



TARIFF OFFERS

Use the TMC driver App which is pre-installed on the provided tablet device to manage and submit the tariff offers.

Water tanking companies, water tanker owners and driver (Responsible Persons) can submit the required monthly Tariff Offer seamlessly and easily through the TMC Driver App.

Each submitted Tariff Offer is valid for one calendar month or until another tariff offer is submitted for the next calendar.

The tariff fee is based on the sub-region, and is provided for each different volume range. Additionally, the actual cost of supplied water will be added.

EXAMPLE

A customer at Mohamed Bin Zayed City has requested **900 gallons**, but at the supply time, he has been supplied with **800 gallons only**, the tariff will be calculated as follows:

Final Tariff =

Tariff Fee (According to the tariff table as offered by the RPs)
+ (Requested Volume (m3) * 4 AED)

Final Tariff = 360 AED + 3.6 m3 * 4 AED = 374.4 AED



COMPLIANCE BY TANKER DRIVERS

ADDC/AADC may suspend, revoke, or completely/partially cancel any certificate or permit issued by them if a tanker driver does not comply with the Water Tankering regulations.



PENALTIES AND FINES

While ADDC/AADC is looking for continued cooperation and adherence of all concerned parties, any failure to comply with the Water Tankering Regulations or any act that may be considered as a failure to comply with these regulations will incur disciplinary actions and fines (fines table attached).

DEVICES



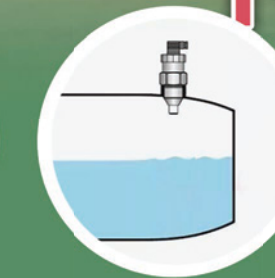
GPS/
Telematics



Driver
Tablet



Water Flow
Meter



Water Level
Sensor



شركة العين للتوزيع
Al Ain Distribution Company



شركة أبوظبي للتوزيع
Abu Dhabi Distribution Co.

NEW REGULATIONS FOR WATER TANKER DRIVERS



Regulations



Responsibilities



Compliance



Penalties



Starting from the 1st of July 2024, the Abu Dhabi Distribution Company (ADDC) and Al Ain Distribution Company (AADC) will manage their water tanker services in Abu Dhabi through their Tankering Management Center (TMC), following the new Water Tankering Regulations. Meanwhile, the supply & installation process for the devices required in each water tanker will commence soon, and we will inform you of the date in the coming days.

THE NEW WATER TANKERING REGULATIONS INCLUDE



Registration of water tankers with the responsible entities (ADDC/AADC) via the Tanker Management Center.



Providing detailed information of the water tankers, drivers, and the tankers' operating companies.



Conducting regular tanker inspections at the water filling stations by the technical staff of the responsible entities (ADDC/AADC).



Ensuring compliance with the required standards for the type of water transported (drinking water & non-drinking water).



Issuance of an accreditation certificate to be presented to the Traffic Department and any other entities as per the prevailing procedures.



Submit the best offer for supply water by water tankers on a monthly basis.



To attend the driver training program and pass the required test.

RESPONSIBILITIES OF WATER TANKER DRIVERS

- ✓ Implementing tankering regulations and guides.
- ✓ Submit a copy of your related documents (Emirates ID, Driving License and Training Certificate) to the Tanker Management Center using the method that will be reported to you.
- ✓ Get the required training and certification from ADDC's Training Center or other centers approved by the responsible entities (ADDC/AADC).
- ✓ Ensure continuous coordination with the Tanker Management Center.
- ✓ Comply with all applicable health, safety, and environment requirements.
- ✓ Ensure the new tanker devices installed on the tanker are fully operational (the water meter, the GPS, the water level indicator, driver tablet).
- ✓ Know how to utilize/operate the GPS, the water meter, the water level indicator, and the RFID (Radio Frequency Identification Reader).
- ✓ Full knowledge on how to use the driver tablet, especially when receiving the orders from the Tanker Management Center and following up with them until they close.
- ✓ Refrain from providing water to other tankers.
- ✓ Refrain from making any changes to the classification and label of the tanker, only after referring to the Tanker Management Center.
- ✓ Refrain from exchanging tankers between drinking/non-drinking water to avoid any possible cross contamination.
- ✓ Refrain from providing water by tankers that do not have an accreditation certificate to operate in the Abu Dhabi emirate.
- ✓ Refrain from providing water to any entity without an official order from the responsible entity/Tanker Management Center.
- ✓ Fill in water only from the tanker filling stations after obtaining a permit from the responsible entity/Tanker Management Center.
- ✓ Ensure periodic maintenance of the tanker, the pump, the water hoses, and other tanker fittings is performed.
- ✓ Clean the water tanker frequently and avoid waste accumulation.
- ✓ Carry out immediate repairs of any water leakage in the tanker.
- ✓ Maintain personal hygiene and good manners when dealing with customers and the Tankering Management Center.
- ✓ Billing and collection of fees as directed by the Tanker Management Center.
- ✓ Following approved code of practice.
- ✓ Following the traffic rules.

- ✓ Delivering tankering services in line with the stipulation of the tankering regulations and guide.
- ✓ Avoiding waste and spillage.
- ✓ The tanker driver shall not tamper with the pre-fitted filling hose of the tanker filling stations.
- ✓ The inlets of the tanker water tank shall be maintained in a manner that will prevent the entry of insects, rodents, or any foreign materials that may contaminate the water. Except for instances where cleaning, emptying, or filling the tanker water tank is occurring, inlets shall be covered and sealed at all times.
- ✓ Disinfection and cleaning of the tanker water tank shall be conducted once every 3 months. The hoses, pumps, pipes and water tanker equipment used for the drinking water shall also be cleaned once every 3 months.