by TAQA WS.
DOE	Refers to the Department of Energy.
CMA	Refers to the Clearance Management Application.
NOC	Refers to the Non-Objection Certificates.

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Acronyms	Full Text
Working Day	5 working days from Monday to Friday, except Saturday, Sunday and public holidays in the government sector of Abu Dhabi Emirate.
Third party	Refers to any entity or personal of concern who might have relationship (direct or indirect) with TAQA WS Services.
Exemption	Means allowing a person to carry out an Article 71 regulated activity without a licence, in accordance with Article (74) or Article (79) of Law No (2).
Compensation	Refers to the act of providing a person with money or other things in a contract if the TAQA WS fails to meet a Service Level Agreement for each type of the stated services within this document

6. DISTRIBUTION

Connected personnel:

Through Intranet

Non connected personnel:

Hard copy distribution (if required), requirements of which are mentioned in clause no. 6.5 of Document Control Procedure (SP-002)

7. PROCESS

- Guaranteed Service Standards have been set to guarantee a minimum level of service, to be approved by the DOE under license Condition 20.
- Prior to full tariff implementation, customers not receiving financial compensation will be granted non-financial compensation in accordance the document.
- In practice, customers should receive a higher level of performance than the minimum stipulated. It shou be noted that these Standards do not define the full extent of TAQA-WS obligations to their customers but are part of a wider range of customer service provisions set out in each license.
- Overall, TAQA-WS objective is to treat customers fairly in their different transactions, interactions, and as per demonstrate "Fairness Principles" outlined in Consumer Protection Policy issued by DOE to Customers.

Summary of the two Classifications of Services Standards:

Guaranteed (GS) and Overall Service Standards (OS)

1. Guaranteed Service Standards (GS)

- These are defined service levels that must be met in each individual case. Currently, any failures to meet the Service Standards are recorded by the company and included in quarterly reports, which are monitored monthly by the DOE.

2. Overall Service Standards (OS):

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- Overall service standards cover areas of service where a minimum overall performance from TAQA-WS should be expected. Some of these measures may also be covered by the customer-specific Guaranteed Services.

7.1. Guaranteed Service Standards

- This table outlines the minimum performance standards for services provided to company customers, with each request to be fulfilled in accordance with the criteria listed below.

GS#	Services Type	Standard name
GS1	Treat odors, blockages and overflows of sewage services	Sewerage Services
GS2	Submitting a complaint	Submitting Complaint
GS3	Approval to Provide Sewerage Spatial Data	Sewerage Drawings and Geographic Data
GS4	4.1 Issue Sewer Connection Point Drawing	Connection to Sewerage Network
	4.2 Approve Temporary Connection to Sewerage Line	
	4.3 Approve External Sewerage Route	
GS5	5.1 Issue Discharge Permit for Wastewater Tanker	Permits of the Sewerage Tankers Discharge
	5.2 Renew Discharge Permit for Wastewater Tanker	
GS6	Issue Approval for the discharge of Trade Effluent	Trade Effluent Consents

7.1.1. GS1 Sewerage Services (Treat Odors, blockages, and overflows of sewage)

Service Description

- Customers may submit service requests to TAQA-WS through the Customer Relationship Management system (AD GOV. 800555) or TAMM Platform, available 24/7, to seek assistance with issues such as odour, blockages, flooding, or sewerage water discharge.
- The service shall be provided within **three (3) working hours** from the successful submission of the request.

Exemptions

- Exemption is not applicable to this standard.

7.1.2. GS2 Submitting Complaint

Service Description

- Customers may submit complaints regarding the TAQA-WS Services through the Customers Relationships Management system (AD GOV. 800555) or TAMM Platform to express dissatisfaction or

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concerns related to company services, activities, employees, or assets.

- An initial response shall be provided within **three (3) hours** of the date of submission, and a full response shall be issued within the agreed timescales defined for each main complaint category as outlined in CCHP - Customer Complaints Handling Procedures (SOP-1672).
- Resolution Timeframe is decided based on Complaints type or classification: (Short-term 3 days, long-term 14 days)

Exemptions

- Exemption is not applicable to this standard.

7.1.3. GS3 Sewerage Drawings and Geographic Data (Approval to Provide Sewerage Special Data)

Service Description

- The service allows customers to obtain approval from TAQA-WS to provide sewage drawing and data in the required project area.
- Through the TAMM Platform, customers can request approval to provide sewage spatial data and digital mapping in the designated project location, ensuring alignment with TAQA-WS requirements.
- The service shall be provided within two (2) working days from the date of submission.
-

Exemptions

- Exemption is not applicable to this standard.

7.1.4. GS4 Connection to Sewerage network

7.1.4.1. Issue Sewer Connection Point Drawing

Service Description

- Customers may submit requests to the TAQA-WS to identify the nearest sewerage connection points assigned to their plot and to obtain site plans illustrating the sewerage network layout within the scope of the application.
- The service shall be provided within **two (2) working days** from the date of submission.

Exemptions

- Exemption is not applicable to this standard.

7.1.4.2. Approve Temporary Connection to Sewerage

Service Description

- Customers may submit requests to the company for obtaining approval to temporarily connect under-construction projects to the sewerage network during the project period.
- The service shall be provided within **two (2) working days** from the date of submission.

Exemptions

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- Exemption is not applicable to this standard.

7.1.4.3. Request for External Sewerage Rout Approval

Service Description

- Customers may submit requests to TAQA-WS to obtain approval to establish an external route for sewerage networks or lines as proposed by the customer.
- The service shall be provided within **two (2) working days** from the date of submission.

Exemptions

- Exemption is not applicable to this standard.

7.1.5. GS5 Permits of the Sewerage Tankers Discharge

7.1.5.1. Issue Discharge Permit for Wastewater Tanker

Service Description

- Customers may submit requests to TAQA-WS to obtain permission to discharge sewerage tankers at the company's designated discharge points.
- The service shall be provided within **two (2) working days** from the date of submission.
- Through Tamm platform, the client obtains a permit for discharging the sewerage tankers in the discharge points of TAQA Water Solutions.

Exemptions

- Exemption is not applicable to this standard.

7.1.5.2. Renew Discharge Permit for Wastewater Tanker

Service Description

- Where customers can submit their requests to TAQA-WS for renewal of the existing permission for discharging the sewerage tankers in the discharge points of TAQA Water Solutions.
- The service will be provided within **2 working days** from the date of applying.
- Through Tamm platform, the client obtains a permit for discharging the sewerage tankers in the discharge points of TAQA-WS.

Exemptions

- Exemption is not applicable to this standard.

7.1.6. GS6 Trade Effluent Consents (Issue Approval for the discharge of Trade Effluent)

Service Description

- Customers may submit requests to TAQA-WS for obtaining consent to discharge wastewater into the company's sewerage networks. This applies to entities such as factories, commercial establishments, hospitals, and laboratories, excluding predefined low-risk categories such as

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restaurants, cafes, laundries, and car wash centres.

- The service shall be provided within **fifteen (15) days** from the date of submission.

Exemptions

- Exemption is not applicable to this standard.

7.2. Compensation

- Compensation is applicable for all services described in this SOP.
- The TAQA-WS shall evaluate the appropriateness of compensation on a case-by-case basis and ensure customers clearly understand the service approach and descriptions.

For business/service delivery mistakes or failures with no financial impact, the TAQA-WS shall:

a. File an official complaint against the service:

- Each case will receive a unique tracking number.
- The tracking number is communicated to the customer.
- The case is officially logged within the company and resolved within 48 hours.

b. Customer engagement:

- Customers shall be contacted, listened to, and assisted to ensure TAQA-WS fully understands and analyzes the situation.

c. Additional considerations:

- Based on analysis results, TAQA-WS may issue an official apology, communicated via SMS or email.
- If the issue arises outside the company's control, or due to the actions of joint partners or contracted/uncontracted third parties, the company is not held accountable.
- The TAQA-WS shall determine the appropriate timing and method of compensation based on the severity of the case.
- Customers eligible for compensation shall be surveyed to confirm satisfaction.
- Customers reserve the right to escalate unresolved issues to the DOE regarding any failure related to TAQA-WS's licensed services.

7.3. Overall Services Standards

- Overall Service Standards represent the general level of performance expected from TAQA-WS across all customer-facing services.
- These standards measure collective organizational performance rather than individual cases.
- Overall Services Standards (OS) indicators include areas such as service reliability, complaint resolution, customer satisfaction, accuracy of information provided, and communication transparency.

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- The purpose of OS is to ensure that TAQA-WS delivers services efficiently, consistently, and fairly, in alignment with DOE requirements and the Consumer Protection Policy.
- Results are monitored monthly by the Business Performance Section and reported quarterly to DOE together with the Guaranteed Standards outcomes.
- Departments showing below-target performance prepare corrective action plans and report progress during the monthly Customer Experience review meetings.
- OS performance trends are used to identify systemic improvements and update internal processes or SOPs where needed.
- Summary results are communicated internally and externally according to the DOE publication plan to maintain transparency and accountability.

7.4. Reporting of the Guaranteed and Overall Service Standards

- TAQA-WS shall provide a Quarterly Report containing all relevant information as may be requested by the DOE, covering the previous calendar year, within three (03) months from the beginning of the current year.
- The Internal Review Panel shall convene on an annual basis to monitor the applicability, effectiveness, and adherence to the defined Service Standards and associated timelines.

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8. ANNEXES

No.	Document Name	Serial Number
01	Guaranteed Service Standards / Reporting Template	SOF-406-A
02	Service Cards - Sewerage Services	
03	Description of Submitting a Complaint	
04	Service Cards – Sewerage Drawings and Geographic Data	
05	Service Cards – Connection to Sewerage Network	
06	Service Cards – Permits of the Sewerage Tankers Discharge	
07	Service Cards – Trade Effluent Consent	

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01 Guaranteed Service Standards / Reporting

- Refer to DoE Report: DOE-GSS Report.

02 Service Cards - Sewerage Services

Sewerage Services				
Service Code	TAQA-WS06			
Service Name	Sewerage Services			
Service Description	The service allows you to apply for sewerage services maintenance to treat odors and blockages.			
Service Classification	☒ Primary		☐ Secondary	
Services Category	☒ Procedural	☐ Information	☐ Interactive	
Services Channels	TAMM Platform			
Service Times	7/24			
Period	3 working hours			
Required Documents	As per the secondary service provided			
Procedures to Obtain Service	As per the secondary service provided			
Fees	No Fees			
Linked Service	Governmental Entity		Third Party	
	-		-	
Customer Type	☒ Individual	☒ Business	☒ Government	
Number of Visits	0	Number of Communication Points for Service		2
Services Main Output	The request is processed, and the service is provided within the framework of the responsibilities of TAQA Water Solutions.			
Service KPIs	KPI Name	KPI Calculation Method	Frequency	Measurement Unit
	Average Time to Deliver Entity Services	Total Number of Days Consumed to Complete Applications / Total Number of Applications Received	Monthly	Number
	% of Applications Completed through Digitalized Channels from Overall Applications	(Number of Applications Completed Digitally / Total Number of Applications Provided) X 100	Monthly	Percent
	Percentage of Customer Satisfaction	Customer Satisfaction Survey	Annual	Percent

Treat Odors, Blockages and Overflows of Sewage Services

Service Code	TAQA-WS06-1		
Service Name	Treat Odors, Blockages and Overflows of Sewage Services		
Service Description	Through this service you can get a service to treat odors, blockages and overflows of sewage services.		
Main Service	Sewerage Services		
Services Channels	TAMM Platform		
Required Documents	N/A		
Procedures to Obtain Service	- Log in through UAE Pass Or through call centre - Submit the application - Notification with Odor Treatment, Blockages, Overflows or Service Rejection with Comment.		
Fees	No Fees		
Linked Service	Governmental Entity	Third Party	
	-	-	
Customer Type	☒ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

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03 Description of Submitting a Complaint

Submitting a Complaint	
Description	Through this service, Customer Complaint is received through CRM Application owned by AD Government Contact Center or TAMM Platform
Required Documents	N/A
Procedures	- Submitting a Complaint by contacting Abu Dhabi Government Contact Center 800555 or through TAMM Platform - Appointing the Case from the Contact Center to TAQA-WS - Request received through CRM application - Transfer the case internally to the concerned Department - Receive the resolution and close the case - Update the customers with the resolution by AD Government Contact Center

04 Service Cards – Sewerage Drawings and Geographic Data

Sewerage Drawings and Geographic Data				
Service Code	TAQA-WS04			
Service Name	Sewerage Drawings and Geographic Data			
Service Description	The service allows you to obtain approval from TAQA Water Solutions to provide sewage drawing and data in the required project area.			
Service Classification	☒ Primary		☐ Secondary	
Services Category	☒ Procedural	☐ Information	☐ Interactive	
Services Channels	TAMM Platform			
Service Times	7/24			
Period	2 working days			
Required Documents	As per the secondary service provided			
Procedures to Obtain Service	As per the secondary service provided			
Fees	No Fees			
Linked Service	Governmental Entity		Third Party	
	-		-	
Customer Type	☒ Individual	☒ Business	☒ Government	
Number of Visits	0	Number of Communication Points for Service		2
Services Main Output	Obtaining geographic drawing showing the sewage network data within the scope of the submitted application.			
Service KPIs	KPI Name	KPI Calculation Method	Frequency	Measurement Unit
	Average Time to Deliver Entity Services	Total Number of Days Consumed to Complete Applications / Total Number of Applications Received	Monthly	Number
	% of Applications Completed through Digitalized Channels from Overall Applications	(Number of Applications Completed Digitally / Total Number of Applications Provided) X 100	Monthly	Percent
	Percentage of Customer Satisfaction	Customer Satisfaction Survey	Annual	Percent

Issue Approval to Provide Spatial Data for Sewerage

Service Code	TAQA-WS04-1		
Service Name	Issue Approval to Provide Spatial Data for Sewerage		
Service Description	Through this service, you can obtain approval to provide sewage spatial data, digital maps in the required project area.		
Main Service	Sewerage Drawings and Geographic Data		
Services Channels	TAMM Platform		
Required Documents	- Request Letter for Sewage GIS drawings and data mentioned project location. - Award letter for the assigned Contractor / Consultant. - A clear drawing of the project showing the nature and location of the project in PDF format. - Project Drawing in AutoCAD file 2010 - WGS84 Zone 40. - Acknowledgment to keep the information confidential and not to use it in another project (when requesting sewerage geographical data in digital form).		
Procedures to Obtain Service	- Log in using UAE Pass. - Submit the application and the required documents - Receive sewerage GIS drawings and data or rejection with comment electronically		
Fees	No Fees		
Linked Service	Governmental Entity	Third Party	
	-	-	
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

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05 Service Cards – Permits of the Sewerage Tankers Discharge

Connection to Sewerage Network				
Service Code	TAQA-WS01			
Service Name	Connection to Sewerage Network			
Service Description	The Service allow you to obtain approval from the TAQA Water Solutions for the connection to sewage networks, including details of a sewage connection point, connecting a temporary sewage line, and approval of the external sewage service line.			
Service Classification	☒ Primary		☐ Secondary	
Services Category	☒ Procedural	☐ Information	☐ Interactive	
Services Channels	TAMM Platform			
Service Times	7/24			
Period	2 working days			
Required Documents	As per the secondary service provided			
Procedures to Obtain Service	As per the secondary service provided			
Fees	No Fees			
Linked Service	Governmental Entity		Third Party	
	-		-	
Customer Type	☐ Individual	☒ Business	☒ Government	
Number of Visits	0	Number of Communication Points for Service	2	
Services Main Output	Obtaining connection to sewerage networks within the scope of the submitted application. (details of a sewage connection point, connecting a temporary sewage line, and approval of the external sewage service line).			
Service KPIs	KPI Name	KPI Calculation Method	Frequency	Measurement Unit
	Average Time to Deliver Entity Services	Total Number of Days Consumed to Complete Applications / Total Number of Applications Received	Monthly	Number
	% of Applications Completed through Digitalized Channels from Overall Applications	(Number of Applications Completed Digitally / Total Number of Applications Provided) X 100	Monthly	Percent
	Percentage of Customer Satisfaction	Customer Satisfaction Survey	Annual	Percent

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Issue Sewerage Connection Point Details Drawing

Service Code	TAQA-WS01-1		
Service Name	Issue Sewerage Connection Point Details Drawing		
Service Description	Through this service you can obtain the sewerage connection point drawing/ scheme for your plot.		
Main Service	Connection to Sewerage Network		
Services Channels	TAMM Platform		
Required Documents	- New Final Site Plan for the plot from the Municipality for no more than 6 months. - The approval of the TAQA Water Solutions of the basement extension or a letter from the assigned consultant stating that this project does not contain an extension to the basement outside the plot limits (for commercial plots).		
Procedures to Obtain Service	- Log in using UAE Pass. - Submit the application and the required documents - Receive sewerage connection point details drawing or rejection with comment electronically.		
Fees	No Fees		
Linked Service	Governmental Entity		Third Party
	-		-
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

Approve Temporary Connection to Sewerage Line

Service Code	TAQA-WS01-2		
Service Name	Approve Temporary Connection to Sewerage Line		
Service Description	Through this service you can obtain an approval to temporarily connect the projects under construction to the sewage network during your project's duration.		
Main Service	Connection to Sewerage Network		
Services Channels	TAMM Platform		
Required Documents	• New Final Site Plan for the plot from the Municipality for no more than 6 months. • A copy of building permit. • Undertaking letter from assigned Contractor. • Method Statement for temporary connection stamped by assigned contractor and consultant. • Shop drawing for temporary sewer connection stamped by Contractor and Consultant. • Architectural drawings approved by Municipality and stamped by the consultant including project layout & ground floor (basement drawing for commercial plots). • Sewerage Services layout.		
Procedures to Obtain Service	• Log in using UAE Pass. • Submit the application and the required documents • Receive approval for temporary sewerage line for projects under construction or rejection with comment electronically.		
Fees	No Fees		
Linked Service	Governmental Entity		Third Party
	-		-
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

Approve External Sewerage Route			
Service Code	TAQA-WS01-3		
Service Name	Approve External Sewerage Route		
Service Description	Through this service you can obtain the approval of the proposed external sewage route for your project after obtaining the municipality's approval.		
Main Service	Connection to Sewerage Network		
Services Channels	- TAMM Platform - e-NOC System (Al Dhafrah Region)		
Required Documents	- New Final Site Plan for the plot from the Municipality for no more than 6 months. - Architectural drawings approved by Municipality including project layout & ground floor (basement drawing for commercial plots). - Sewerage drawings stamped by assigned consultant. - Auto CAD file WGS-84(DWG) according to the proposed external sewage route (requirement of AD Municipality). - Sewerage Services layout. - No Error Reports - AutoCAD Files.		
Procedures to Obtain Service	- Log in using UAE Pass. - Submit the application and the required documents - Receive external sewerage route approval or rejection with comment electronically.		
Fees	No Fees		
Linked Service	Governmental Entity		Third Party
	-		-
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

06 Service Cards – Permits of the Sewerage Tankers Discharge

Permits of the Sewerage Tankers Discharge				
Service Code	TAQA-WS07			
Service Name	Permits of the Sewerage Tankers Discharge			
Service Description	The service allows you to obtain a permit from TAQA Water Solutions for discharging the sewerage tank in the outlets of TAQA Water Solutions.			
Service Classification	☒ Primary		☐ Secondary	
Services Category	☒ Procedural	☐ Information	☐ Interactive	
Services Channels	TAMM Platform			
Service Times	7/24			
Period	2 working days			
Required Documents	As per the secondary service provided			
Procedures to Obtain Service	As per the secondary service provided			
Fees	No Fees			
Linked Service	Governmental Entity		Third Party	
	-		-	
Customer Type	☒ Individual	☒ Business	☒ Government	
Number of Visits	0	Number of Communication Points for Service	2	
Services Main Output	Issue the permits of discharging the sewerage tank in the outlets of TAQA Water Solutions.			
Service KPIs	KPI Name	KPI Calculation Method	Frequency	Measurement Unit
	Average Time to Deliver Entity Services	Total Number of Days Consumed to Complete Applications / Total Number of Applications Received	Monthly	Number
	% of Applications Completed through Digitalized Channels from Overall Applications	(Number of Applications Completed Digitally / Total Number of Applications Provided) X 100	Monthly	Percent
	Percentage of Customer Satisfaction	Customer Satisfaction Survey	Annual	Percent

Issue Discharge Permit for Wastewater Tanker

Service Code	TAQA-WS07-1		
Service Name	Issue Discharge Permit for Wastewater Tanker		
Service Description	Through this service you can obtain the permit for discharging the wastewater tanker at the TAQA Water Solutions discharge points.		
Main Service	Permits of the Sewerage Tankers Discharge		
Services Channels	TAMM Platform		
Required Documents	- Valid copy of the car ownership. - Valid copy of the driving license. - Undertaking letter. - Valid copy of the driver labor card. - Picture of the vehicle from four sides. - Copy of the commercial license.		
Procedures to Obtain Service	- Log in using UAE Pass. - Submit the application and the required documents - Receive the permit for discharging the sewerage tankers in the discharge points of TAQA Water Solutions or rejection with comment electronically.		
Fees	No Fees		
Linked Service	Governmental Entity		Third Party
	-		-
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

Renew a Discharge Permit for Wastewater Tanker			
Service Code	TAQA-WS07-2		
Service Name	Renew a Discharge Permit for Wastewater Tanker		
Service Description	Through this service you can renew the permit for discharging the wastewater tanker at the TAQA Water Solutions discharge points.		
Main Service	Permits of the Sewerage Tankers Discharge		
Services Channels	TAMM Platform		
Required Documents	- Valid copy of the car ownership. - Valid copy of the driving license. - Undertaking letter. - Valid copy of the driver labor card. - Picture of the vehicle from four sides. - Valid copy of the commercial license.		
Procedures to Obtain Service	- Log in using UAE Pass. - Submit the application and the required documents - Receive renew the permit for discharging the sewerage tankers in the discharge points of TAQA Water Solutions or rejection with comment electronically.		
Fees	No Fees		
Linked Service	Governmental Entity	Third Party	
	-	-	
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

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07 Service Cards – Trade Effluent Consent

Trade Effluent Consents				
Service Code	TAQA-WS08			
Service Name	Trade Effluent Consents			
Service Description	This service allows you to obtain a permit for discharging trade effluent.			
Service Classification	☒ Primary		☐ Secondary	
Services Category	☒ Procedural	☐ Information	☐ Interactive	
Services Channels	TAMM Platform			
Service Times	7/24			
Period	15 working days			
Required Documents	As per the secondary service provided			
Procedures to Obtain Service	As per the secondary service provided			
Fees	No Fees			
Linked Service	Governmental Entity		Third Party	
	-		-	
Customer Type	☐ Individual	☒ Business	☒ Government	
Number of Visits	0	Number of Communication Points for Service	2	
Services Main Output	Issuance of a Consent to Discharge Trade Effluent			
Service KPIs	KPI Name	KPI Calculation Method	Frequency	Measurement Unit
	Average Time to Deliver Entity Services	Total Number of Days Consumed to Complete Applications / Total Number of Applications Received	Monthly	Number
	% of Applications Completed through Digitalized Channels from Overall Applications	(Number of Applications Completed Digitally / Total Number of Applications Provided) X 100	Monthly	Percent
	Percentage of Customer Satisfaction	Customer Satisfaction Survey	Annual	Percent

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Issue Approval for The Discharge of Trade Effluent

Service Code	TAQA-WS08-1		
Service Name	Issue Approval for The Discharge of Trade Effluent		
Service Description	Through this service, you can obtain an approval to discharge non-domestic wastewater such as Factories, Commercial entities, Hospitals and Laboratories except the pre-defined low-risk categories like restaurants, cafes, laundries and car wash centres.		
Main Service	Trade Effluent Consents		
Services Channels	TAMM Platform		
Required Documents	• Completing application for a consent to discharge Trade Effluent. • Valid copy of Industrial or commercial license. • A copy of recent water bills (at least 3 months). • Drainage layout and connection points. • Process flow diagram of the operations. • Process flow diagram of Trade Effluent pre-treatment unit. (if any). • MSDS of the stored and used liquid chemicals. • Analysis report of Trade Effluent sample as per TAQA Water Solutions standards.		
Procedures to Obtain Service	• Log in using UAE Pass. • Submit the application and the required documents • Site inspection (if required). • Receive a Trade Effluent Discharge Consent or rejection with comment electronically.		
Fees	No Fees		
Linked Service	Governmental Entity	Third Party	
	-	-	
Customer Type	☐ Individual	☒ Business	☒ Government
Number of Visits	0	Number of Communication Points for Service	2

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- Refer to SOP-1451 for more details