



الهيئة السعودية للمياه
Saudi Water Authority

Rules and Conditions for the Off-Grid Water Distribution Activities License

(June 2025)

Version (1.0)

Article 1: Terms and Definitions

The following terms and expressions, wherever they appear in this document, shall have the meanings ascribed thereto, unless the context requires otherwise:

- **Ministry/MEWA:** The Ministry of Environment, Water and Agriculture.
- **The Authority/SWA:** The Saudi Water Authority.
- **The Law:** The Water Law as amended.
- **Regulations:** The Implementing Regulations of the Water Law concerning the regulation of service provision activities, and the regulations and regulatory documents mentioned in Article (76) of the Water Law.
- **License:** Off-Grid Water Distribution.
- **License Conditions:** The rules and conditions for the off-grid water distribution activities license.
- **Services:** Off-grid water distribution services via tankers.
- **Licensee:** The service provider holding a license under the provisions of the Water Law to practice the activity of Off-Grid water distribution.
- **Service Provision Scope:** The geographical coordinates specified by SWA for the provision of Off-Grid water distribution services.
- **Contractors:** Tanker operators contracted with the Licensee to perform Off-Grid water distribution tasks.
- **Beneficiary:** Any person who applies for Off-Grid water distribution.
- **Tanker:** A tank designed according to specifications approved by the Authority, mounted on a transport vehicle (tractor), for distributing water or collecting wastewater, as specified in its license.
- **Tanker Operator:** Any natural or legal person, public or private, who undertakes the operation of the tanker. This may be the owner of the tanker or any person authorized by the owner.

Article 2: Purpose of the License Conditions

The License Conditions shall regulate the activities of Licensees engaged in the provision of off-grid water distribution services.

Article 3: Scope of Application

The License Conditions shall apply to all Licensees engaged in the provision of off-grid water distribution services.

Article 4: General Provisions

1. The Licensee shall comply with all relevant laws and regulations, specifically the regulations, rules, license conditions, manuals, codes, resolutions, and instructions issued by SWA, as amended from time to time.
2. The Licensee shall establish a database to receive off-grid water distribution requests, and shall enter into contracts with water purification plants and link them with the Licensee's contractors to facilitate the water distribution process.
3. The Licensee shall establish an appropriate technical platform to receive beneficiary requests, link them with contractors, and supervise the execution of requests and water delivery operations.
4. The Licensee shall grant SWA the power of oversight and the right to access the data and information available on the Platform.
5. The Licensee shall conclude an Off-grid Water Distribution Agreement with the beneficiary, specifying all necessary details prior to the approval of the request.
6. The Licensee shall link the platform to all ecosystem platforms under the Saudi Water Authority, such as the "Licensing" platform, the "Mumtathil" (Compliance) platform, and any other platform required by SWA.
7. The Licensee shall contract with water purification plants and make all reasonable efforts to meet water demand in accordance with supply and demand plans and the instructions of MEWA and SWA.
8. The Licensee shall exercise due diligence to procure and qualify a sufficient number of water tankers to perform off-grid water distribution activities.
9. The Licensee shall verify that contractors are duly qualified and hold all required licenses and qualification certificates in accordance with the requirements of SWA as well as the relevant regulatory bodies. The issuance of licenses to contractors by SWA or any other governmental entity may not relieve the Licensee from the obligation to ensure that all qualification requirements are fully met in accordance with the conditions and standards specified or approved by SWA.
10. The Licensee shall establish and operate a call center for receiving reports and handling complaints and inquiries, in accordance with the standards set by SWA.
11. The Licensee may not make any decisions or engage in any practices that may directly or indirectly affect fair competition among stakeholders or prejudice the rights of beneficiaries.
12. The Licensee may not add, remove, or amend any service without obtaining the prior approval of SWA.

13. Upon SWA request, the Licensee shall hand over all source codes, databases, and the access and operational means necessary to ensure the continuity of service provision under the supervision of SWA or its designee.
14. In the event of license expiry, revocation, or the Licensee's inability to perform its duties for any reason, SWA reserves the right to transfer the ownership of developed systems, databases, and all contracts, including all associated data, usage rights, and rights arising from such contracts.
15. Should the Licensee wish not to renew the license, it must notify SWA at least six (6) months prior to the license expiry date.
16. In the event that the Licensee is unable to meet or continue meeting the licensing requirements, in whole or in part, it must notify SWA immediately for the appropriate decision to be taken.
17. The Licensee may not compete with stakeholders in any form that constitutes a conflict of interest.

Article 5: Service Fees for Off-grid Water Distribution

The Licensee shall adhere to the financial consideration (fees) approved by SWA when providing the service.

Article 6: Scope of the Off-grid Water Distribution License

The Off-grid Water Distribution License authorizes the Licensee, in accordance with the Law, to carry out the delivery of water from production sites or points of receipt to beneficiaries through contractors operating tankers. Accordingly, the Licensee shall facilitate the link between contractors and beneficiaries by regulating the distribution facilities for desalinated and purified water, including, but not limited to, entering into contracts and agreements necessary to facilitate such linkage.

Article 7: Obligation to Provide Off-Grid Water Distribution Services:

A. Obligation to Provide Off-Grid Water Distribution Services:

1. The licensed service provider shall provide off-grid water distribution services via tankers whenever feasible and shall have the authority to accept requests even if the beneficiary's location falls outside the geographic scope specified in Article 11 of the License Conditions.
2. If the beneficiary has paid the service fee, the Licensee shall execute the service for said beneficiary.

B. Obligation of non-interruption:

1. The Licensee shall manage and operate the services either directly or through its contractors or subcontractors, throughout the term of the License without interruption, and shall be responsible for any intentional cessation of services by its contractors or subcontractors.
2. The Licensee shall not cease the management of off-grid services for any purpose or reason whatsoever without notifying SWA at least six (6) months prior to the scheduled date for the suspension of activities covered under the License, whether in whole or in part.

C. Obligations of the Licensee Toward Contractors:

1. The Licensee shall not discriminate between tanker operators.
2. The Licensee shall contract with all tankers that comply with the technical specifications set forth in SWA's bylaws and codes, particularly those within the regulatory framework for off-grid water services.
3. The Licensee shall raise awareness among tanker operators regarding the required technical specifications and ensure their compliance with the laws and regulations issued by the Transport General Authority (TGA) and the General Department of Traffic.

Article 8: Third-Party Performance

Where the Licensee engages third parties to assist in performing any of its duties, obligations, or licensed activities, the Licensee shall ensure that such third parties are duly qualified, legally licensed, and capable of performing the work efficiently and effectively. The Licensee shall remain ultimately responsible for the performance of such third parties.

Article 9: Disputes

Any dispute relating to off-grid water distribution shall be resolved in accordance with the regulations and procedures approved by SWA.

Article 10: Obligation to Conclude a Service Agreement

- 1) The Licensee shall establish a mandatory procedure for concluding an agreement with the beneficiary prior to the approval of the request, whereby the beneficiary signs the Off-Grid Water Distribution Service Agreement before payment of the service fee.
- 2) When concluding the Off-Grid Water Distribution Agreement with the beneficiary, the agreement shall specify the following:
 - a. The type of service.
 - b. The service fee for delivery.
 - c. The timeframe for service provision, which shall not exceed (24) hours.
 - d. Any other conditions that SWA may require to be included.

Article 11: Scope of Off-Grid Water Service Provision

The Licensee, in coordination with the Authority, shall define a geographical scope for service provision. SWA shall have the power to approve the geographical scope for the off-grid water distribution service.

Article 12: Exemptions from the Obligation to Provide Off-Grid Water Distribution Services

The following cases shall be exempt from the obligation to provide services:

- a. Where the beneficiary refuses to enter into an agreement with the Licensee.
- b. Where the beneficiary fails to pay the service fee requested after entering into the agreement referred to in paragraph (a) above.
- c. Cases of force majeure or circumstances beyond the control of the Licensee that prevent it, its contractors, or the beneficiary, or otherwise hinder the provision of services in any manner.
- d. Cases where the beneficiary is located outside the geographical scope designated for service provision.

Article 13: Provision of Information and Data to SWA

1. Provision of Information:

- a. The Licensee shall provide SWA, at any time and by any means specified thereby, with the information necessary to monitor compliance with the provisions of the License Conditions or to enable SWA to perform its functions under the Law. The Licensee shall exercise due diligence to ensure the submission of such information to SWA. The requested information may include any documents, accounts, or reports (whether specifically prepared at SWA's request or otherwise) in any form specified by SWA.
- b. The Licensee shall provide SWA, within the specified timeframe, with the operational plans necessary to carry out the licensed activities, provided they are consistent with the approved water plans, strategies, and policies.

2. Other Powers to Request Information:

- a. The Authority shall exercise its power to request information under paragraph (1) above without prejudice to its powers to request information under any other provision of these Rules or pursuant to any other legal requirements.

Article 14: Publication and Entry into Force

The License Conditions shall be published on SWA's website and shall enter into force as of the date of their approval.