

## 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**

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

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- 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
- 3- Issuing invoices
- 4-Performing service after settlement

### **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
- 2- Reviewing and confirming the documents received from the applicant
- 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

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- 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:

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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

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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

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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.