Customer Service Charter

Our Commitment to You

At TAQA Water Solutions, we place our customers at the heart of everything we do and are committed to delivering an easy, reliable, and efficient customer experience. This Charter outlines our commitments to you, your rights and responsibilities, and the channels available to access our services and communicate with us.

Our Service Standards



Reliability

We provide accurate and reliable services and information in accordance with approved procedures and service levels.



Accessibility

We provide clear and accessible information about our services. We strive to simplify the customer journey by reducing the time, effort, and number of steps required to access our services.



Quality

We continuously monitor service quality and customer satisfaction and work proactively to identify and address opportunities for improvement.



Respect

We treat all customers with respect, professionalism, and fairness while recognizing and considering the needs of different customer segments.



Data Privacy and Confidentiality

We protect the privacy and confidentiality of your personal information and handle your data in accordance with approved policies and applicable regulations.

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Water Solutions
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Our Responsibilities



Continuous Improvement

Continuously improving our services, processes, and customer experience by using performance insights and customer feedback.



Courtesy

Communicating in a professional and courteous manner and providing appropriate support and guidance throughout your service journey.



Information

Providing clear, accurate, and up-to-date information about our services, requirements, procedures, and approved service channels.



Responsiveness

Handling your requests, enquiries, feedback, and complaints in a timely manner and in accordance with approved service levels and procedures.

Our Digital Promise to You

We are committed to providing a simple, secure, and reliable digital experience through our digital channels. We continuously strive to simplify digital journeys, reduce the time and effort required to access services, and enhance the digital experience based on customer needs and feedback.

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Your Rights

You have the right to:

- Receive fair, respectful, and professional service.
- Receive clear and accurate information about our services and their requirements.
- Know the approved channels for accessing services and tracking your requests.
- Have your personal information and data protected.
- Submit complaints, feedback, suggestions, and compliments and receive a response in accordance with approved procedures.
- Have your feedback and complaints addressed efficiently and fairly.

Your Responsibilities

We kindly ask you to:

- Provide accurate, complete, and up-to-date information.
- Submit the required documents and comply with service requirements and procedures.
- Use official and approved channels when accessing our services.
- Treat our employees and service providers with respect.
- Share your feedback to help us continuously improve our services.

Feedback and Complaints

We value your feedback and encourage you to share your **complaints, feedback, suggestions, and compliments** through the **Abu Dhabi Government Contact Centre (800555).**
We are committed to resolving routine complaints within 3 business days and complex complaints within 1**4 business days**, in accordance with approved procedures.

Complaint Escalation

If you are not satisfied with the action taken by TAQA Water Solutions in response to your complaint, you have the right to escalate your complaint to the **Department of Energy (DoE)** through **TAMM** or the **Abu Dhabi Government Contact Centre (800555)**, using your existing complaint reference number.

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Service Delivery Channels

TAQA Water Solutions services are available through the following official channels:

TAMM
The primary digital channel for accessing TAQA Water Solutions services, viewing service requirements, and submitting and tracking available digital transactions.

Supporting Enquiry Channels
Additional channels are available to provide information, support, and assistance with inquiries and **are not service delivery channels**. Where a formal service request is required, customers will be directed to **TAMM** or the **Abu Dhabi Government Contact Centre (800555)**, depending on the approved channel for the relevant service.

Chatbot
For general inquiries and information related to our services.

Customer Care Email
For inquiries and requests for information, support, and guidance related to our services.
care@taqa-ws.com

Review

This Charter is reviewed annually to ensure it remains relevant, effective, and aligned with customer needs and expectations.
Last Reviewed: September 2026