

SIO Frequently Asked Questions - Quick Reference

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Frequently Asked Questions

Quick answers to common SIO customer inquiries.

Q1: How is my water bill calculated?

A: Your bill = (Water Usage in m³ × 0.50 SAR) + 50 SAR monthly service fee. Example: 10,000 m³ usage = (10,000 × 0.50) + 50 = 5,050 SAR total.

Q2: What payment methods do you accept?

A: Bank transfer (IBAN: SA1234567890123456789), online via sio.gov.sa/pay, cash at SIO service centers (before 3 PM), or bank check (3-5 days processing).

Q3: Can I get a payment extension?

A: Yes. Apply via SIO portal with farm ownership certificate and explanation. Extensions up to 60 days available. No penalties during approved extensions. Approval within 5 days.

Q4: How do I check my water usage?

A: Use SIO mobile app for real-time data, login to sio.gov.sa portal, check meter LCD display, or call +966-11-4567890 for latest reading.

Q5: What subsidies are available?

A: Drip irrigation (70% subsidy, max 50,000 SAR), crop diversification (up to 25,000 SAR), smart technology (75-85% subsidy), small farmer program (higher rates). Apply at sio.gov.sa/subsidies.

Q6: How do I report a leak?

A: Call emergency hotline +966-11-4567890 immediately. Major leaks: technician within 4 hours. Your smart meter may auto-alert SIO. Check mobile app for leak warnings.

Q7: Can I install a second meter?

A: Yes. First meter free. Additional meters: 800 SAR installation fee. Submit request via portal. Installation within 15 days. Separate billing for each meter.

Q8: What crops use least water?

A: Drought-resistant options: date palms (traditional, efficient), olives, pomegranates, certain wheat varieties. SIO agricultural advisors provide free crop selection consultations.

Q9: How do I upgrade to drip irrigation?

A: Get quotes from SIO-approved suppliers, apply for 70% subsidy online, receive approval (15 days), install system (90 days), submit completion certificate, receive reimbursement (30 days).

Q10: What if I disagree with my bill?

A: Contact customer service within 15 days with: customer ID, bill reference, and concern details. Meter re-verification within 7 days. If error confirmed, adjusted bill issued with credit.

More Questions?

Contact SIO Customer Service: +966-11-4567890 | Email: support@sio.gov.sa | Portal: sio.gov.sa/support | Visit any regional office Sunday-Thursday 8 AM - 3 PM