

SIO Water Billing and Payment Policy

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1. Overview

The Saudi Irrigation Organization (SIO) provides water services to agricultural and industrial customers across the Kingdom. This document outlines our billing structure, payment terms, and customer support policies.

2. Billing Structure

Water consumption is billed monthly based on smart meter readings. The current rate is 0.50 SAR per cubic meter (m³) of water consumed. Additionally, a monthly service fee of 50.00 SAR applies to all active accounts. Bills are generated on the first day of each month for the previous month's consumption.

3. Payment Terms

Payment is due within 45 days of bill generation. Late payments incur a 5% monthly penalty on the outstanding balance. Bills can be paid via bank transfer, online payment through the SIO portal, cash at any SIO service center, or bank check.

4. Payment Extension Requests

Farmers experiencing financial hardship may request payment extensions of up to 60 days. To apply, submit a request through the SIO portal or visit any service center with: valid ID, farm ownership certificate, and a brief explanation. Extensions are reviewed within 5 business days. No penalties apply during approved extension periods.

5. Dispute Resolution

If you believe your bill is incorrect, contact SIO customer service at +966-11-4567890 within 15 days of bill generation. Provide your customer ID, bill reference, and reason for dispute. Meter readings will be re-verified within 7 days. If an error is confirmed, an adjusted bill will be issued with credit for overpayment.

6. Account Suspension Policy

Accounts with bills overdue by more than 90 days will be suspended. Water service will be temporarily discontinued until payment is made. A reconnection fee of 200 SAR applies. To avoid suspension, contact SIO immediately to arrange a payment plan.

7. Customer Support

For billing inquiries, contact SIO customer service Monday-Thursday 8 AM - 4 PM, closed Fridays and Saturdays. Email: billing@sio.gov.sa | Phone: +966-11-4567890 | Portal: www.sio.gov.sa