Our Service

Assignment of water branch

This process is to provide a service to verify the applicant's request and approve the terms of the assignment and finally install the branch

is. The steps to perform this service are as follows:

- Acceptance and initial registration of the request in the portal

- Preliminary review of the applicant's documents

- Check the existence of water and sewage network in the requested location

- Billing of branch costs

- Issuing a letter of introduction to the relevant bodies to obtain the necessary permits

- Electronic payment of invoices

- Assign a subscription number

- Install the branch

- Informing the applicant in all stages of handing over the branch through electronic system) Internet, SMS,

Email, IVR (for follow-up)

Assignment of sewage branch

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is. The steps to perform this service are as follows:

- Acceptance and initial registration of the request in the portal

- Preliminary review of the applicant's documents

- Check the existence of water and sewage network in the requested location

- Billing of branch costs

- Issuing a letter of introduction to the relevant bodies to obtain the necessary permits

- Electronic payment of invoices

- Assign a subscription number

- Install the branch

- Informing the applicant in all stages of handing over the branch through electronic system) Internet, SMS,

Email, IVR (for follow-up)

After-sales service

Branch user change

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Change the diameter of the branch

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

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Change profile

Change profile

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

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3- Issuing invoices

4-Performing service after settlement

Change of residential unit

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4- Performing service after settlement

Change the contractual capacity of the branch

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Replace the meter

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Meter test

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Announcement of meter function

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Meter separation

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4- Performing service after settlement

Relocation of measuring instruments

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Sale of tanker water

This is the process for providing after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Install additional siphon

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Debt settlement of subscribers

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4- Performing service after settlement

Check the bill

This is the process for providing after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Ability to pay bills

This is the process for providing after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Answer the query

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Billing

4- Performing service after settlement

View duplicate records

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Assemble or merge a branch

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4- Performing service after settlement

Temporary disconnection and connection of the branch

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4- Performing service after settlement

Suggestions, feedback and review of complaints

This process is to provide after-sales service. The steps to perform this service are as follows:

1. Complete the service request form

2- Reviewing and confirming the documents received from the applicant

3- Issuing invoices

4-Performing service after settlement

Handling and resolving problems caused by accidents b and sewage

Due to the occurrence of accidents and problems related to water and sewage facilities and the need to remove obstacles, the organization will act in accordance with existing laws and regulations to eliminate it.

Definitive notification of water

Due to the arid climate of Iran and water shortage, in different urban and rural areas on a temporary basis and in cases of accident, we are forced to temporarily cut off water. In this case, in order to create customer satisfaction, informing the subject is one of the essential services of the organization to the people.

Responding to water and sewage complaints

Responding to public complaints and protests in the field of duties and affairs assigned to the water and sewage industry.

Address water and wastewater suggestions

Accepting and reviewing the proposal by internal and external stakeholders to improve and modify processes in providing services to members of the community.