

FREQUENTLY ASKED QUESTIONS

What is a private sewer?

This is an underground pipe that drains a single premise (also known as the “sewer lateral”). This term refers to those private sewers located within the premises boundary and/or upstream of the connection point for the premises in question.

In certain circumstances, a private sewer may serve more than one building within a single premise. A private sewer is the responsibility of the customer/premises owner/building owner up to the Connection Point.

Where a customer is a business or developer connected with a large development project, the Customer’s Pipework is that pipework located upstream of the designated Connection Point according to the ‘Connection Agreement’.

What is the public sewer?

A public sewer is an underground pipe owned, operated and maintained by ADSSC, and located downstream of the connection point. This is normally located at the first manhole outside of a premises boundary.

Where are public sewers located?

ADSSC keeps a Sewer record. This shows the recorded position of public sewers together with private sewers. Application for extraction copy/appointment for viewing is needed to locate public sewers. Please visit Customer Service Counters located in the Abu Dhabi Municipality Offices and Al Ain Municipality Sunday-Thursday 7am-3pm to submit your application or you may contact ADSSC by e-mail via our website.

Does ADSSC clear blockages for private sewer?

Yes, upon request. ADSSC may clear blockages for private sewer under certain circumstances. Maintenance and operation contractors provide this service without charging customers. Charges might be levied on customers for this service in the future.

How can I prevent blockages in my private sewer?

There are two main ways in which you can prevent blockages:

1) We all take for granted the fact that our toilets flush and everyone knows what the toilet is for. But, Sewers were only designed to deal with human waste and toilet tissue, flushing other items is not only damaging to the environment but can actually be dangerous. Anything else that is flushed away can cause a real hazard as well as a waste of water.

Disposable products are part of everyone's life. They are, by their very nature, easy and convenient to use, and just as easy to dispose of but not down the toilet.

It might be a case of out of site out of mind but items such as nappies, razor blades, cotton buds, packaging etc can all cause blockages in your private sewers, the public sewers or at the sewage treatment works. They do not dissolve or break up quickly and blockages caused by these things can result in flooding which can be very unpleasant for those affected and have to be removed further down the line. These items should be disposed of in your household waste.

2) Do you get rid of fats, oil or grease down your sink?

Fats, oils and grease are a real problem in drains and sewers. Quite simply they harden and block pipes. This can lead to sewers backing up and flooding homes, businesses, gardens or streets.

Grease, fats and oil usually get into the drainage system via the kitchen sink. When grease comes into contact with detergents like washing up liquid and hot water it dissolves. The liquid goes down the drain and as the pipes are deep underground they are cold, this cools the grease, which sticks to the side of the pipe and hardens. Some detergents claim to dissolve grease and it may pass through your pipe but it will settle elsewhere in the sewer network. Do not put fats, oils or grease down the sink.

If the blockage occurs in your drain this can be very unpleasant and you will have to have it cleared which could be expensive. If the blockage occurs in the sewer it could cause sewer flooding which can be very unpleasant for those affected and expensive to clear.

Please visit ADSSC web site - www.adssc.ae to read further information and tips on this subject.

Does ADSSC repair damaged private sewer?

No. The private sewer linking the property to the public sewer is the responsibility of the property owner and must be repaired/serviced by the owner or designated service personnel.

Do I need a permit to repair my private sewer?

No.

Can I make a new connection?

Only with approval from ADSSC. Anyone intending to make a connection to a public sewer is required to make an application. Once approved, we generally allow the applicant to make the connection with our inspector monitoring the work to ensure that it is done to the required standard. Contact our Customer Service Counters located in the Abu Dhabi Municipality Offices and Al Ain Municipality for further information and guidance.

How shall a new connection be made?

All sewer connections must be by gravity. Any private sewer even if it is in public area must be constructed in accordance with the standard specifications and criteria set by ADSSC and must be fully inspected and approved by ADSSC inspectors before backfilling.

Do I need a permit to divert or add to my existing private sewer?

Yes. Anyone intending to divert/add the private sewer, is required to make an application to ADSSC. ADSSC inspectors will inspect the sewer during construction and upon completion of the work to ensure that the work is done to the required standard. If you need guidance as to policies or procedures please contact ADSSC by e-mail via our website.

How do I get a permit?

Permits can be obtained at ADSSC Customer Service Offices located in the Abu Dhabi Municipality Offices and Al Ain Municipality. If you need guidance as to policies procedures or location of the nearest Customer Service Office please visit one of our Customer Service Counters at Abu Dhabi or Al Ain Municipality, or contact ADSSC by email via our website.

Who lays my private sewer and makes the connection?

You will have to arrange for a contractor to do the work at your expense. ADSSC strongly recommend the use of a suitably qualified and experienced contractor. If the work involves excavations in a public area (including footways and grass verges) you will have to obtain consent from the relevant authority.

How do I find out who is the relevant authority?

Abu Dhabi and Al Ain Municipalities will assist with the relevant queries.

What should I do if I think there is a problem in the public sewer?

Immediately contact ADSSC by calling one of the following contact centres:

Abu Dhabi Island - 02 4489100

Abu Dhabi Mainland - 800 2066

Al Ain City - 03 7825740

Al Ain Remote Areas - 03 7372930

Western Region 1 (Zayed, Bainuna, Liwa, Mirfa, Canning, Tarif, Sir Banyas, Abu Abyad) 800 64826

Western Region 2 (Delma, Ghayathi, Baaya, Sila, Ghuwaifat) 02 8835381

Khatim 050 6682914

How do I request a septic tank to be emptied?

Contact ADSSC by calling one of the following contact centres:

Abu Dhabi Island - 02 4489100

Abu Dhabi Mainland - 800 2066

Al Ain City - 03 7825740



Al Ain Remote Areas - 03 7372930

Western Region 1 (Zayed, Bainuna, Liwa, Mirfa, Canning, Tarif, Sir Banyas, Abu Abyad) 800 64826

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Advance notice of emptying requirement is essential.

Does approval to make a connection allow me to enter private land?

No. The granting of an approval to make a connection to a sewer does not entitle the applicant or his contractors to enter lands without the permission of the respective land owner. This permission must be obtained separately.

Are there any health and safety considerations?

Sewers, sewer manholes and ADSSC installation can be hazardous places and no person should enter the sewers, manholes or installations of ADSSC.

How can I contact ADSSC?

For further details and advice, can be obtained from:

Abu Dhabi Municipality - ADSSC Customer Counter

Al Ain Municipality - ADSSC Customer Counter

ADSSC - Abu Dhabi Email: customerserviceauh@adssc.ae

ADSSC - Al Ain Email: customerservicealain@adssc.ae

ADSSC web site: www.adssc.ae