

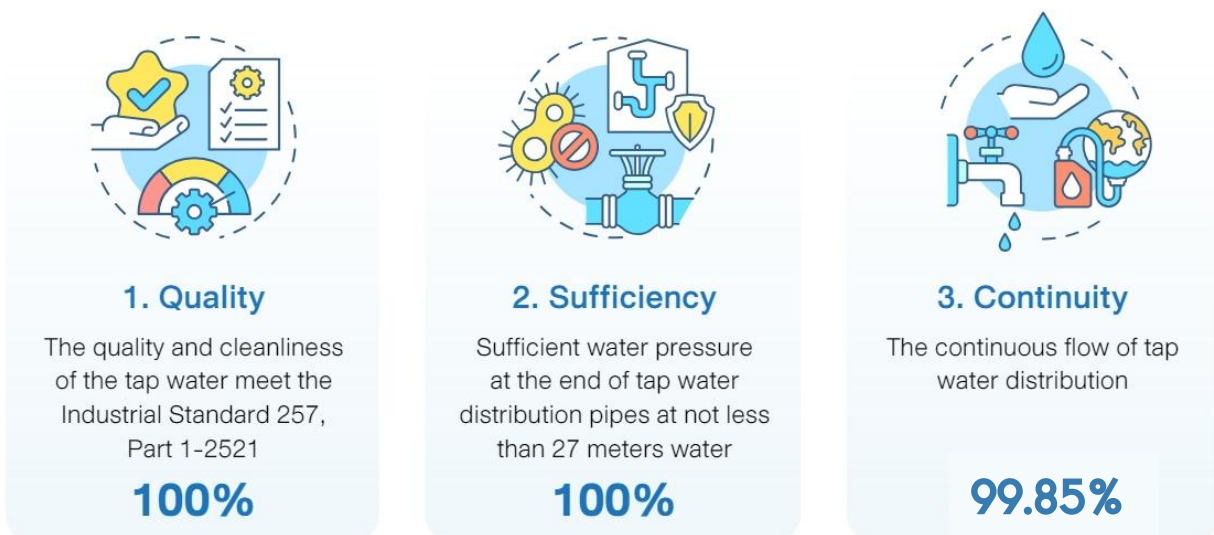
Products and Services Responsibility

The Company realizes the importance of producing products and services that meet specified standards before delivering to **customers (PWA)** to serve the customers' satisfactions and expectations. The company has both proactive and reactive relationship management with Customers as well as building a relationship with tap water users as their customers to get the highest satisfaction by dividing tap water users into three groups which are: industrial tap water users, commercial tap water users, and household tap water users.



Operating Policy

The Company regards the operation responsibility for products and services to ensure that tap water delivered to customers is **"Quality, Sufficiency and Continuity"**. Therefore, the Company aims to operate with the standards specified in the tap water purchase contract by prescribe the policy on product and service qualities are as follows :



Changes and Key Developments Regarding the Review of Policies and Practices on Responsibility for Products and Services in the Past Year

In 2024, the company continued to operate in the production and delivery of tap water under three principles : adequacy, quality, and continuity, provided to the Provincial Waterworks Authority (PWA). The tap water produced and delivered to the PWA meets **Thai Industrial Standards (TIS)**. The company ensures the supply of tap water through its main pipeline network connected to PWA's service pipelines, delivering tap water to end-users in the service area. This is done under proper management of quantity and pressure in water delivery, including maintenance of the water production system, regular upkeep of equipment, tools, and machinery to ensure continuous and quality tap water production, delivery, and service to the PWA for the benefit of end-users.

Water Quality

In addition to consistently and rigorously carrying out operations, there were enhancements in the monitoring of raw water and tap water quality in 2024. The following measures were implemented :

Raw Water

1. Coordinate and exchange information with other agencies, including the Metropolitan Waterworks Authority, Environment and Pollution Control Office No. 5 and Royal Irrigation Department to analyze and predict the situation as well as adjust the use of chemicals appropriately during the dry season and rainy season increase the frequency of once a week.
2. Add raw water sampling points at the beginning of the Chao Phraya River, Bang Sai District area Phra Nakhon Si Ayutthaya Province, the 1 point to monitor raw water quality, frequency of once a week.
3. Increase the frequency of analysis manganese values during the trend of drainage from branch canals more into the Tha Chin River from once per day to 3 times per day.

Tap Water

1. Randomly collect samples in the Provincial Waterworks Authority's water distribution system for inspection every 3 months.
2. Increase the inspection of tap water quality, color, iron, and manganese during the trend of draining water from branch canals, entering the Tha Chin River increased from a frequency of once per day to 3 times per day.

Adequacy and Continuity

Machine efficiency has been improved to increase the stability of the company's water transmission and distribution system as follows :

1. Improved machinery at 2 pressure boosting stations to be both pressure boosting stations and water station as a result, the Provincial Waterworks Authority manage water supply pressure from water distribution stations, both inside and outside the period of using large amounts of water each day be more efficient.
2. Add 1 water supply pump at Phutthamonthon Water Dispensary Station to respond to the increased demand for water in the Provincial Waterworks Authority's service area of Om Noi Branch.
3. Improving the electrical system of Mahachai Water Distribution Station by changing the ring main set.
4. Improving the overflow weir at Thammasat Water Dispensary Station to increase the efficiency of water distribution.

Development of Processes in Collaboration with Customers

1. Improvement and Development of Work Processes

In 2024 there were enhancements and developments in work processes to ensure customer satisfaction, especially with the Provincial Waterworks Authority (PWA). The following initiatives were undertaken :

1.1 Management of water pressure during different time periods throughout the day at the company's water distribution stations. These efforts were conducted in accordance with contractual obligations to PWA and received approval from the authority.

1.2 Continuity of tap water in case of power outage, the Company has an automatic backup power system for machine operation and bypass from the tap water pipe system to the tap water distribution system to continuously pump and distribute tap water to customers. There are also cycles Preventive Maintenance (PM) to avoid affecting the water production and distribution system. If there is a plan to stop the tap water, it will be discussed and notified to PWA in advance to publicize the water users for acknowledge and reserve tap water for emergency use.

1.3 Documentation services, the Company has established a plan to assign personnel responsible for the preparation of information, inspection, and delivery clearly for convenience of service, with measures to increase channels for document and information delivery via e-mail and Line application.

1.4 Supporting various activities of PWA covers all levels of PWA staff appropriately and continuously, such as financial support was given to PWA for joining the Government Easy Contact Center (GECC). It also focuses on activities that have been carried out continuously, including giving scholarships to children of PWA staff and employees in Pathum Thani - Rangsit area and Nakhon Pathom - Samut Sakhon to create good relationships as business partners for a long time.

1.5 Support the activities of the Provincial Waterworks Authority in providing customer service, by meeting with major water users together with the Provincial Waterworks Authority to be aware of problems in service provision and trends in tap water usage, including suggestions to improve the service to be more efficient.

2. Maintain the tap water distribution in 2024 serve the target

The Company has established measures and policies as follows :

2.1 Support the budget and follow up on the installation of pressure pipes and/or expand the area to increase the amount of tap water for distribution of PWA in the service area according to the contract.

2.2 Monitor the movement of construction projects / improvements of the production system, transmission system and distribution system of PWA and other tap water distributors, both government and private sectors, may affect the amount of the Company's tap water at present and in the future.

2.3 Monitor the water leakage management in the Company's service area, both the PWA operation and the hiring of a water leakage management company.

In this regard, the performance will be continuously reported to chief executives at the monthly meetings and the Risk Management and Corporate Governance Committee's meeting.

3. Customer Satisfaction Survey

The Company annually surveys customer (PWA) satisfaction specifying the survey frequency twice a year, during June and December of each year. The results of the customer satisfaction survey were analyzed and presented to the executives to consider improving and developing work processes to increase work efficiency and increase customer satisfaction. In 2024, customer satisfaction surveys in the **Nakhon Pathom - Samut Sakhon area** rate of **97%** and the **Pathum Thani - Rangsit area** rate of **96%**, meeting the targeted satisfaction rate of 91%.

Customer Satisfaction Response Process

In 2024, the company made improvements and developments in its work processes to enhance customer satisfaction. The following initiatives were implemented :

Quality Metrics Index	Continuous Improvement Initiatives	Operational Performance Results
Quality Aspect	Conducting regular inspections of tap water quality and providing customers with reports on a scheduled basis. Additionally, maintaining chlorine levels at all tap water distribution stations according to customer specifications to instill confidence in tap water users.	Controlling the tap water quality to meet contractual standards has been successfully achieved by the company in both the Samut Sakhon-Nakhon Pathom and Pathum Thani-Rangsit regions. 100% compliance with the objectives.
Sufficiency Aspect	Ensuring tap water pressure levels align with customer requests during each tap water distribution period.	Effective management of tap water pressure at water intake and distribution points, as stipulated in the contracts, has also been successfully accomplished in both the Samut Sakhon-Nakhon Pathom and Pathum Thani-Rangsit regions. 100% compliance with the objectives.
Continuity Aspect	In the event of a power outage, promptly notifying customers, or if there is a suspension in tap water supply, communicating in advance for maintenance purposes and planning customer notifications accordingly on every occasion.	Continuous tap water supply Samut Sakhon-Nakhon Pathom Region Target : 99.85 % Result : 99.97 % Pathum Thani-Rangsit Region Target : 99.89 % Result : 99.92 %

Customer Complaint Management

The Company has a process to receive customer complaints under the quality management system standard ISO 9001 by handling under established measures and sending summary complaints response letters to customers at the customer's meeting. The process of receiving customer complaints starts from the source of complaints, taking care of customer complaints letter, including responding complaints to create confidence in the quality of products and services.

In the year 2024, there were no customer complaints regarding tap water quality, water pressure, or service. This result stems from consistently developing operational processes in collaboration with customers throughout the past year.

Customers Risk Management

In the year 2024, the Company manages risks from customers in the issues of affecting the quantity of tap water distribution that does not comply with the Company's business plan are as follows :

1. Support the customer to increase tap water sales to potential areas or service areas under the contract in Nakhon Pathom - Samut Sakhon and Pathum Thani - Rangsit areas.
2. Monitoring the movement of other water producers, both public and private sectors that may affect the current and future of the Company's tap water distribution.
3. Monitoring Non-revenue water (NRW) management in the Company's service area.
4. Monitoring and analyzing the malfunction of the amount Company's tap water distribution.

Customer Data Privacy Protection Measures

The Company is aware of the security of the customer's personal information to collect, use and disclose the customer's information in a strict manner and with the utmost security. Therefore, the Company's personal data protection policies and practices are appropriate and consistent with the Personal Data Protection Act B.E. 2562 (2019) in accordance with the Personal Data Protection Policy announced on June 1, 2021 You can view the Privacy Policy at <https://www.ttwplc.com/storage/about/policy/ttw-pdpa-policy-en.pdf>

The personal data protection policy encompasses 6 groups of stakeholders within the company, namely employees, shareholders/investors, customers, partners/suppliers, communities/society, and environmental organizations.

In the year 2024, there were no violations or complaints related to the infringement of personal data from stakeholders, such as employees, shareholders/investors, customers, partners, and communities.

The Company has monitored use of the customer privacy information other than for the purpose of business operations together according to the contract. In 2024, it was found that the customer privacy information was not used for secondary purposes. The details are as follows:

- Using the customer privacy information to business operations with the company about of 100 percent.
- Using the customer privacy information to secondary purposes with the company about of 0 percent.

Customer Relationship Activities

In 2024 The Company held customers relations activities annually on a regular basis such as giving scholarships to customers' children, organize office merit-making for customers of all branches, held off-site meeting, and others to encourage and support the customers' work to be more efficient.

1. The Company gives scholarships to employees' children of customers (PWA) in Pathum Thani - Rangsit area and Nakhon Pathom - Samut Sakhon area for the year 2024. Due to the epidemic of COVID-19 to prevent and reduce the impact of the risk according to the government's policy, the Company traveled to give scholarships at the PWA's departments, where the executives of each department were representatives, and employees' children came to receive scholarships.

2. In the year 2024, the company supported the Modernization of Water Supply Systems project (GECC) for the PWA to prepare for project assessments and certification of the convenience center standards.