

# Tankering Management Center

APP

TAQA-WS TMC





## What is the Tank Management Application?

The Tank Management Center Application (TAQA-WS TMC) provides a fleet of tankers from various companies at competitive prices. Through the app, you can easily request sewage collection services, track your service history, and manage your account—all in one place.

The application is available in both Arabic and English on app stores. It represents a pioneering step that enhances proactive services, supports the government's direction toward smart and digital electronic projects, and contributes to achieving the UAE's vision while strengthening comprehensive development.





# Benefits of the Application

**Customers:** The application provides a sewage-tanker service for areas that do not have a sewage network, such as homes, farms, ranches, and areas under construction. It also makes it easier for customers to choose the price and time that suit them best.

**Sewage Tanker Companies:** The application helps create a competitive environment in the sewage-tanker market by allowing companies to offer different pricing structures.

**TAQA Water Solutions Company:** It helps organize the fleet of sewage tankers in accordance with the applicable regulations and laws. It enables system monitoring and tanker tracking based on regulatory requirements. It contributes to protecting the environment from pollution and harm.



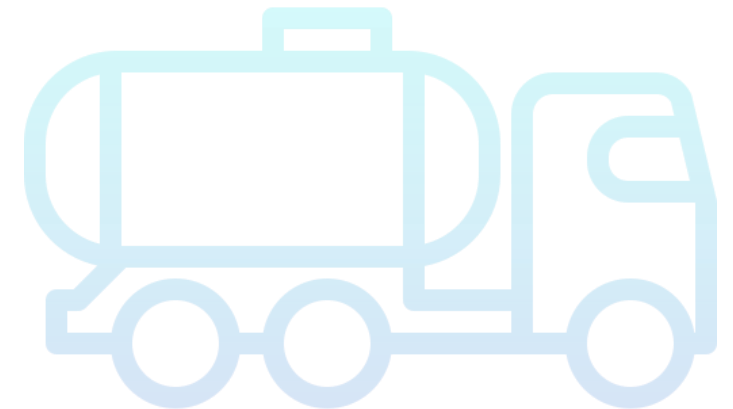


## Who can use the app:

- Individuals
- Companies
- Institutions

## What are the steps to apply:

- Enter the app.
- Order Now.
- Add the location of the tank.
- Search for a Tanker.
- Choose a Tanker.
- Confirm the Order.





## **How long does it take for a tank to arrive?**

- The system calculates the estimated arrival time based on distance, route, destination location, and road conditions.

## **Is the price fixed or variable?**

- The price is variable; the system displays the cost based on the distance, capacity, and type of service.

## **Is the service available all day?**

- The app operates 24 hours a day, subject to the availability of service providers.

## **What payment methods are available?**

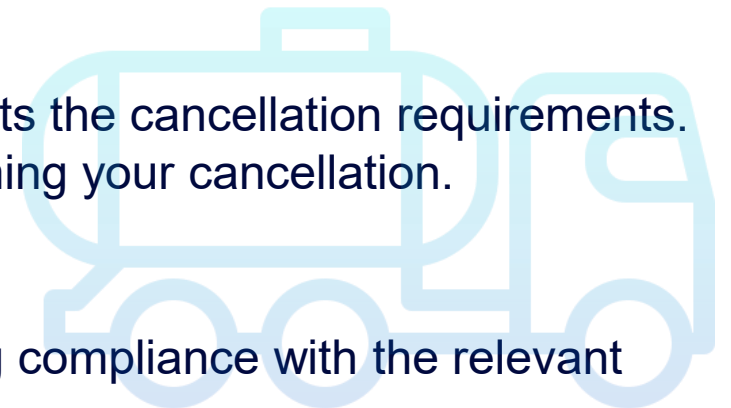
- Payments can be made either in cash or via approved electronic payment channels.

## **Can I cancel the order?**

- Yes, you can cancel your order as long as it meets the cancellation requirements. Please review these requirements before confirming your cancellation.

## **Are tanks licensed?**

- Yes, all tanks are licensed and certified, ensuring compliance with the relevant regulatory and safety standards.





## **Is the waste disposed of safely?**

- Yes, it is disposed of at officially approved sites.

## **Can I order more than one tank?**

- Yes, subject to availability of service providers.

## **What is the expected service?**

- The service provider supplies the necessary tools and procedures to safely extract sewage water from the required location. The process is carried out in accordance with applicable regulations to ensure safety and prevent environmental pollution. The collected sewage is then disposed of at designated and approved disposal sites.

## **Can I change the location after the order is confirmed?**

- No, the location cannot be changed after the order is confirmed.





## **Is the service for homes only?**

- No. The service covers all locations that do not have, or are not connected to, a sewage network—including sewer-tank houses, villas, farms, estates, apartment complexes, factories, schools, hospitals, and construction sites.

## **What if I'm not there at the time of arrival?**

- You may delegate someone else to receive the service on your behalf.

## **Can I order without registration?**

- No, registration is required.

## **Can I add special notes?**

- Yes, you can add special notes when adding a new tank.

## **Can I contact the driver?**

- Yes, you can contact the driver through the app.





## **Can the service be evaluated?**

- Yes, you can rate it after the service is finished..

## **Can the service be requested by more than one region?**

- Yes.

## **What if I cancel after confirming my service?**

- You can still cancel, but certain fees may apply. The financial requirements are explained in the conditions you review prior to confirming the service.

## **Does the app work offline?**

- No, the app must be connected to the internet.





## What are the customer's responsibilities?

- Ensuring someone is present on-site to coordinate.
- Providing a safe road and accessible entry to the site where the extraction will take place.
- Ensuring that all safety and security requirements are met at the site, and that no obstacles prevent the tanker from collecting the wastewater.
- Treating the drivers in a respectful and appropriate manner.

## How long does the sewage extraction process take?

- It depends on the customer's tank capacity, the power of the tanker's pump, and the diameter and length of the pipes





## **Can the service be requested in more than one area?**

- Yes, as long as the areas are within the borders of the Emirate of Abu Dhabi.

## **Is there technical support?**

- Yes, live support is available during working hours from 8:00 a.m. to 2:30 p.m. Please contact the Tanker Management Center (TMC) through the landline number 02-8180810 or send an email to [TMC@taqa-ws.com](mailto:TMC@taqa-ws.com). For assistance outside official working hours, please contact the Abu Dhabi Government Contact Center at 800555.

## **How is the tanker selected?**

- It is selected based on the location and availability of the nearest and most suitable service provider.

## **Is my data safe?**

- Yes, your data is protected.





## **Do the prices include VAT?**

- This is indicated on the invoice.

## **What should I do if the tanker does not arrive?**

- Please contact the Sewage Tanker Management Center (TMC) through the landline number 02-8180810 or send an email to [TMC@taqa-ws.com](mailto:TMC@taqa-ws.com) during working hours from 8:00 a.m. to 2:30 p.m. For assistance outside official working hours, you may contact the Abu Dhabi Government Call Center at 800555.

## **Can a violation be reported?**

- Please contact the Sewage Tanker Management Center (TMC) through the landline number 02-8180810 or send an email to [TMC@taqa-ws.com](mailto:TMC@taqa-ws.com) during working hours from 8:00 a.m. to 2:30 p.m. For assistance outside official working hours, you may contact the Abu Dhabi Government Call Center at 800555.





## **Are the drivers trained?**

- Yes, they receive training in safety and customer care.

## **Is the discharge process documented?**

- Yes, it is documented in accordance with the regulations followed at approved discharge stations.

## **Who is responsible in case of damage?**

- Each case is handled individually in accordance with the laws and regulations in force in the United Arab Emirates and by the relevant authorities.

## **Is the app scalable in the future?**

- Yes.

## **Does the app work in remote areas?**

- Yes, as long as there are tanks available in that location.





## **Can a driver work without enabling notifications?**

- Notifications need to be on so the driver can receive orders.

## **Is there a daily order cap?**

- No. It depends on the driver's capacity and the availability of tanks in the area.

## **Are tanks checked periodically?**

- Yes. Regular inspections are conducted to verify safety and maintain quality standards.





## **Can an environmental violation be reported?**

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## **Can the customer view their request data through the app?**

- Yes, the customer can view their request history in the application.

## **Cancellation and Refunds?**

- Order cancellation may be subject to a fee, and this will be explained in detail in the order confirmation. Any refunds, if applicable, will be processed in accordance with our cancellation policy.





Water Solutions  
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