

Wastewater Tanker Regulations – Abu Dhabi

Regulations:

Introduction to Wastewater Tanker Regulations

New regulations have been issued for wastewater tankers to be implemented across the Emirate of Abu Dhabi. These regulations aim to:

- Prevent any potential environmental harm that may be caused by tanker violations.
- Ensure the health and safety of the community by providing the highest quality in transporting and handling wastewater.
- Regulate and monitor service providers.

In implementing the wastewater tanker regulations, the following terms have the meanings indicated:

- **Wastewater:** Liquid waste resulting from any residential, commercial, or industrial activity, including greywater and industrial wastewater.
- **Greywater:** Wastewater that does not contain organic materials and comes only from bathtubs, hand wash basins, ablution basins, and household washing machines.
- **Septic Tank:** An underground wastewater collection tank that is sealed from below.
- **Industrial Wastewater:** Wastewater discharged into the sewage network resulting from any industrial, commercial, agricultural, or medical activity or industrial facility. It does not include household sewage.
- **Wastewater Collection Point:** The collection point located near the customer's facility where the tanker extracts and collects wastewater.
- **Discharge Point:** The point where wastewater is discharged, located near a wastewater treatment plant or pumping station designed to receive wastewater from tankers.
- **Wastewater Treatment Plants:** Facilities designated for treating wastewater.
- **Wastewater Tankers:** Any vehicle registered with Abu Dhabi Police after obtaining an accreditation certificate for use in wastewater collection and discharge.
- **Tanker Operator:** Any natural or legal person, public or private, responsible for operating the tanker. This may be the owner or an authorized representative.

- Tanker Driver: The person who drives and operates the tanker and whose qualifications and competency have been confirmed by the relevant authorities.
- Wastewater Transport Services: The transportation of wastewater from tanks to approved discharge stations.

Introduction to the Tanker Management Center (TMC):

The TMC in Abu Dhabi was established to be responsible for:

- Ensuring that only tankers registered by Abu Dhabi Police are allowed to operate within the Emirate.
- Monitoring and controlling tanker movements.
- Issuing discharge permits at TAQA Water Solutions facilities.
- Ensuring each tanker strictly adheres to its classification as a wastewater tanker.
- Maintaining an up-to-date record of all tankers and drivers.
- Receiving and processing customer requests.
- Responding to customer inquiries.
- The TMC landline number is: 028180810
- Email: TMC@taqa-ws.com

Customer Responsibilities:

The customer is responsible for the following tasks, including but not limited to:

- Providing accurate and detailed information about their identity and location.
- Ensuring safe access to the septic tank location.
- Reporting any hazards that may exist on-site.
- Ensuring that the water to be transported is wastewater or greywater.
- Ensuring the water does not contain chemicals.
- Reporting any non-compliance by the tanker provider/driver to the TMC, such as agreed pricing, delays, or service quality.
- Ensuring the tanker's capacity is sufficient to accommodate the required wastewater quantity without spillage during suction.

- Ensuring the septic tank location meets all health, safety, and environmental requirements.
- Ensuring strictly that the tanker is a wastewater tanker.
- Paying the agreed service price to the tanker provider/driver at the agreed time.

Download the customer guide to learn how to register as a customer and submit a wastewater tanker request

Customer Journey:

Customers may register and access services using the TAQA-WS TMC mobile application.

Download the TAQA-WS TMC app from the Apple App Store or Google Play.

- If you are not registered, select "Register Now" to create a new account.
- Select "Register as Customer" (individual or company) and fill in the required personal details.
- After logging in, the customer can access the main service.
- Contact the TMC Call Center at 028180810.
- New customers must create an account.
- Existing customers must provide their account details.
- You will receive SMS and email updates regarding your request.

Requesting a Wastewater Tanker:

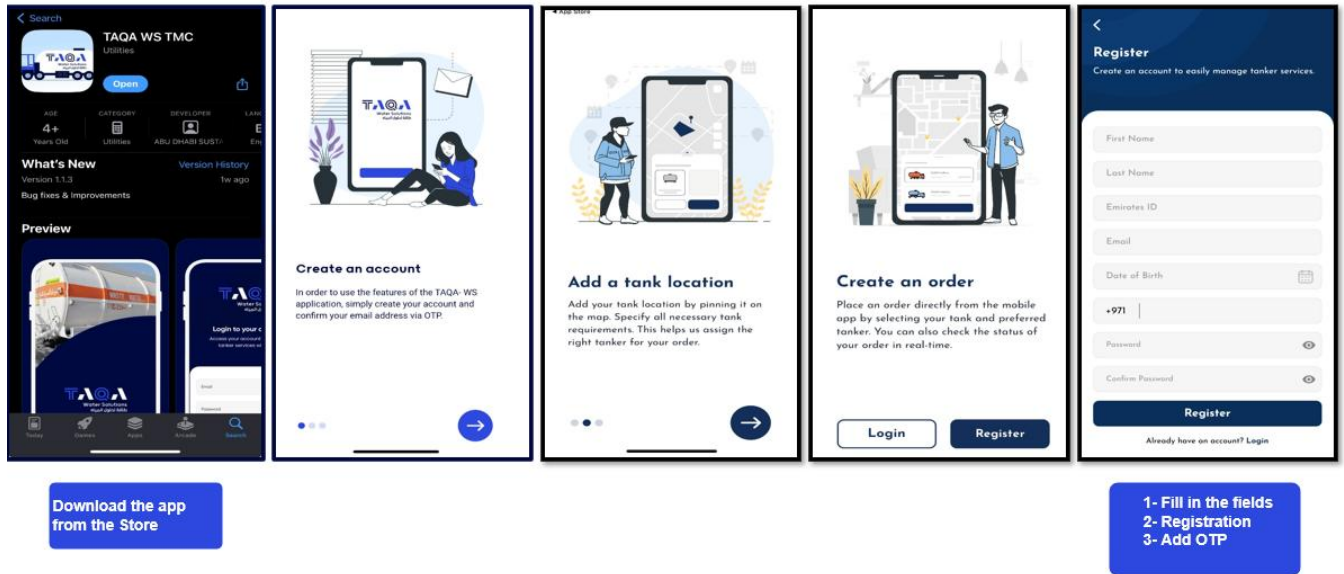
Customers can submit a request using the TAQA-WS TMC mobile application:

- Log into your account.
- Select the septic tank location.
- Search for available tankers.
- Select a nearby tanker.
- Choose the payment method.
- Confirm the request.

Once the request is accepted by the service provider, you may track it throughout the process:

- Upon selecting a provider, the cost and estimated completion time will appear.
- A notification will be sent once the service is completed.
- The system updates the request status, and an invoice is generated and sent via email.
- The customer must pay the confirmed cost upon selecting the provider.

Steps to Register in the Tanker Management Application



Requesting a Wastewater Tanker

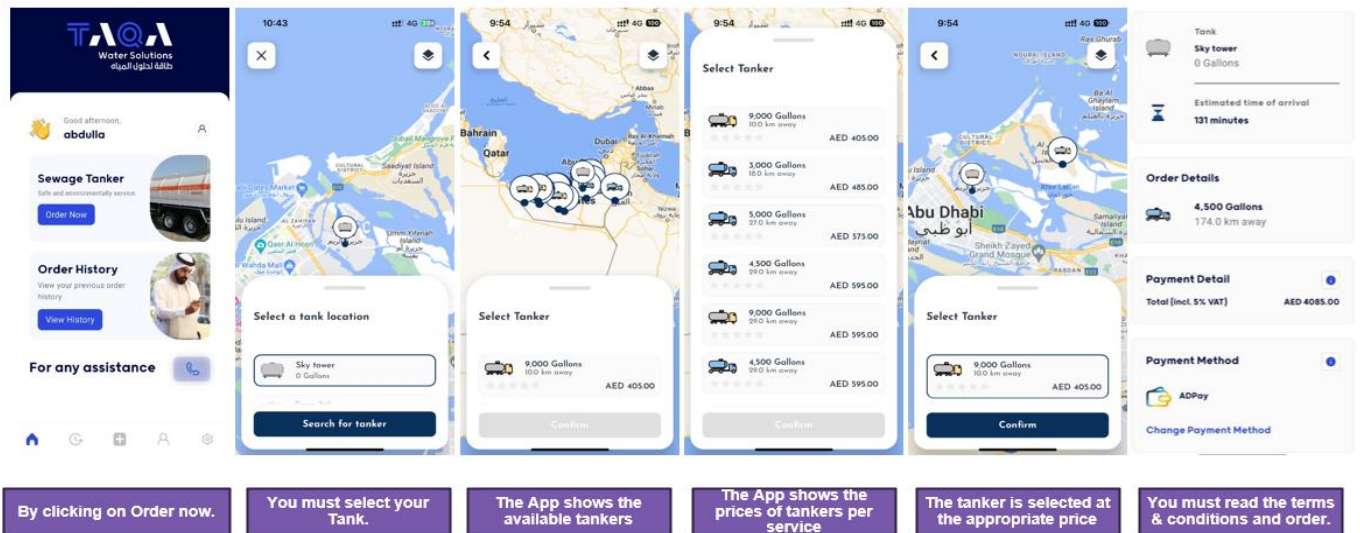
Customers can submit a wastewater tanker request through the application:

- Log in to your account through the **TAQA-WS TMC** mobile application.
- Select the tank location.
- Search for the available tankers.
- Choose the nearest tanker.
- Select the payment method.
- Confirm the request.

When the request is received by the service provider, you can track the request through the application throughout the process:

- When you select a service provider, the cost and the estimated time to complete the request will appear.
- A notification will be sent once the request is completed.
- The customer is committed to the fees confirmed at the time of selecting the service provider.

Download the customer guide to learn how to easily submit a wastewater tanker request using the application.



Customer Guide

Steps to Register in the Tanker Management Application (TWS–TMS)

1. Download the application from the Apple Store and Google Play.
2. Create an account.
3. Add a tank location.
4. Create a request.

Steps to Request a Service in the Tanker Management Application

- Log in to the application.
- Add a tank in order to request the service.
- Search for the available tankers.
- Find the available tankers along with the service prices and the expected time to complete the request.
- Select the tanker that is suitable for the customer.
- Confirm the request and make the payment.

Upon Request Confirmation

- The tanker will move to the specified location.
- Once the tanker arrives at the location, the payment must be made to the tanker operator using the agreed payment method.
- After completing the payment, your request will be executed.
- If the request is not carried out for any technical or administrative reasons beyond the service provider's control, you may contact the Tanker Management Center Call Center at 028180810.

Additional Information

- If you face any difficulties or have inquiries regarding the process steps, we provide support through the application or through the call center at 028180810, or by sending an email to TMC@taqa-ws.com
- Also available is the call center of the Wastewater Tanker Management Center.

Download the Application

Click the link below to download the TAQA–WS TMC application and easily request a wastewater tanker:
<https://apps.apple.com/ae/app/taqa-ws-tmc/id6449504482?l=ar>

Tanker Owners

Please download the brochure to review the new regulations and learn about the responsibilities of tanker owners, compliance requirements, disciplinary procedures, and fines.

Responsibilities of Wastewater Tanker Owners

- Implement the regulations and guidelines related to wastewater tankers.
- Maintain the administrative record of wastewater tankers.
- Exercise administrative control over the management of the tanker fleet.
- Ensure that all operating drivers receive the required training and complete the orientation course provided by TAQA Water Solutions.
- Install the tracking devices required by TAQA Water Solutions and perform periodic maintenance to ensure the device functions properly.
- Ensure that the tanker driver is fully aware of how to use the tablet device to receive requests from the Tanker Management Application, execute them, and close them upon completion.
- Use the tankers only for their designated purposes (collecting and transporting wastewater).
- Select competent drivers with appropriate physical and mental fitness who possess high awareness of road safety and valid documents (appropriate driving license and clean driving record).
- Regularly reassess driver performance and provide training when necessary.
- Ensure that drivers have a clear job description that explains their roles and responsibilities in detail.
- Supervise drivers to ensure their health and safety at work.
- Ensure that your wastewater tankers operate only within the Emirate of Abu Dhabi.
- Perform regular maintenance on tracking devices.
- Comply with the applicable tariff regulations for wastewater tanker transport services.
- Submit the required documents to the Tanker Management Center through the TMC system.

- Perform periodic maintenance of the tankers to ensure compliance with health and safety standards.
- Follow approved practices.
- Comply with traffic system regulations.
- Provide wastewater transport services in accordance with the established standards and requirements.
- Report any hazards that may exist at the site.
- Ensure the competence, health, and safety of the drivers.
- Notify the Tanker Management Center if the tanker stops operating temporarily due to technical faults or for any other reason.

Tanker Drivers

- Implement the regulations and guidelines related to wastewater tankers.
- Submit a copy of the required documents (Emirates ID, driving license, and training certificate) to the Tanker Management Center through the Tanker Management Application.
- Obtain the required training and orientation course from TAQA Water Solutions.
- Ensure continuous coordination with the Tanker Management Center.
- Comply with all applicable health, safety, and environmental requirements.
- Ensure that all devices installed on the tanker are operating at full capacity (GPS, level sensor, tablet).
- Know how to use/operate the tracking device (GPS).
- Be fully knowledgeable on how to use the driver's tablet, especially when receiving requests from customers, following them up, and closing them upon completion.
- Refrain from transferring wastewater from one tanker to another.
- Refrain from extracting chemical wastewater.
- Refrain from transporting groundwater with high salinity.
- Refrain from transporting water from unauthorized locations.

- Ensure regular maintenance of the tanker, pump, hoses, and other tanker equipment.
- Perform immediate repairs for any water leakage in the tanker.
- Maintain personal cleanliness and good manners when dealing with customers.
- Issue invoices and collect fees according to the instructions of the Tanker Management Center.
- Follow approved practices and comply with traffic system regulations.
- Provide services in accordance with regulations, laws, and guidelines.
- Report any hazards that may exist at the site by contacting the Tanker Management Center.

Tariff Guide

- **Tariff:**

The tariff is a mechanism determined by tanker owners based on their operational costs.

Why the Tariff Is Set

- To comply with government regulations related to water and wastewater transport services, ensuring a fair price.
- The tariff for wastewater extraction is paid by the customer to the service provider when the wastewater is collected from the location agreed upon with the customer.

How the Tariff Is Calculated

The tariff methodology is based on a price range per kilo meter, determined at the beginning of each month:

- The price is calculated based on the total distance travelled, starting from when the tanker is requested until the trip is completed.

- The tariff per kilo meter is determined at the start of each month according to the price range approved by TAQA Water Solutions.

Example

Company **A** sets the price per kilo meter at **10 AED**, and Company **B** sets it at **11 AED**.

A customer submits a request on the application.

The tanker is **7 km** away from the customer's location, and the customer's location is **35 km** away from the discharge point.

Tariff calculation:

$$7 + 35 = 42 \text{ km}$$

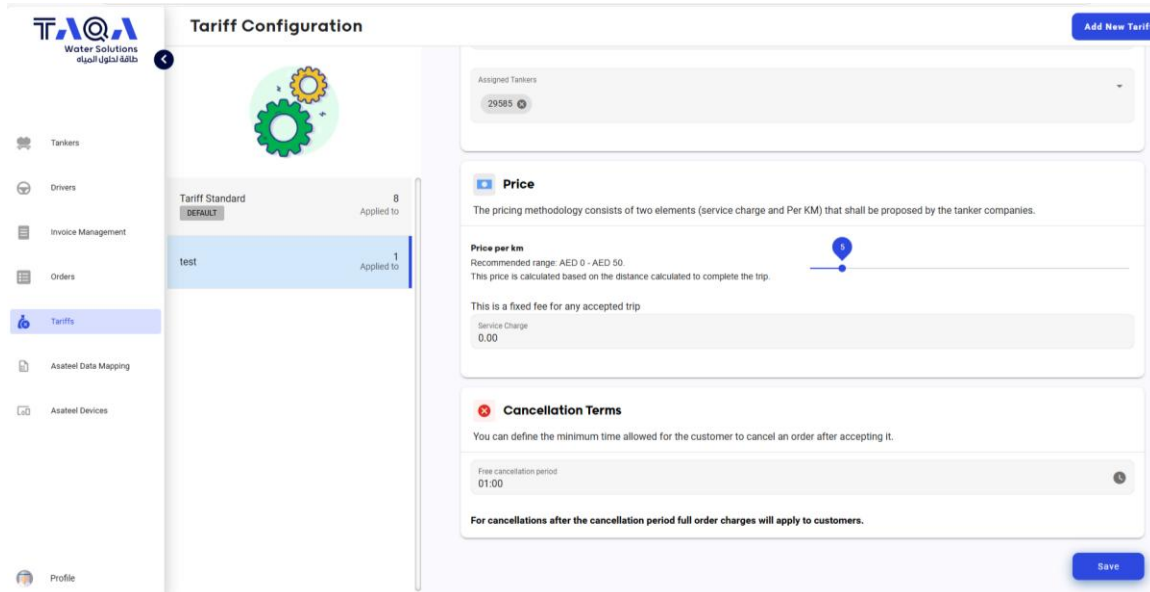
$$\text{Distance} * \text{price per km} = \text{tariff}$$

Tariff at Company A:

$$42 \times 10 = 420 \text{ AED}$$

Tariff at Company B:

$$42 \times 11 = 462 \text{ AED}$$



Tariff Configuration

Assigned Tankers: 29585

Price
The pricing methodology consists of two elements (service charge and Per KM) that shall be proposed by the tanker companies.

Price per km
Recommended range: AED 0 - AED 50
This price is calculated based on the distance calculated to complete the trip.

This is a fixed fee for any accepted trip
Service Charge: 0.00

Cancellation Terms
You can define the minimum time allowed for the customer to cancel an order after accepting it.

Free cancellation period: 01:00

For cancellations after the cancellation period full order charges will apply to customers.

Save

Tanker Drivers

Please download the brochure to review the new regulations and learn about the responsibilities of tanker drivers, compliance requirements, disciplinary procedures, and fines.

Tanker Drivers Handbook

You can access the link and register in the Tanker Management Center (TMC) system through:

<https://tmc-op.sws.ae/#/login>

Please follow the steps below to register the company and register the drivers:

Driver Registration

Registering drivers in the Tanker Management System (TMC):

Required Attachments:

1. Driver's photo
2. Driver's Emirates ID
3. Driver's driving license

Tanker Stickers

Do your tankers comply with the latest regulations?

Ensure that documents are updated and that devices are installed to obtain the permit.

TAQA Water Solutions enforces the water transport regulations issued by the Abu Dhabi Department of Energy.

Under these regulations, you are required to submit updated documents and ensure the installation and maintenance of equipment, including:

- **GPS Tracking Device**

Device Installation

Please follow the steps below to register the company and the tankers:

Company Registration

Register through the Tanker Management Center (TMC) system via the link:

<https://tmc-op.sws.ae/#/login>

Required Attachments:

- Trade license including the activity of wastewater transport
- Tax certificate

After the company registration is approved, you may add the tankers.

Vehicle Registration

1. Register the vehicle number **0000** in the TMC system.
2. An appointment for device installation will be scheduled and sent via email.
3. After installing the GPS device and completing the update of electronic payment information in the Tanker Management Center application, a No Objection Certificate (NOC) will be issued.

Please ensure compliance with the TAQA Water Solutions requirements as follows:

- The tractor and trailer must be entirely white.
- A stripe in **orange (RAL 2008)** must be placed on both sides of the trailer.
- The words **“Wastewater / WASTE WATER”** must be written on both sides of the trailer and on the rear, in both Arabic and English.
- The capacity must **not** be written on the rear of the trailer.
- The tank capacity must be written **under the orange stripe**.
- The phrase **“NOT FOR SALE”** must be written **on both sides of the tanker above the orange stripe**.
- The trailer must be equipped with a ladder.

Please send the following documents once the vehicle is prepared accordingly:

- Company trade license
- Photos of all four sides of the tanker
- Previous vehicle ownership (registration card)
- Vehicle inspection certificate from traffic authority (if available)
- Undertaking (with supporting document)



تعهد

طلب تصريح تفريغ صهريج في مصبات طاقة لحلول المياه

أنا الموقع أنشاه أتعهد بما يلي:

- الالتزام بكافة التعليمات التي تصدر عن طاقة لحلول المياه.
- الالتزام دائماً بارتداء معدات الوقاية للعاملين في الموقع، والالتزام بشروطات الأمن والسلامة التي تشمل الملابس والخوذ وأحذية السلامة والقفازات والكمامات الواقية.
- عدم تفريغ الصهريج إلا بعد أخذ عينة مياه الصهريج ولحصى هذه العينة.
- الالتزام بعدم تعبئة الصهريج بالمخلفات الصناعية كالمواد الكيماوية والأصباغ، أو المواد الدهنية كالتزيوت والشحوم، وما شابههما، أو أية مواد أخرى مخالفة لمواصفات طاقة لحلول المياه.
- الالتزام بعدم إعطاء بيانات مضللة أو مخالفة عن مصدر مياه الصرف الصحي التي يتم تفريغها في المصبات المحددة من قبل طاقة لحلول المياه.
- تفريغ مياه الصهريج في المواعيد المحددة من قبل طاقة لحلول المياه.
- في حالة مخالفة شروط وأحكام الاستخدام، فإنه يحق لطاقة لحلول المياه إلغاء التراخيص أو التصاريح الممنوحة دون إشعار مسبق.
- في حال مخالفة النوائح أو القوانين أو شروط إصدار التصاريح أو التراخيص، فإنه يحق لطاقة لحلول المياه إتخاذ الإجراءات القانونية المعمول بها في إمارة أبوظبي.

اسم الشركة المؤسسة	
رقم الهاتف	
البريد الإلكتروني	
اسم المندوب	
رقم الموبايل	
التوقيع والختم	

Device Prices

Price All-Inclusive			
Item	Unit Price	Tax	Unit Price + Tax
Annual Service Fees	990	49.5	1039.5
GPS Telematics 4G Device Tanker Vehicle.	380	19	399
Liquid Level Sensor.	3390	169.5	3559.5
Rugged Tablet 8 in. Android 4G.	800	40	840
NEW INSTALLATION. Includes Rugged Tablet 8 in. Android 4G GPS Telematics 4G Device Tanker Annual Service Fees Including Maintenance & Routine Inspections To Tanker Liquid Level Sensor	5560	278	5838
Removal of Telematics Device Tanker	310	15.5	325.5
Removal of Liquid level sensor	430	21.5	451.5
Re installation of GPS	590	29.5	619.5
Re installation level sensor	1180	59	1239
Flex pipe	120	6	126
Specialized Electrical Wires	230	11.5	241.5
Iron ring replacement	230	11.5	241.5
Conduit replacement	280	14	294

Mobile Installation (Within Abu Dhabi)	1500	75	1575
Mobile Installation (Within Abu Dhabi) - 1 technician + 1 Welder - Mandatory Requirements: - Shaded Area - Welding Machine - Oxygen and Acetylene cylinders - Capacity: Maximum 4 Tankers per day			
Mobile Installation (Outside Abu Dhabi (Al Ain & Al Dhafrah))	2500	125	2625
1 technician + 1 Welder - Mandatory Requirements: - Shaded Area - Welding Machine - Oxygen and Acetylene cylinders - Capacity: Maximum 4 Tankers per day			

If you have any inquiries, please contact the Wastewater Tanker Management Center (TMC) landline at 028180810, or send an email to the TMC email address: TMC@taqa-ws.com