



الهيئة السعودية للمياه  
Saudi Water Authority

# Services Guide

Date: February 2026  
Version: 1

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## Introduction

This guide has been prepared to provide an overview of all services offered by the Saudi Water Authority. It includes the full range of services provided to beneficiaries from both the individual and business sectors.

The guide aims to enable beneficiaries to identify the services provided by the Authority, understand the procedures for obtaining them, and access the necessary information required to facilitate and expedite the service delivery process



## Concepts and Terminology



### **Authority:**

Saudi Water Authority



### **Service:**

A service provided by the Authority to meet the needs of beneficiary



### **Beneficiary:**

Any individual or business entity receiving services provided by the Authority.



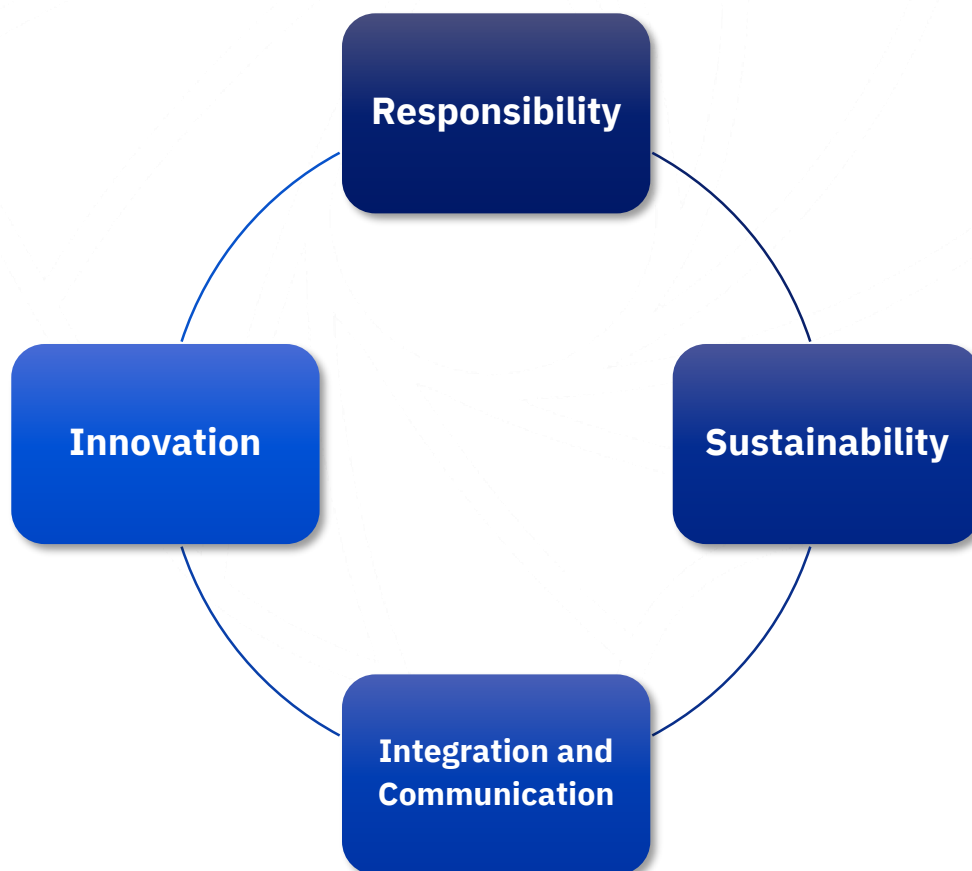
## Saudi Water Authority

### Vision

A globally distinguished model for sustainable management of water services and enabling innovation

### Mission

Drive excellence in the water ecosystem through regulatory oversight and stewardship, sustainable water management, improved service quality, capability and economic enhancement, fostering innovation and technology, protecting the environment while maintaining our commitment to the phased responsibilities during the transformation process.



## Types of Services

The services provided by the Saudi Water Authority are classified into two categories:

### **First: Individual Services**

Services provided to individual beneficiaries

Escalating Complaints Request

Complaint Inquiry Service

Violation Reports Service

Violation Reportes Inquiry Service

Water Bill Calculator

Non-Networked Water Services License Request (Tanker)

Inquiry about a non-network water license

Saudi Water Quality Index

Water Consumption Estimation Calculator



## Types of Services

The services provided by the Saudi Water Authority are classified into two categories:

### **Second: Business Services**

Services provided to the public and private sectors:

Production of Desalinated Water

Production of Purified Water

Transport of Desalinated and Purified Water

Strategic Water Storage

Distribution of Desalinated and Purified Water

Non-Networked Water Services License Request (Tanker)

Inquiry about a non-network water license

Collecting and Transmitting of Sewage Wastewater

Transportation and Distribution of Treated Water

License for a Water Filling Station

Organization Support Request

License Inquiry Service





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Saudi Water Authority

# User Guide: Complaint Escalation Service

Date: February 2026  
Version: 1

## First: Service Description

Service Name:

Complaint Escalation Service

### Service Description:

This service allows beneficiaries to escalate their complaints to the Saudi Water Authority (SWA) when a service provider fails to resolve the complaint within ten (10) working days from the submission date, or when the complaint has been closed without a satisfactory resolution. The escalation must be submitted within thirty (30) days from the date the complaint was closed.

### Service Objectives:

- Enable the Saudi Water Authority to perform its regulatory and supervisory functions by ensuring that service providers comply with applicable laws and regulations.
- Safeguard beneficiaries' rights and ensure that complaints are processed in accordance with approved legal procedures.
- Improve the quality of water and sanitation services and strengthen regulatory compliance within the Kingdom's water sector.

### Target Groups:

- Beneficiaries of water and sanitation services.



## Second: Terms and Requirements

1. The applicant must be the actual beneficiary of the service or the relevant service owner.
2. A prior complaint must have been submitted to the service provider.
3. Either ten (10) working days must have elapsed without resolution, or the complaint must have been closed without a satisfactory outcome.
4. The complaint reference number registered with the service provider must be provided.
5. The escalation request must be submitted within thirty (30) days from the date the service provider closed the complaint.

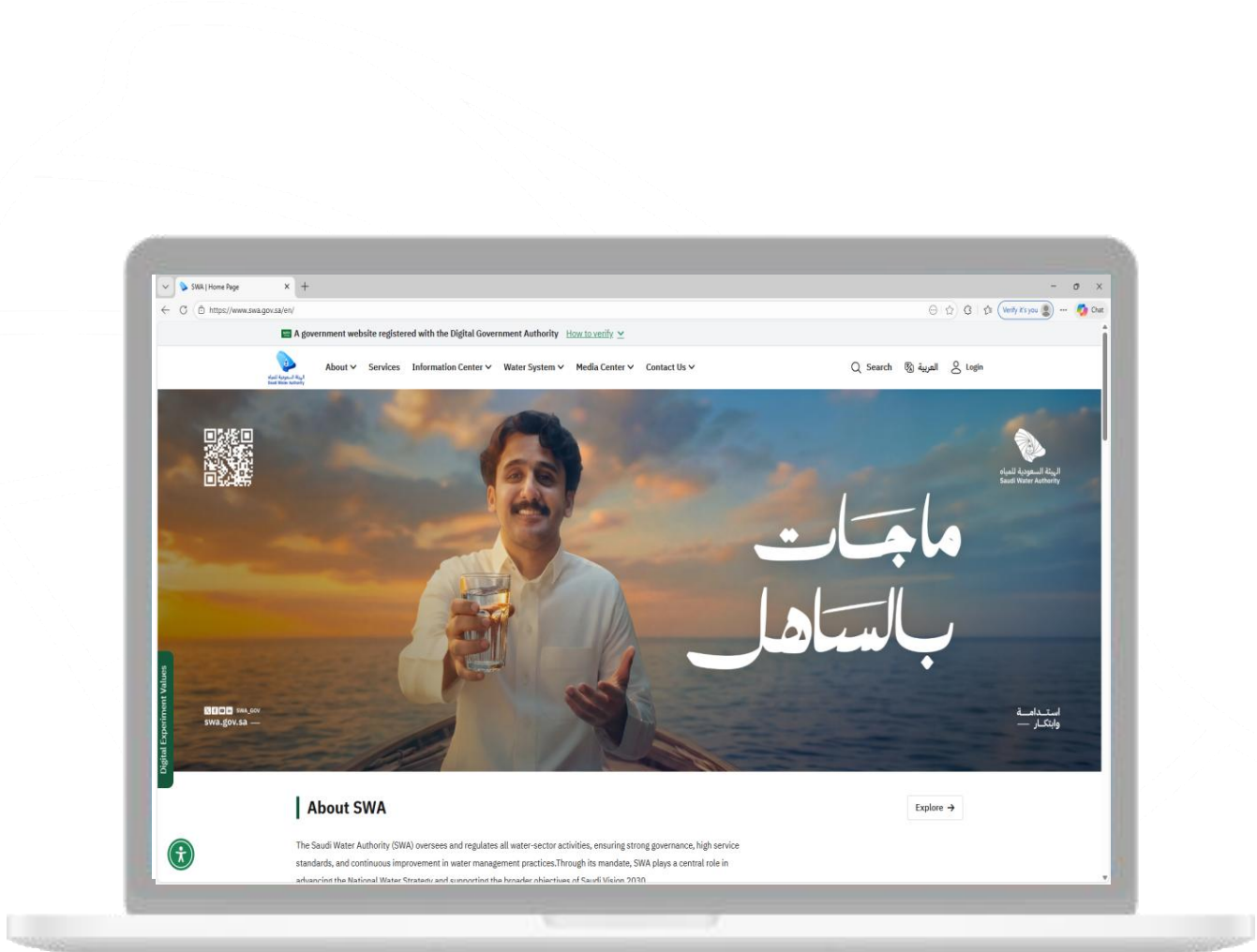
### Regulatory Notice:

The Authority's role is limited to regulatory oversight and verification of compliance. It does not undertake the operational resolution of complaints.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

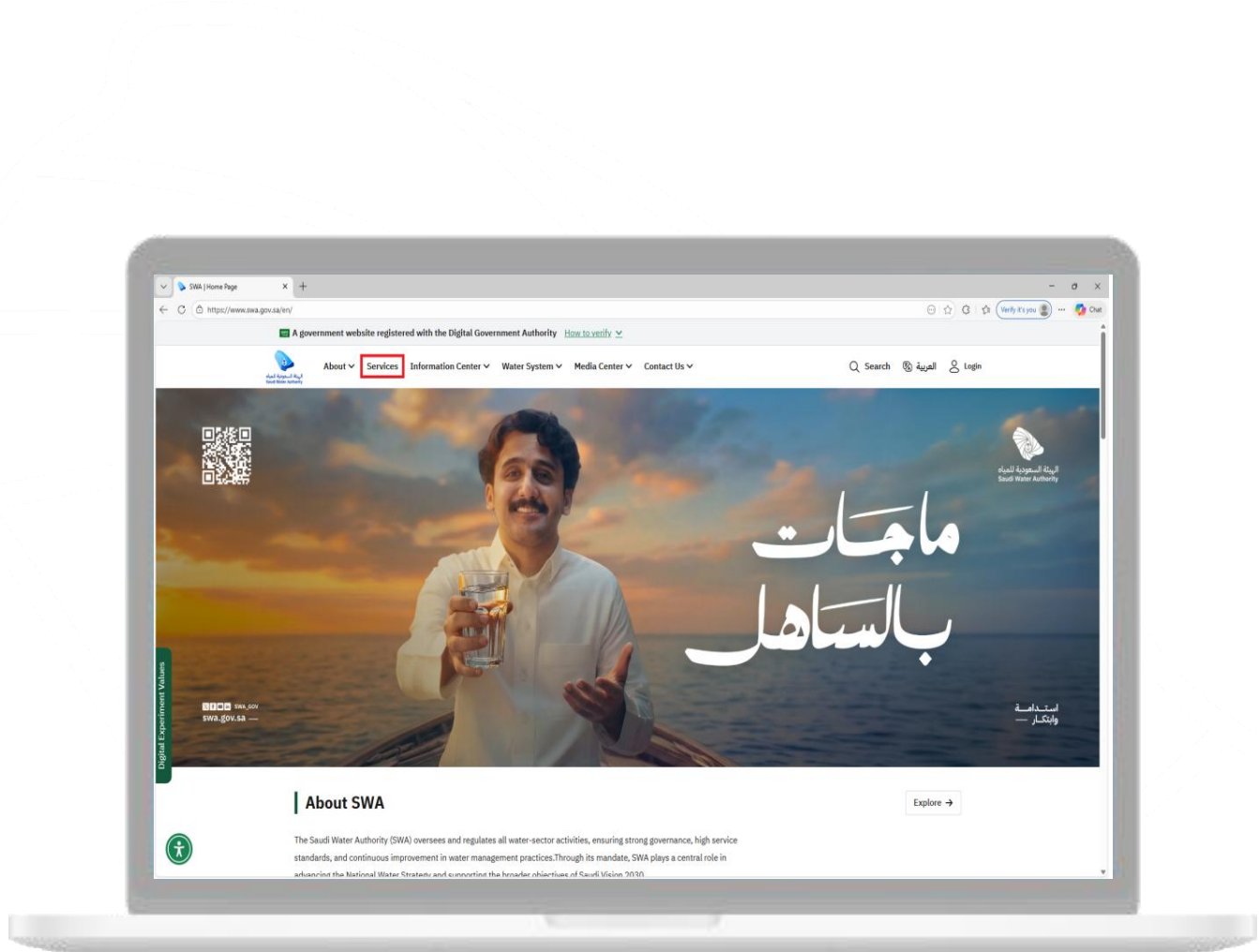


Click here to visit the website



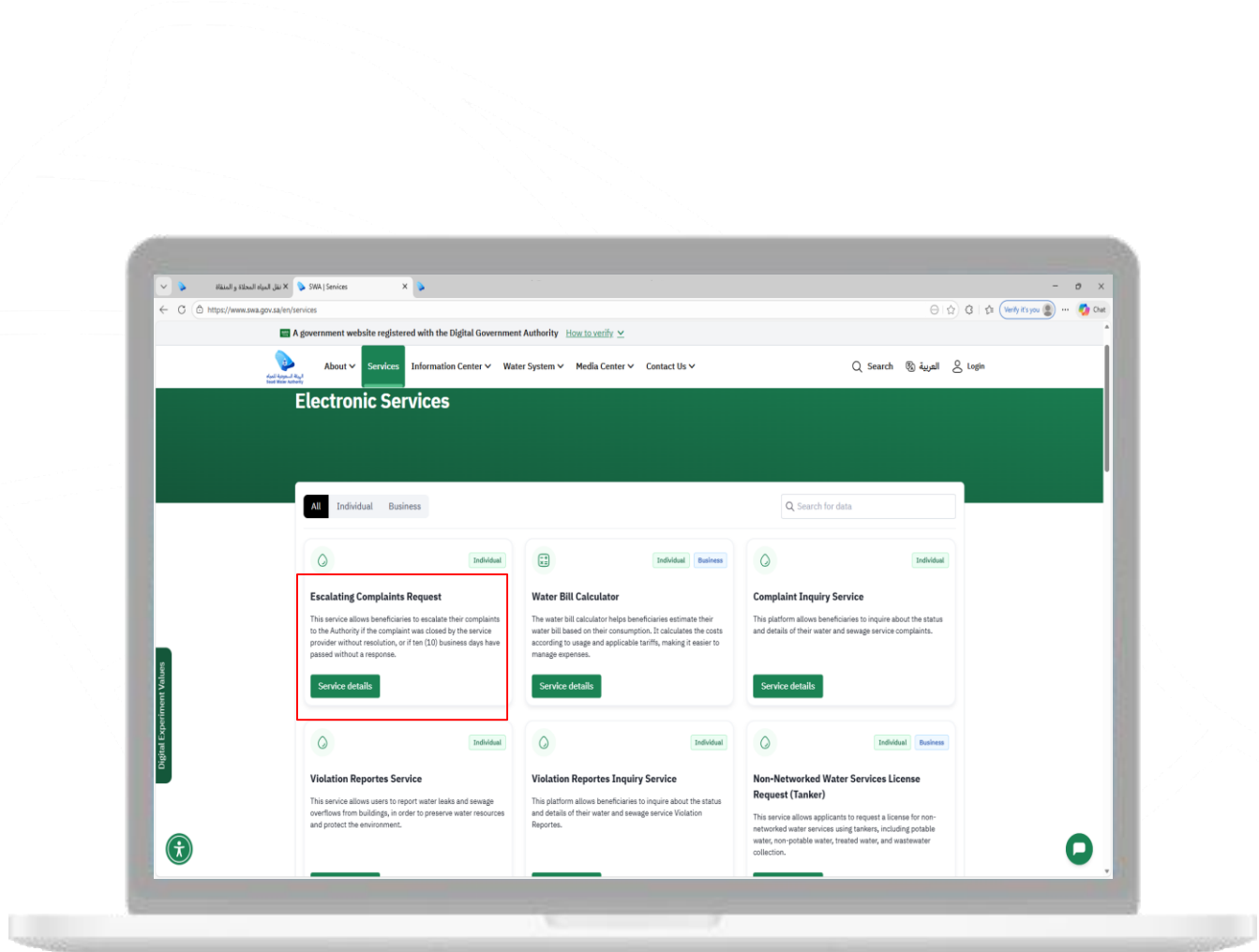
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



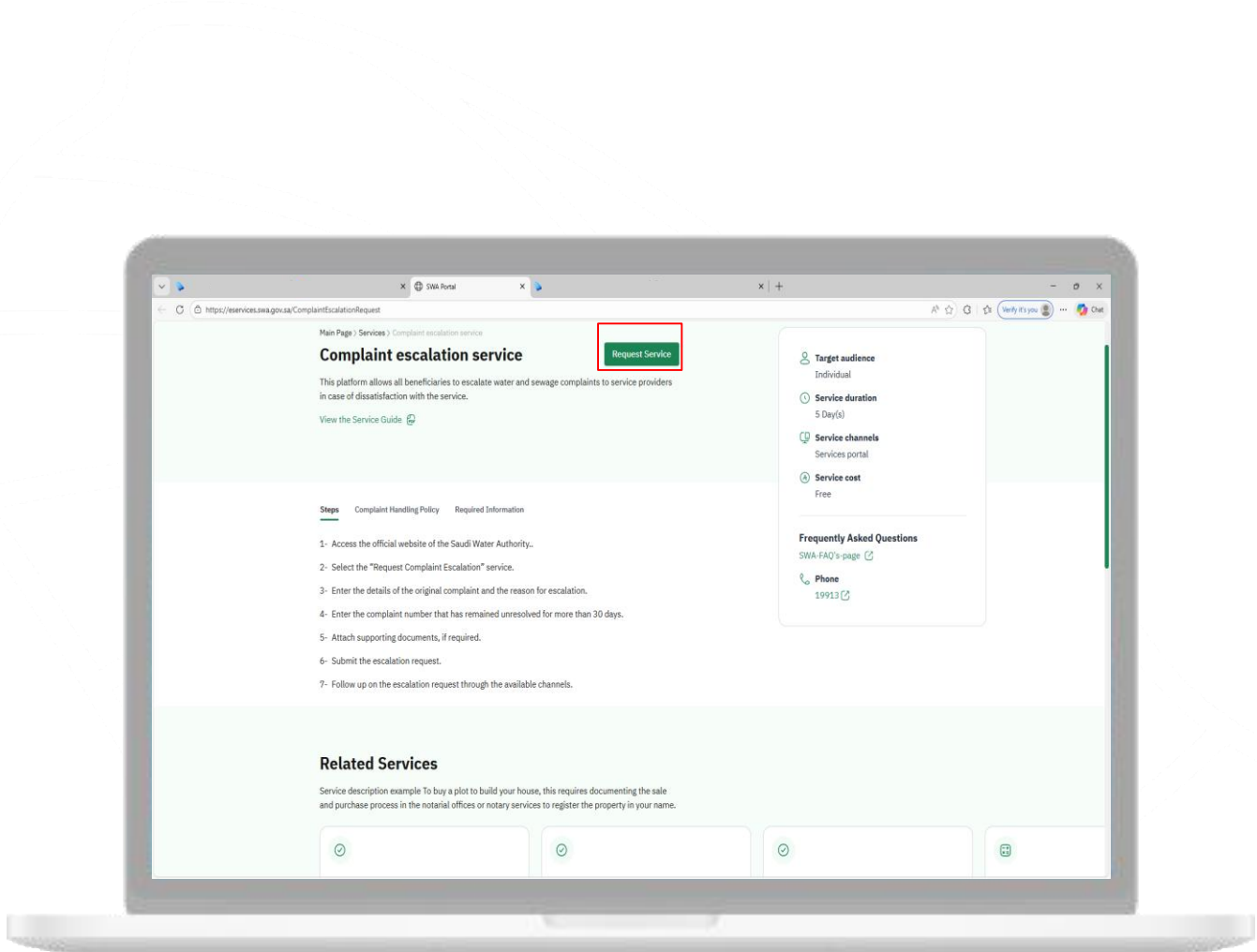
## Third: Steps to Access the Service

3. Select the "Complaint Escalation" service.



## Third: Steps to Access the Service

### 4. Click on "Start Service."



## Third: Steps to Access the Service

### 5. Fill out the Personal Information section

The screenshot shows a web browser window displaying the 'Complaint escalation service' page. The page has a green header with the title and a brief description: 'This platform allows all beneficiaries to escalate water and sewage complaints to service providers in case of dissatisfaction with the service.' Below the header is a form with two main sections: 'Personal Information' and 'Complaint Details'. The 'Personal Information' section is highlighted with a red rectangular box. It contains the following fields:

- First Name \***: Text input field with placeholder 'Enter your first name'.
- Last Name \***: Text input field with placeholder 'Enter your last name'.
- National ID/Iqama \***: Text input field with placeholder 'Enter your National ID or Iqama'.
- Phone Number \***: Text input field with placeholder 'e.g., 05xxxxxxxx'.
- Region \***: Dropdown menu with 'Select Region' as the selected option.

The 'Complaint Details' section is located below and contains:

- Related Entity \***: Dropdown menu with 'Select related entity' as the selected option.
- Complaint Number \***: Text input field with placeholder 'Enter previous complaint number'.
- Complaint Subject \***: Text input field with placeholder 'Briefly describe the issue' and a character count '0 / 100 characters'.
- Complaint Message \***: Text input field.
- Upload File (Optional - Max 5 files)**: File upload area.



## Third: Steps to Access the Service

### 6. Fill out the Complaint Details

SWA | Services

SWA Portal

https://eservices.swa.gov.sa/ComplaintEscalation

Safy El you

Chat

#### Complaint Details

**Related Entity \***  
Select related entity

**Complaint Number \***  
Enter previous complaint number

**Complaint Subject \***  
Briefly describe the issue  
0 / 128 characters

#### Complaint Message \*

Please provide a detailed description of your complaint...

0 / 128 characters

● Provide all necessary details, including dates, times, and the specific nature of your dissatisfaction.

#### Upload File (Optional - Max 5 files)

Drag and drop files here to upload  
Maximum file size allowed is 5MB, supported file formats include .jpg, .png, and .pdf.  
You can upload up to 5 files

Browse Files

I declare that all information provided is true and accurate, and I bear full responsibility for the accuracy of this data

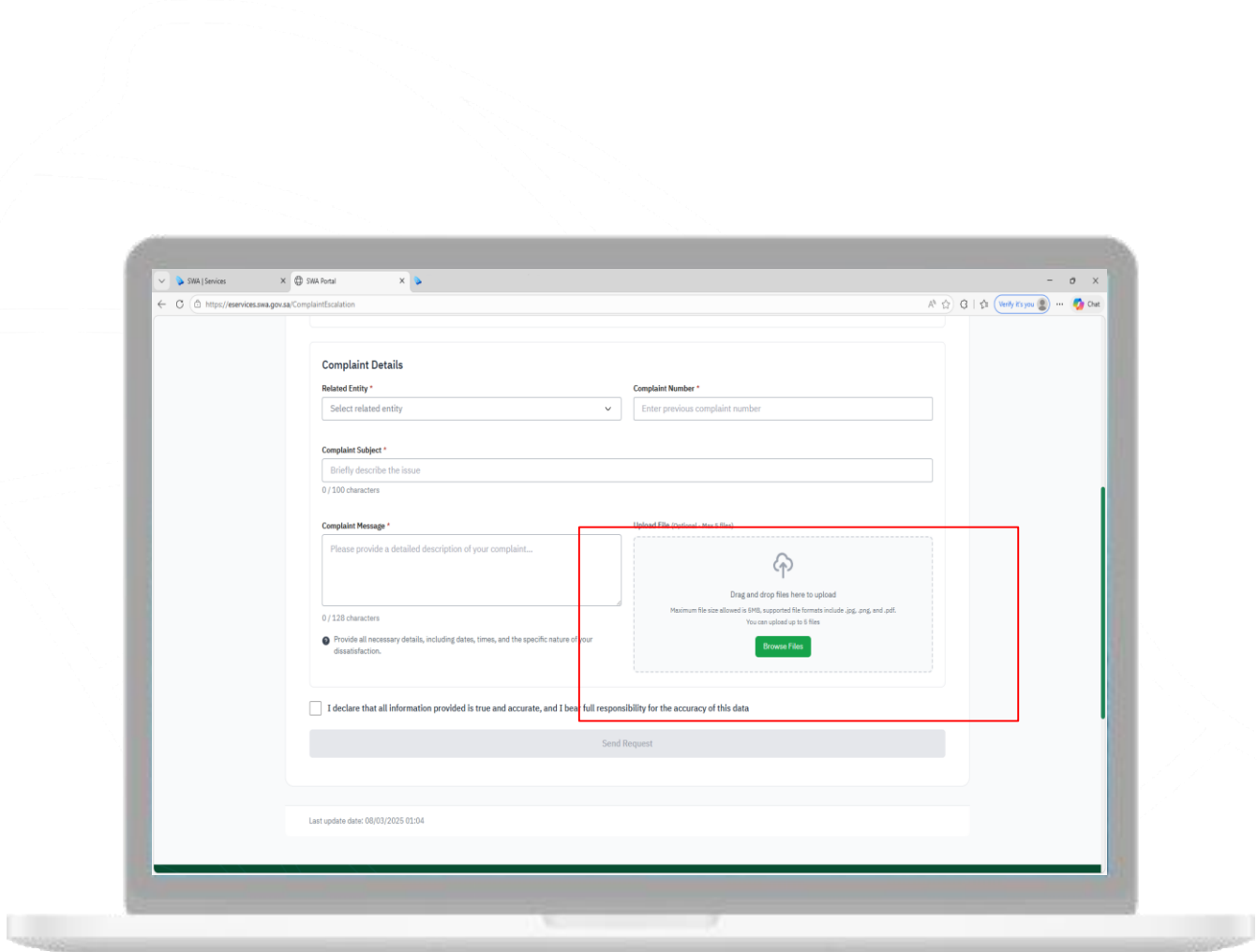
Send Request

Last update date: 06/03/2025 01:04



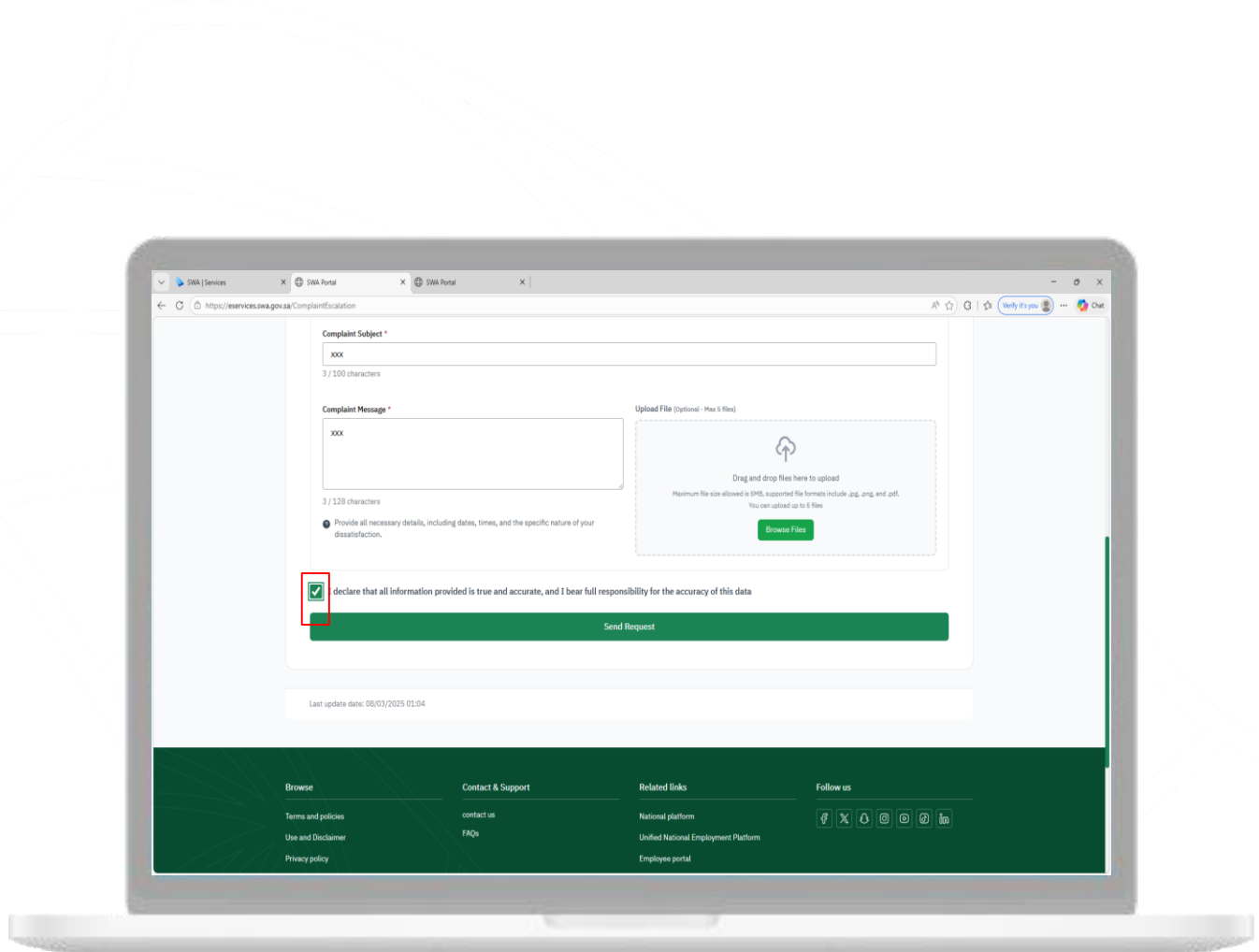
## Third: Steps to Access the Service

7. Attach supporting documents in (PDF, PNG, JPG) formats, adhering to the maximum file limit allowed by the system.



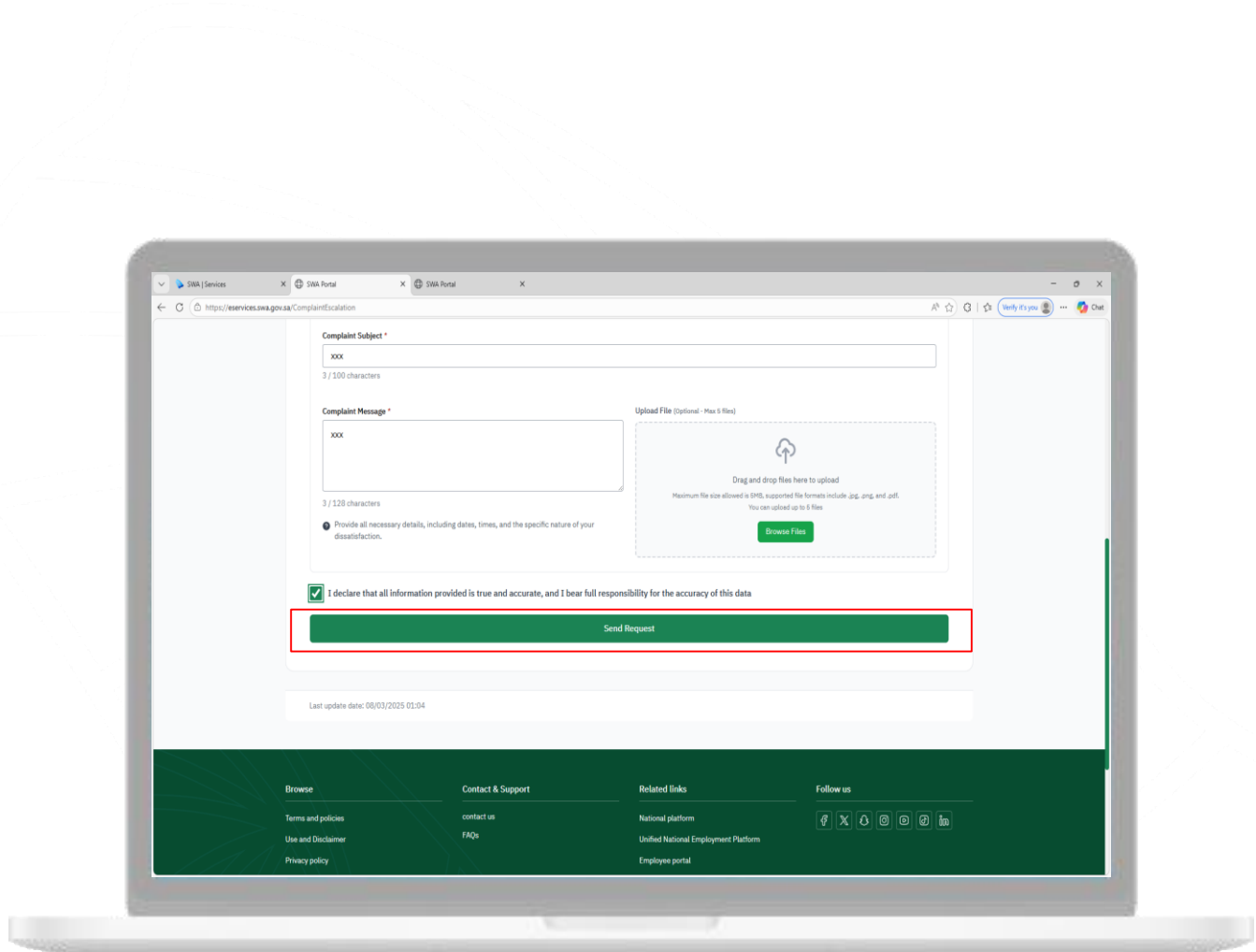
## Third: Steps to Access the Service

8. Acknowledge the accuracy of the entered data and assume full responsibility for it.



## Third: Steps to Access the Service

9. Click the "Submit Request" button to complete the escalation process.





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Saudi Water Authority

# User Guide: Complaint Inquiry Service

Date: February 2026

Version: 1

## First: Service Description

Service Name:

Complaint Inquiry Service

Service Description:

This service enables beneficiaries to electronically inquire about the status of complaints submitted to the Saudi Water Authority (SWA). It allows users to track updates and actions taken on their complaints in accordance with approved procedures, without the need to visit the Authority's premises.

Service Objectives:

- Enable beneficiaries to electronically track the status of their complaints and related administrative actions.
- Promote transparency by providing up-to-date information on complaint progress.
- Facilitate convenient access to complaint information without requiring an in-person visit.
- Enhance communication efficiency between the Authority and beneficiaries regarding complaint management.

Target Groups:

- Beneficiaries of water and sanitation services who have previously submitted a complaint to the Authority.



## Second: Terms and Requirements

### Service Prerequisites:

1. A complaint must have been previously registered with the Saudi Water Authority.
2. Valid inquiry details must be available (e.g., Complaint Number and National ID / Iqama Number).

### Service Requirements:

- Enter the registered Complaint Number.
- Enter the National ID / Iqama Number.
- Provide any additional verification information requested in the inquiry form.

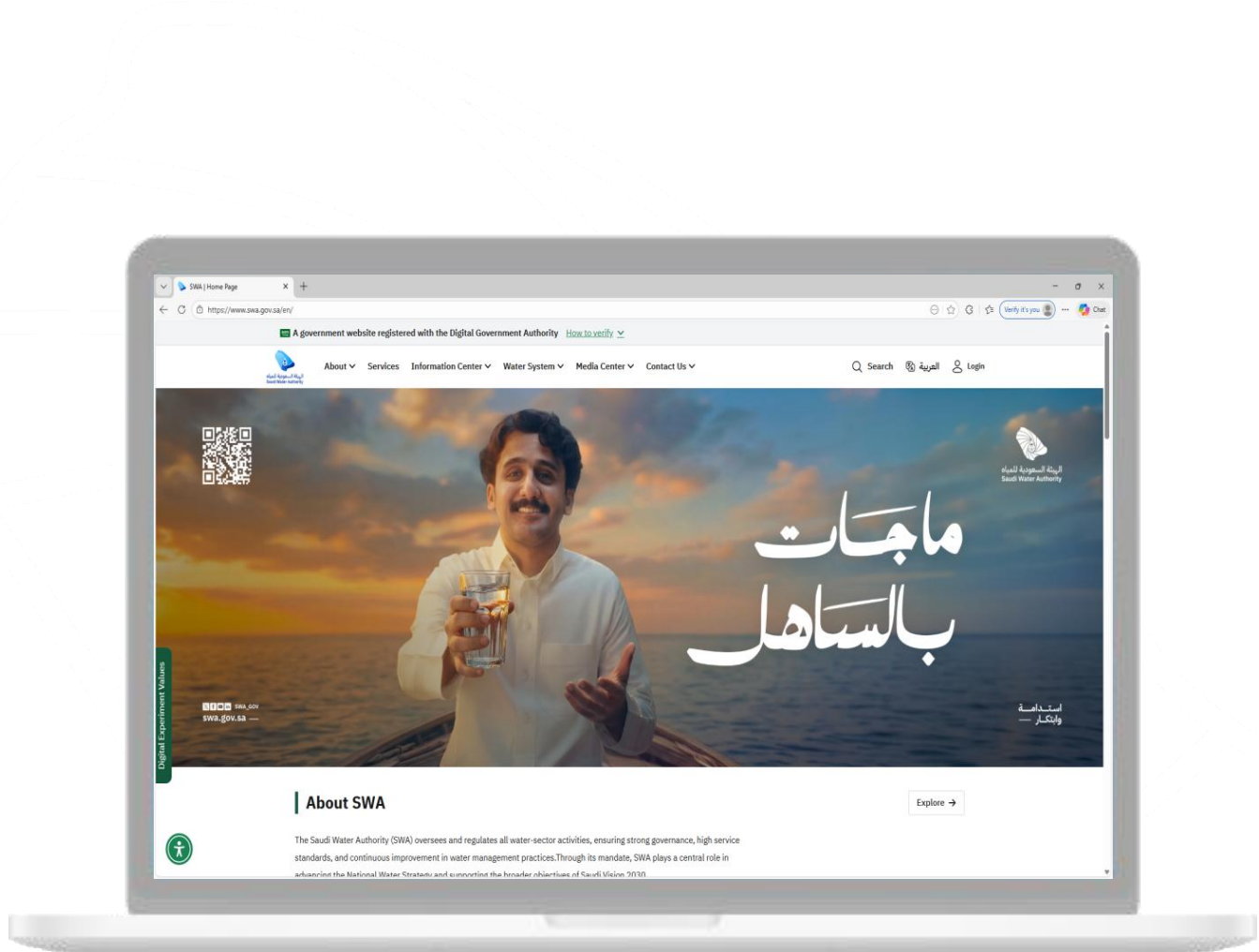
### Regulatory Notice:

An inquiry does not constitute a new request and does not affect the complaint processing workflow. The service is strictly limited to displaying the current status and related actions associated with the complaint.



## Third: Steps to Access the Service

1. Access the Saudi Water Authority electronic portal:

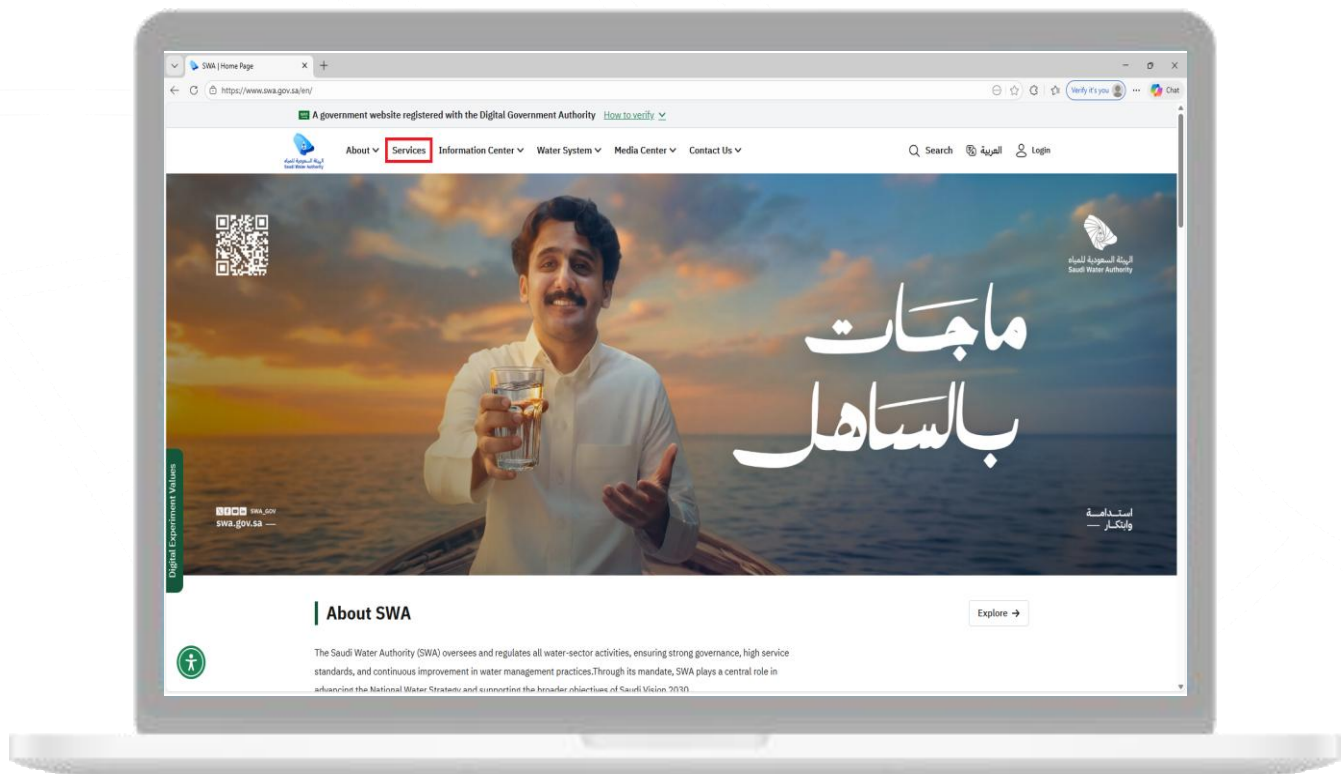


Click here to visit the website



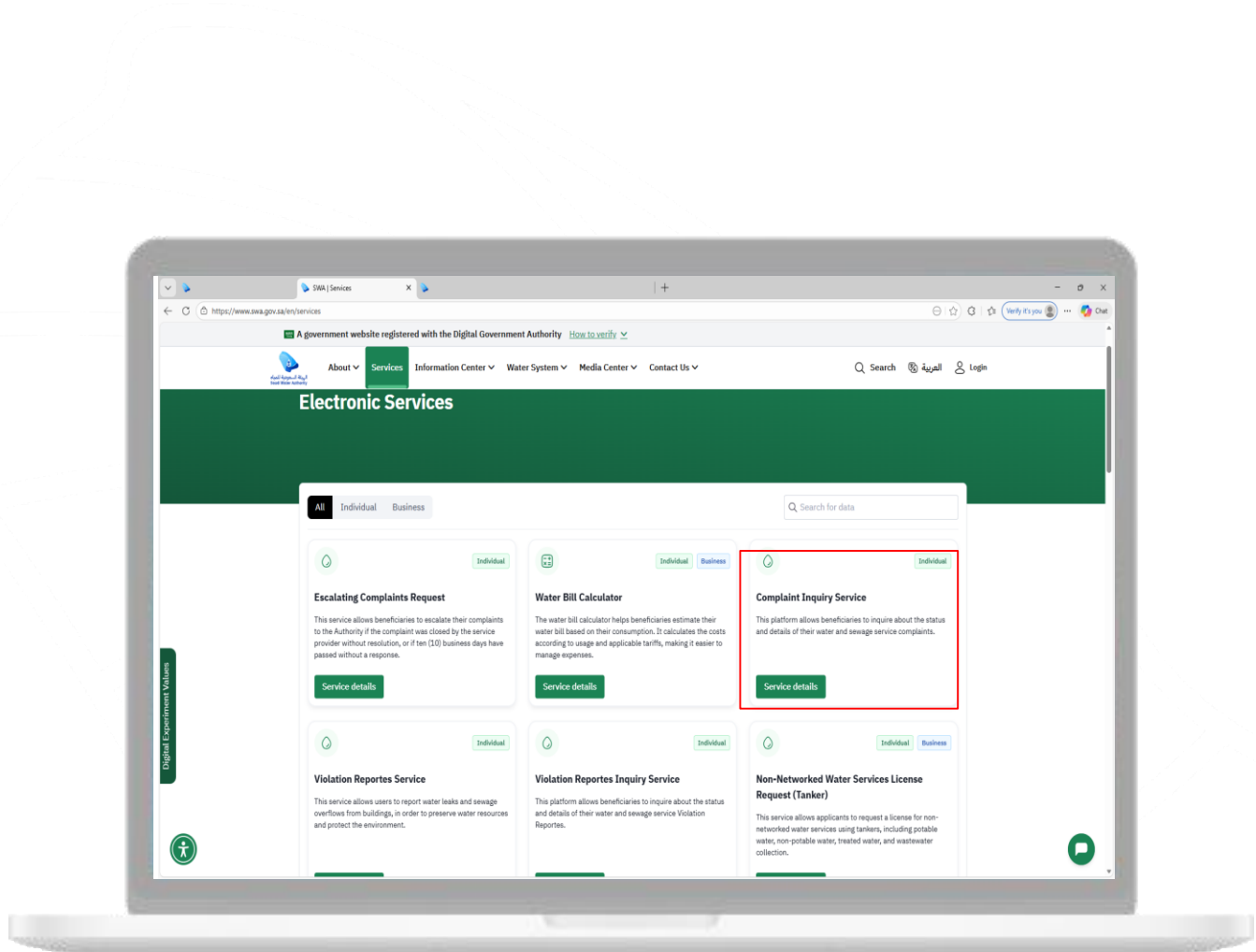
## Third: Steps to Access the Service

### 2. Navigate to "Authority Services."



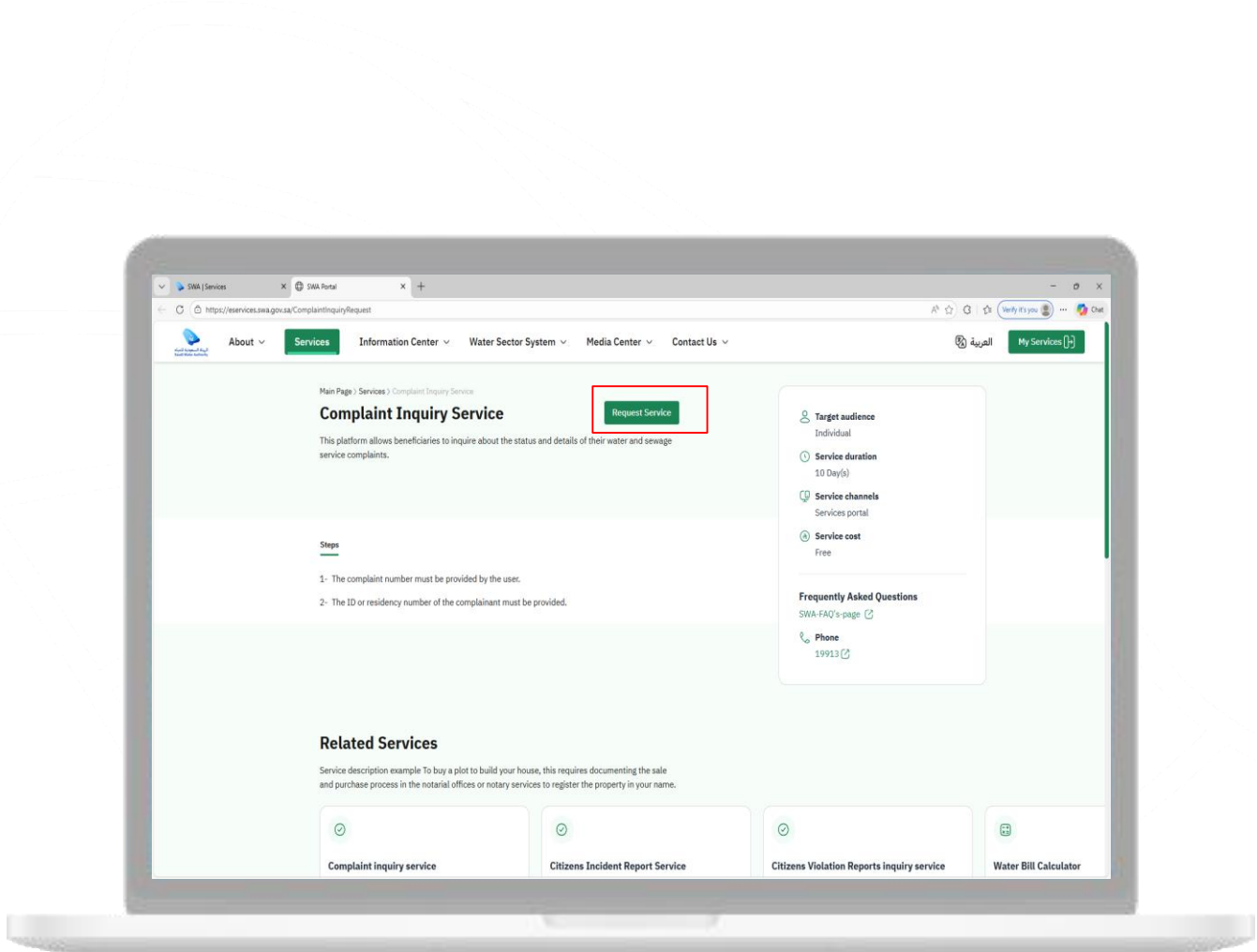
## Third: Steps to Access the Service

3. Select the "Complaints Inquiry" service.



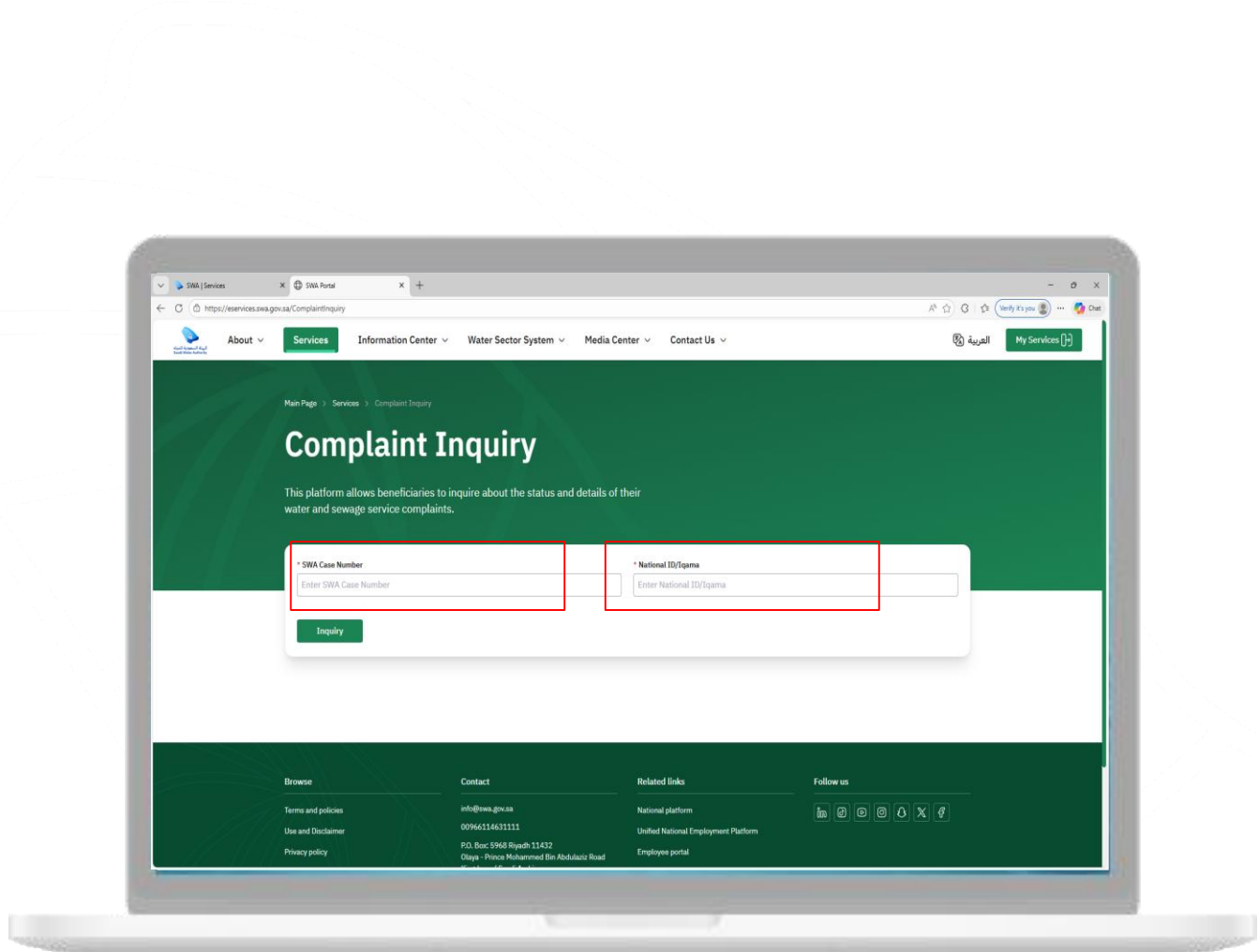
## Third: Steps to Access the Service

### 4. Select "Request Service."



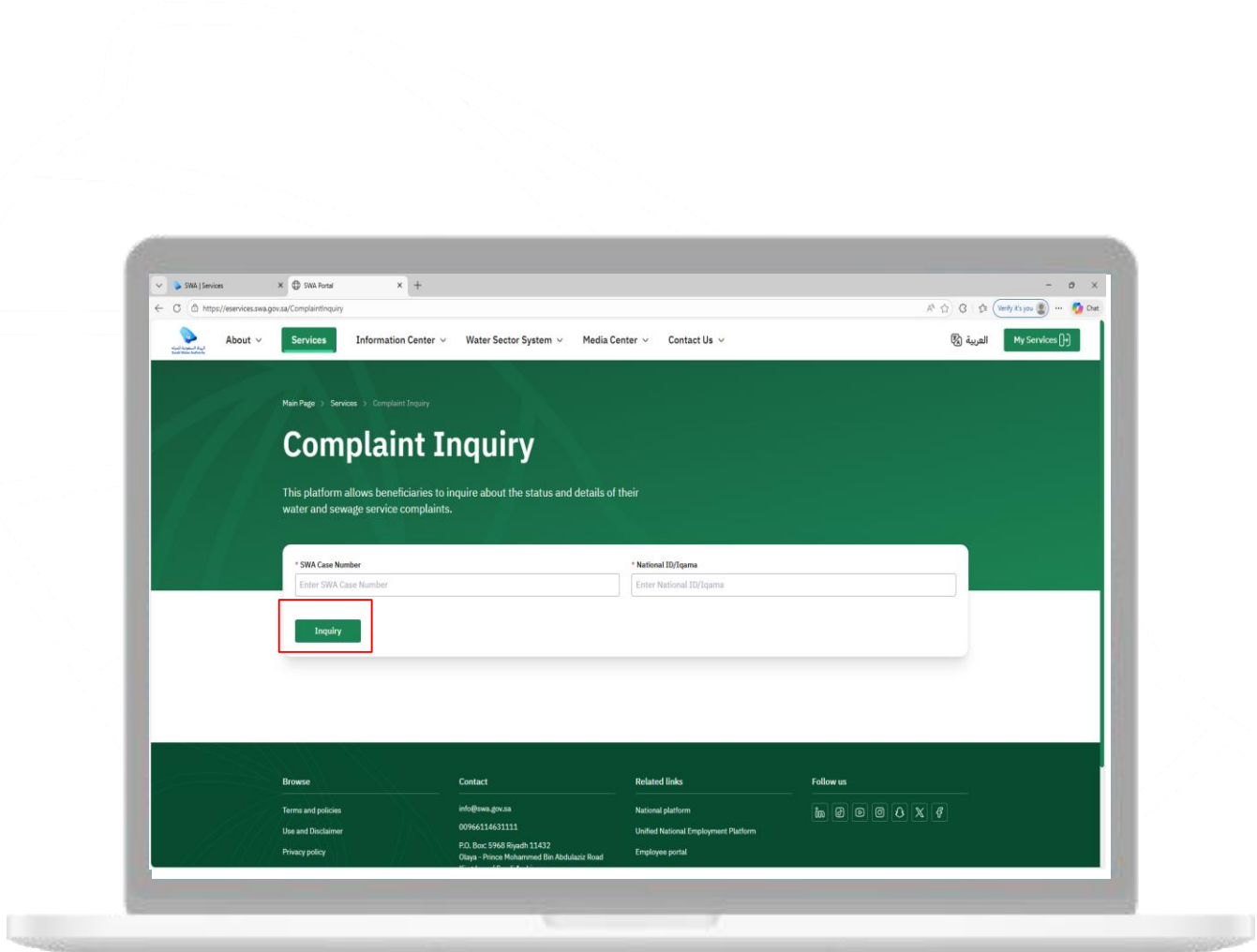
## Third: Steps to Access the Service

5. Enter the Complaint Number in the designated field.
6. Enter the National ID/Iqama Number in the designated field.
7. Enter the required verification data (as prompted by the system).



## Third: Steps to Access the Service

8. Click the "Inquire" button to display the complaint status.



### Information Displayed in the Inquiry Result

- Complaint Status (e.g., Under Review, In Progress, Closed... etc.).
- Relevant updates or administrative remarks related to the complaint.

### In Case No Results Are Found

- Please verify the accuracy of the entered Complaint Number and National ID / Iqama Number. If the issue persists, you may contact the Call Center for further assistance.





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Saudi Water Authority

# User Guide: Violation Reporting Service

Date: February 2026  
Version: 1

## First: Service Description

Service Name:

Violation Reporting Service

Service Description:

This service enables beneficiaries to report violations or practices that contravene the regulations and bylaws governing the water sector. Through this service, the Saudi Water Authority (SWA) can exercise its regulatory and supervisory role in verifying compliance with applicable regulatory requirements. Submitting a report does not constitute assigning an operational role to the Authority with respect to the reported activity.

Service Objectives:

- Enable the Authority to perform its regulatory oversight in monitoring and verifying violations.
- Enhance compliance with the rules and regulations governing the water sector.
- Protect water resources and help ensure the quality of services provided.
- Provide an official reporting channel for violations within the Authority's jurisdiction.

Target Groups:

- Members of the general public and beneficiaries.
- Stakeholders interacting with water sector activities.
- Any individual with knowledge of a violation within the Authority's jurisdiction.



## Second: Terms and Requirements

### Service Prerequisites:

1. The reported violation must relate to an activity within the jurisdiction of the Saudi Water Authority (SWA).
2. Clear and accurate information regarding the reported violation must be provided.
3. The service must not be used to submit malicious or unfounded reports.

### Service Requirements:

- Enter the reporter's information as required in the service form.
- Specify the subject of the report.
- Provide a description of the violation.
- Attach a photo of the violation
- Specify the location of the violation.

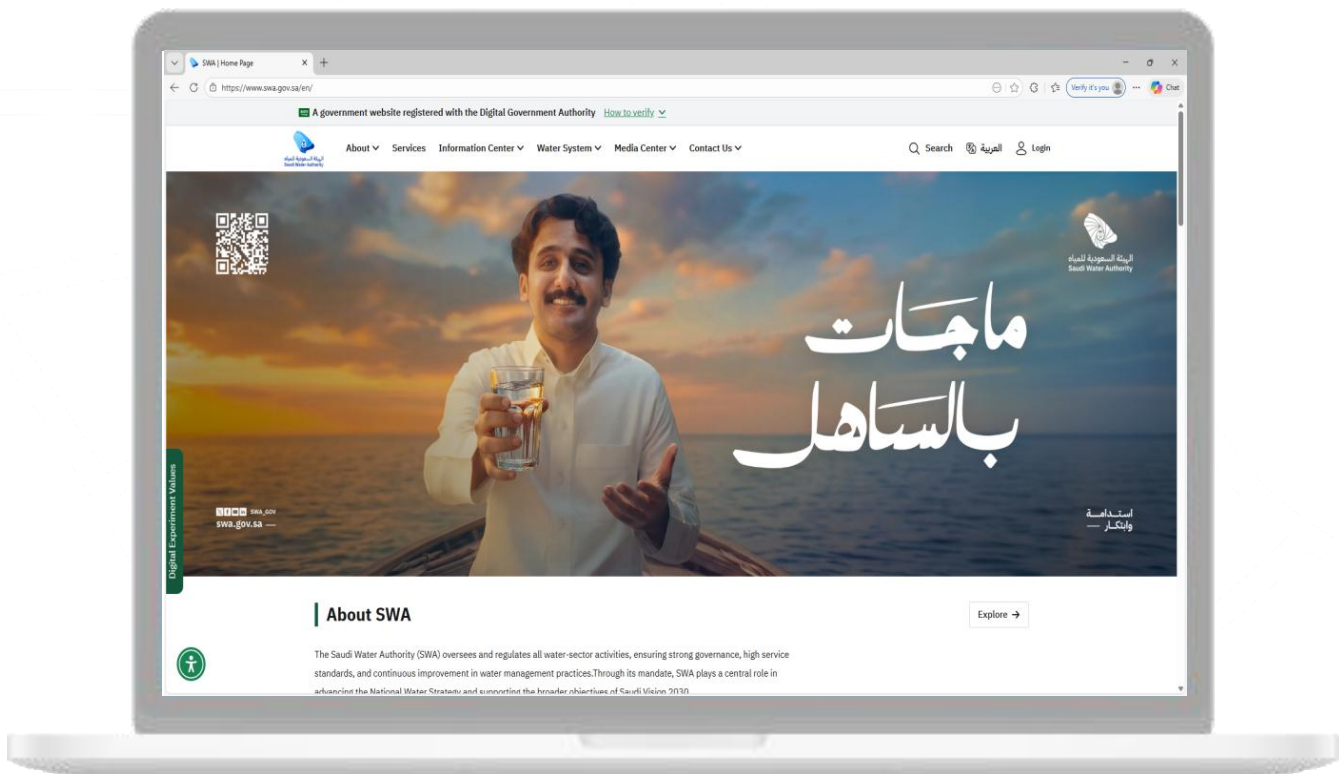
### Regulatory Notice:

The Authority reviews reports from a regulatory and oversight perspective. Its role is limited to verifying compliance with applicable rules and regulations and taking the necessary legal action when required. The Authority does not directly undertake the operational handling of the reported activity.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

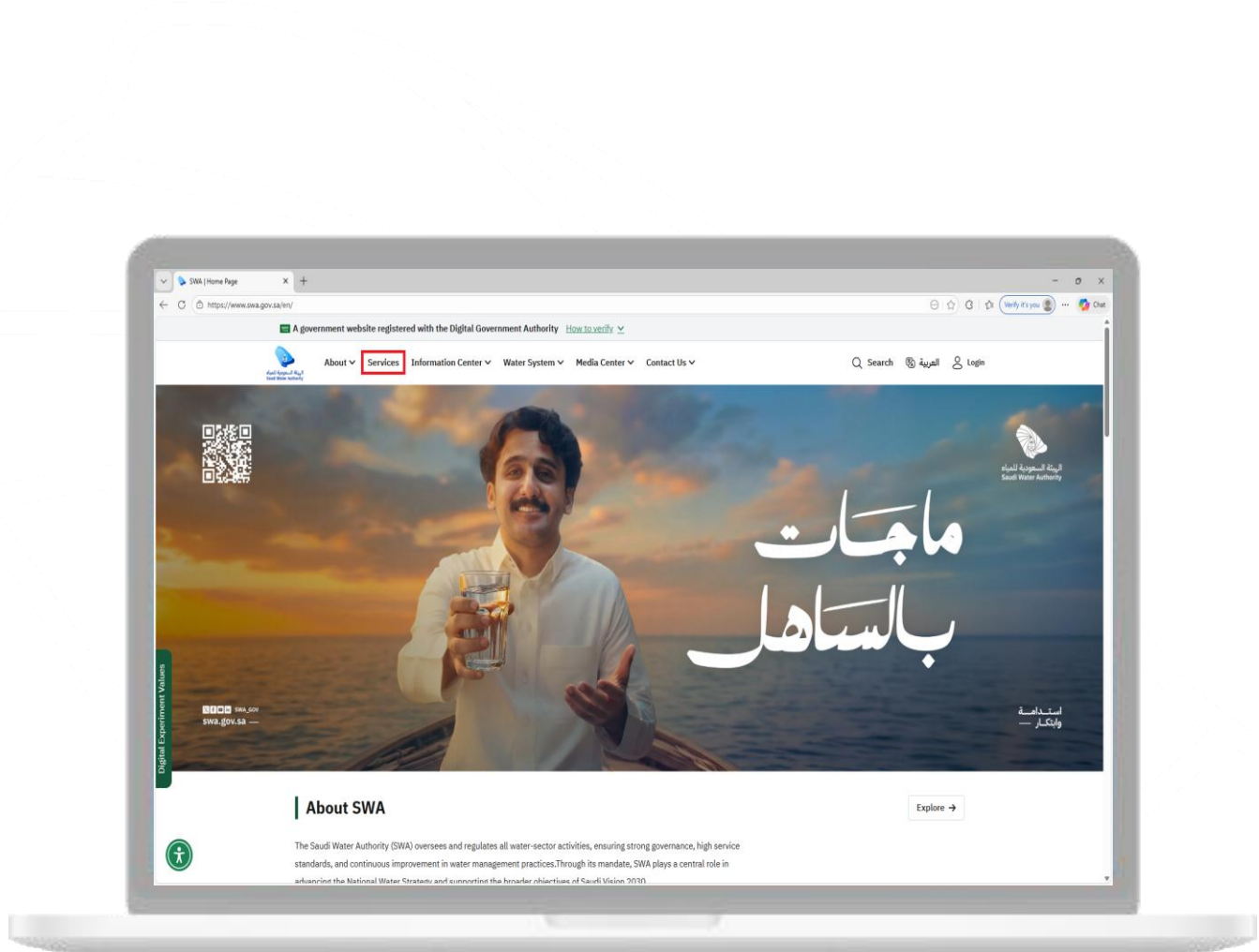


Click here to visit the website



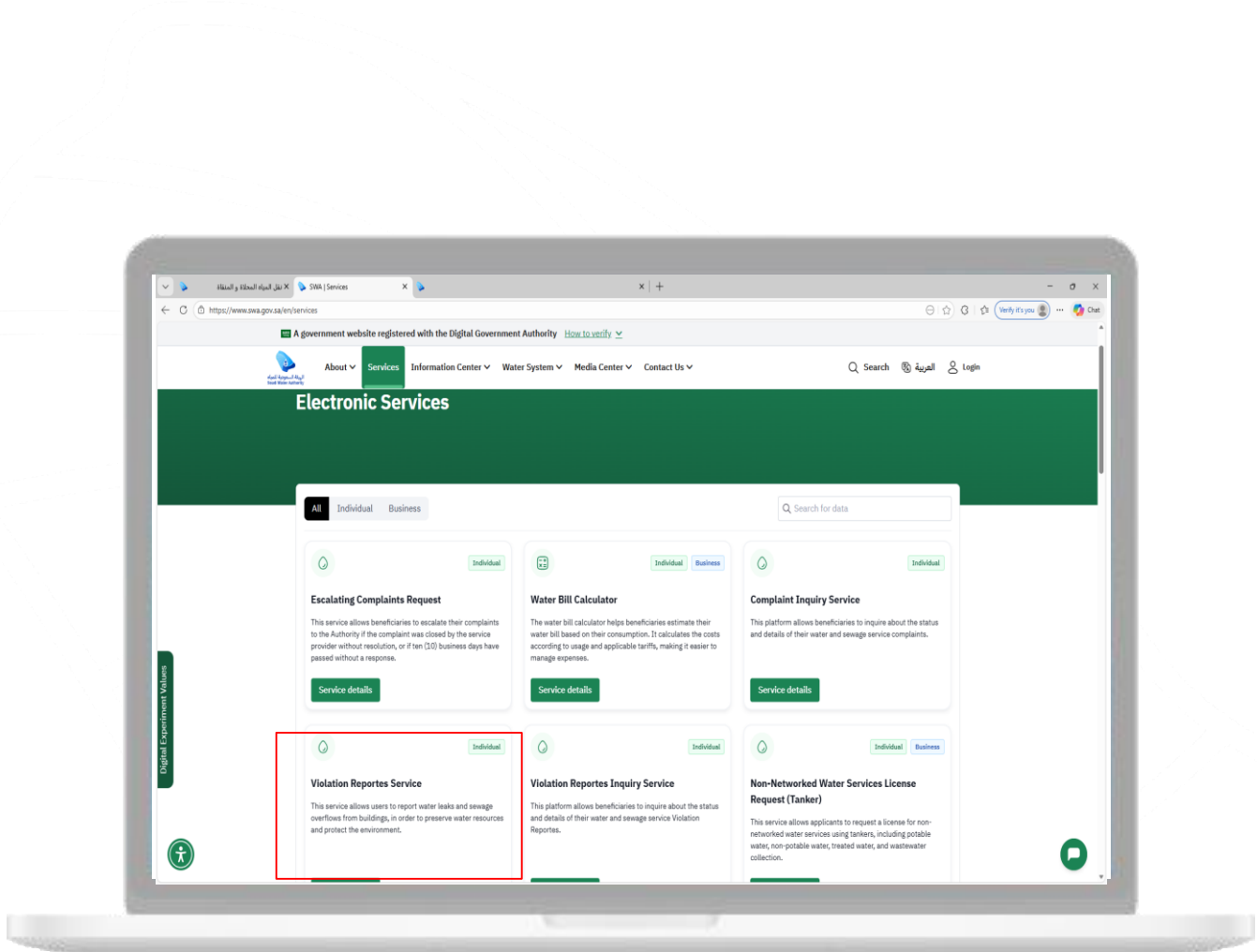
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



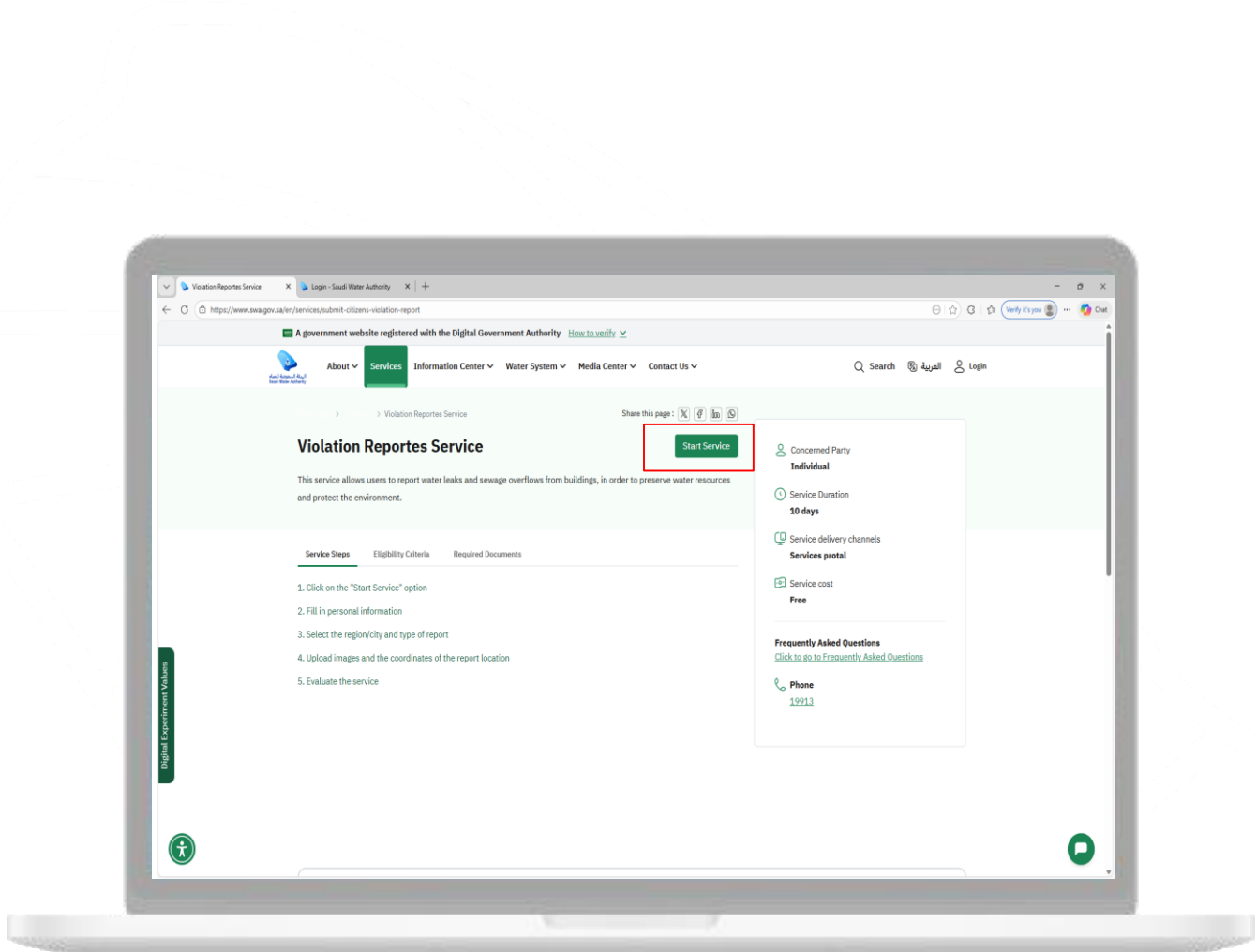
## Third: Steps to Access the Service

3. Select the “Violation Reporting” service.



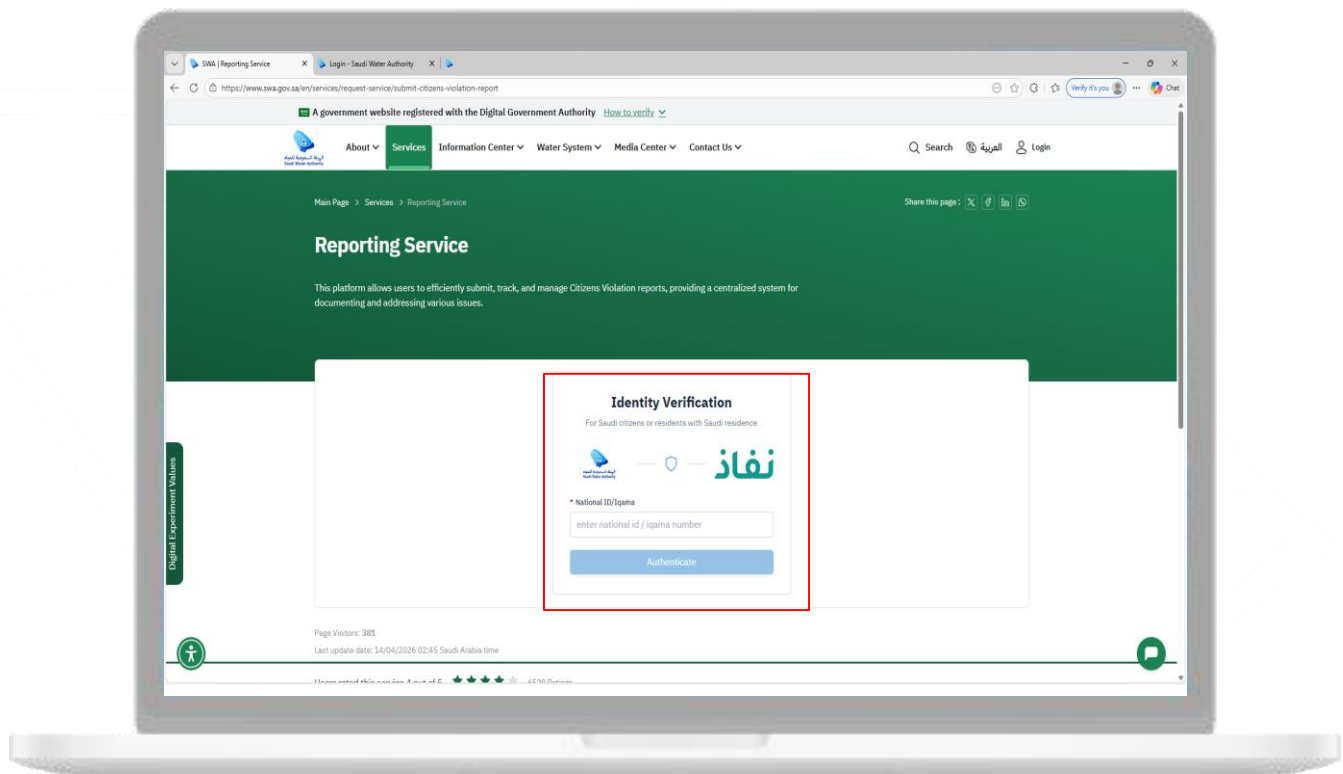
## Third: Steps to Access the Service

### 4. Click on "Start Service."



## Third: Steps to Access the Service

5. Enter the applicant's ID number and verify through "Nafath"



## Third: Steps to Access the Service

6. Fill out the electronic report form with the Personal information.

The screenshot shows a web browser displaying the 'Reporting Service' page. The page header includes the SMA logo and navigation links. The main content area features a green banner with the title 'Reporting Service' and a brief description. Below the banner is a form with the following fields:

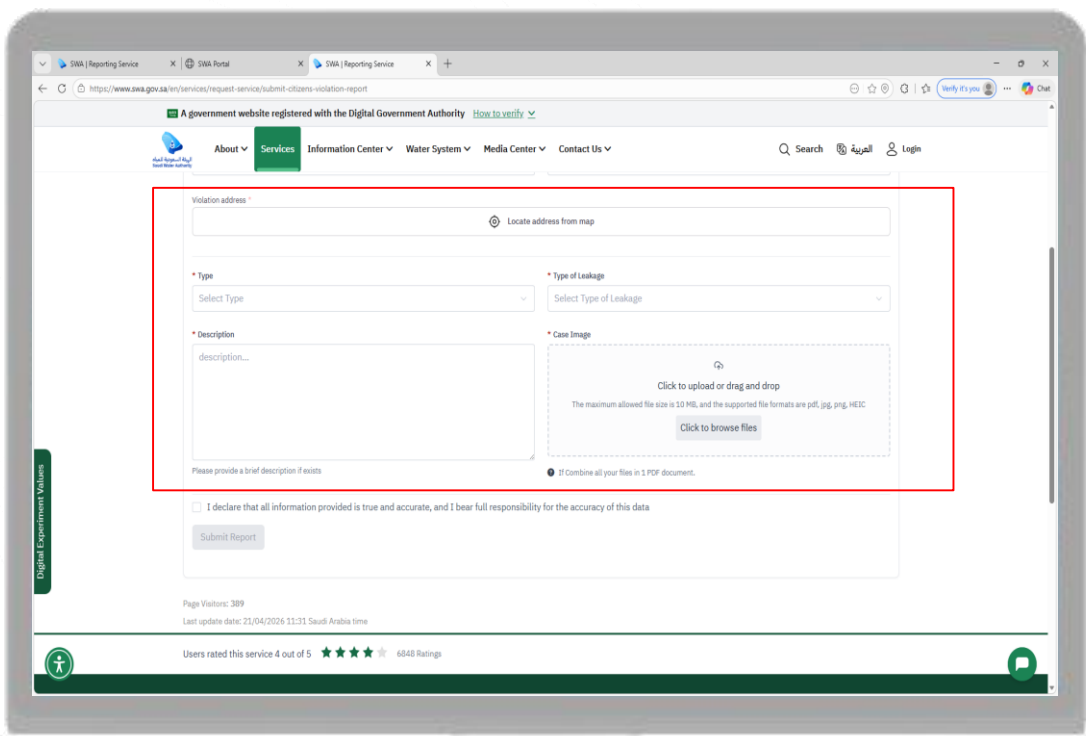
- \* First Name (input field)
- \* Last Name (input field)
- \* National ID/IDqana (input field)
- \* Phone Number (input field with a mask 05\*\*\*\*\*)
- Violation address (input field with a 'Locate address from map' button)
- \* Type (dropdown menu)
- \* Type of Leakage (dropdown menu)
- \* Description (input field)
- \* Case Image (input field with a camera icon)

A red rectangular box highlights the four personal information fields: First Name, Last Name, National ID/IDqana, and Phone Number.



## Third: Steps to Access the Service

7. Fill out the electronic report form with the Violation information.



The screenshot shows a web browser displaying the SWS Reporting Service form. The form is titled "A government website registered with the Digital Government Authority" and includes a navigation menu with "About", "Services", "Information Center", "Water System", "Media Center", and "Contact Us". The form fields are:

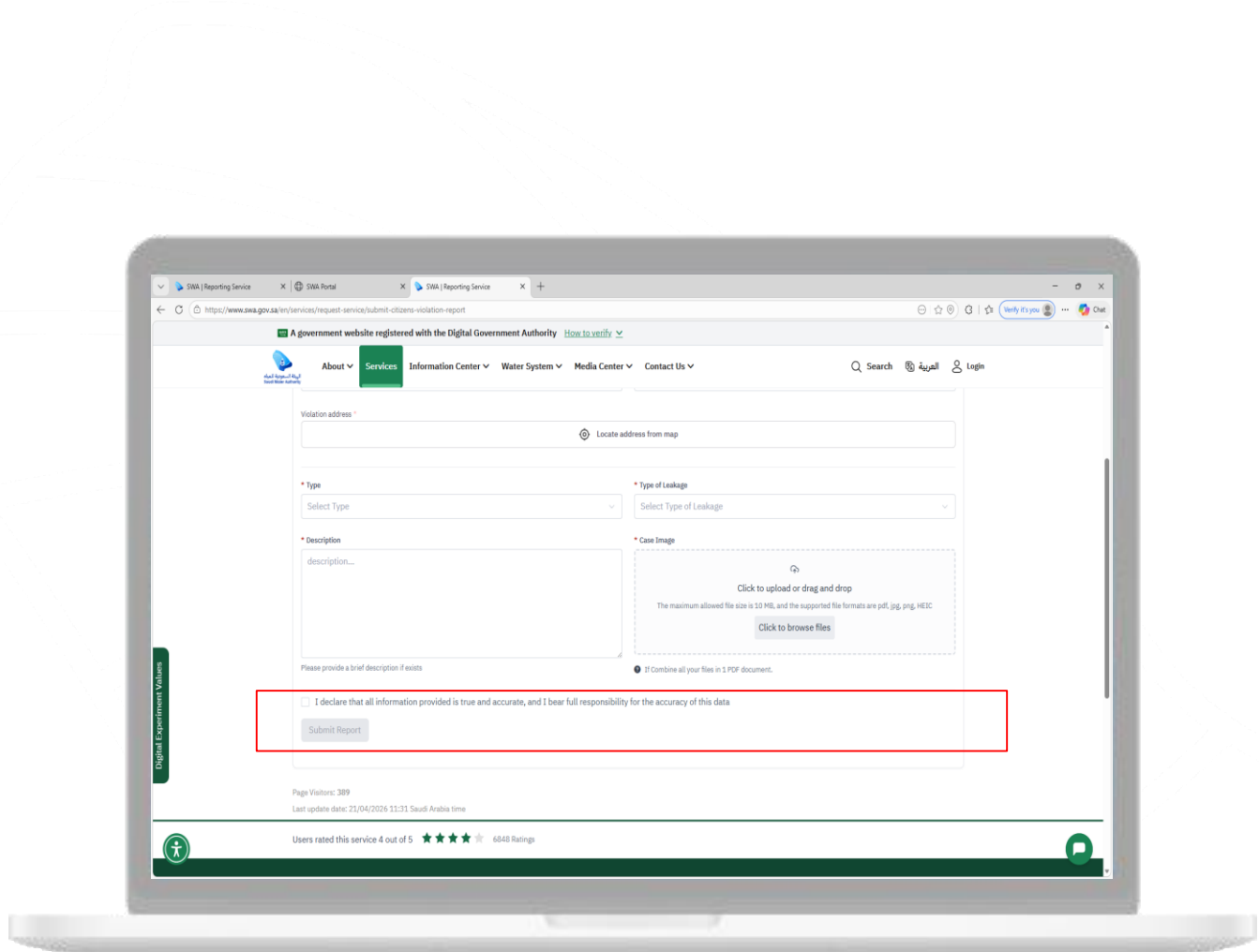
- Violation address: A text input field with a "Locate address from map" button.
- Type: A dropdown menu labeled "Select Type".
- Type of Leakage: A dropdown menu labeled "Select Type of Leakage".
- Description: A text area labeled "description...".
- Case Image: A dashed box for image upload with instructions: "Click to upload or drag and drop. The maximum allowed file size is 10 MB, and the supported file formats are pdf, jpg, png, HEIC." and a "Click to browse files" button.

Below the form, there is a checkbox for "I declare that all information provided is true and accurate, and I bear full responsibility for the accuracy of this data" and a "Submit Report" button. The footer includes "Page Visitation: 389", "Last update date: 21/04/2026 11:31 Saudi Arabia time", and a rating of "Users rated this service 4 out of 5" with 6848 ratings.



## Third: Steps to Access the Service

8. Acknowledge the accuracy of the entered data then click the “Submit” button to complete the report submission.



### Important Notes

- Please ensure that all entered information is accurate and complete before submitting the inquiry.
- Incomplete or inaccurate information may affect the system’s ability to retrieve the report details.





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Saudi Water Authority

# User Guide: Report Inquiry Service

Date: February 2026

Version: 1

## First: Service Description

Service Name:

Report Inquiry Service

Service Description:

This service enables beneficiaries to electronically inquire about the status of a report submitted to the Saudi Water Authority (SWA).

Service Objectives:

- Enable reporters to electronically track the status of their reports
- Promote transparency in the processing of reports by providing up-to-date information.
- Facilitate convenient access to report information without the need to visit the Authority's headquarters.
- Support regulatory efficiency by enabling structured follow-up on submitted reports.

Target Beneficiaries :

Report submitters to the Saudi Water Authority.



## Second: Terms and Conditions

### Service Requirements :

1. A previously registered report with the Authority.
2. Availability of correct inquiry data associated with the report.

### Service Usage Requirements :

- Enter the Report Number in the designated field.
- Provide the required verification information as prompted by the service form.

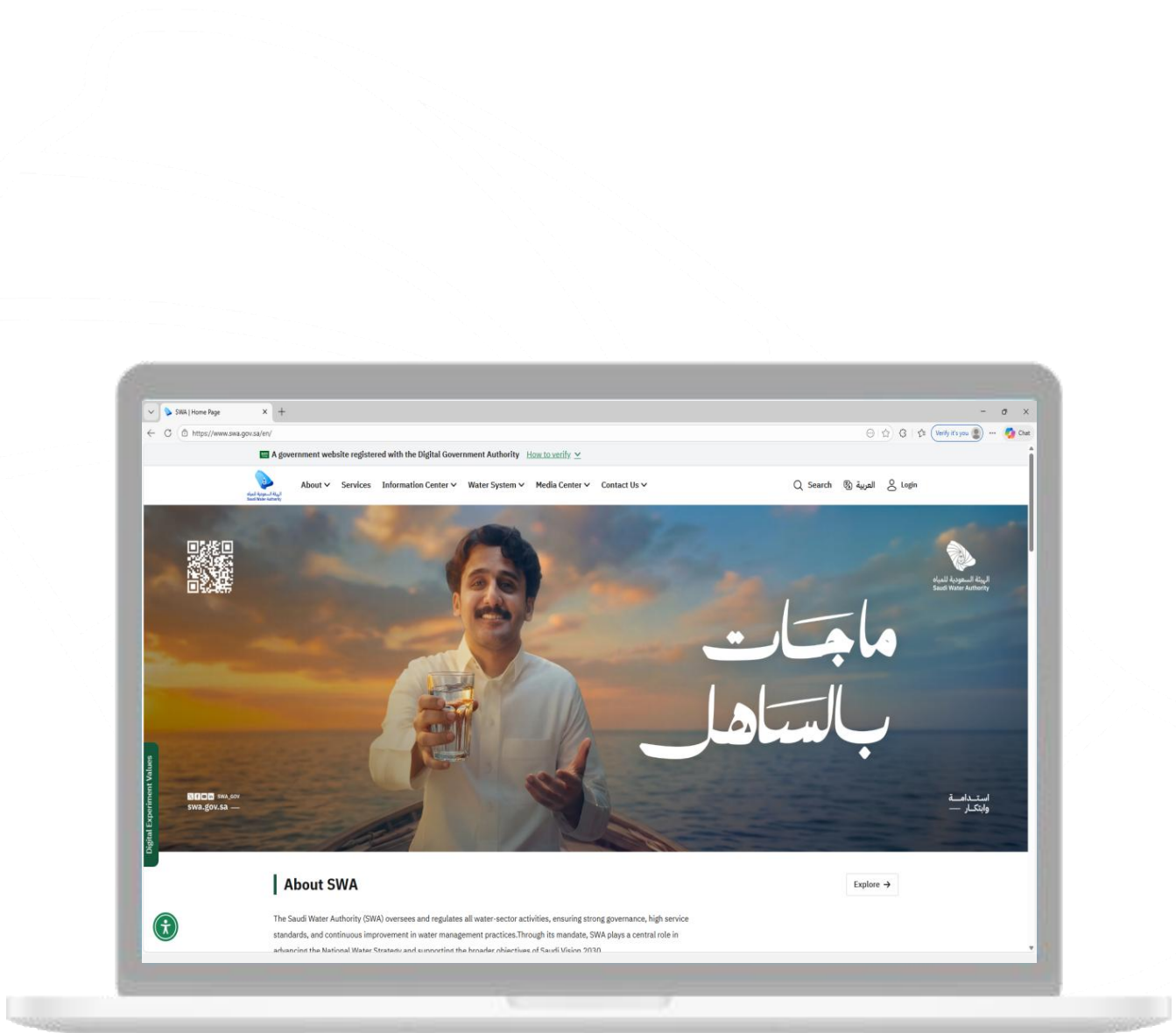
#### Regulatory Notice:

An inquiry about a report does not constitute the submission of a new report and does not affect the report processing workflow. The service is strictly limited to displaying the current status of the report and the actions taken in relation to it.



## Third: Steps to Access the Service

1. Access the Saudi Water Authority website:

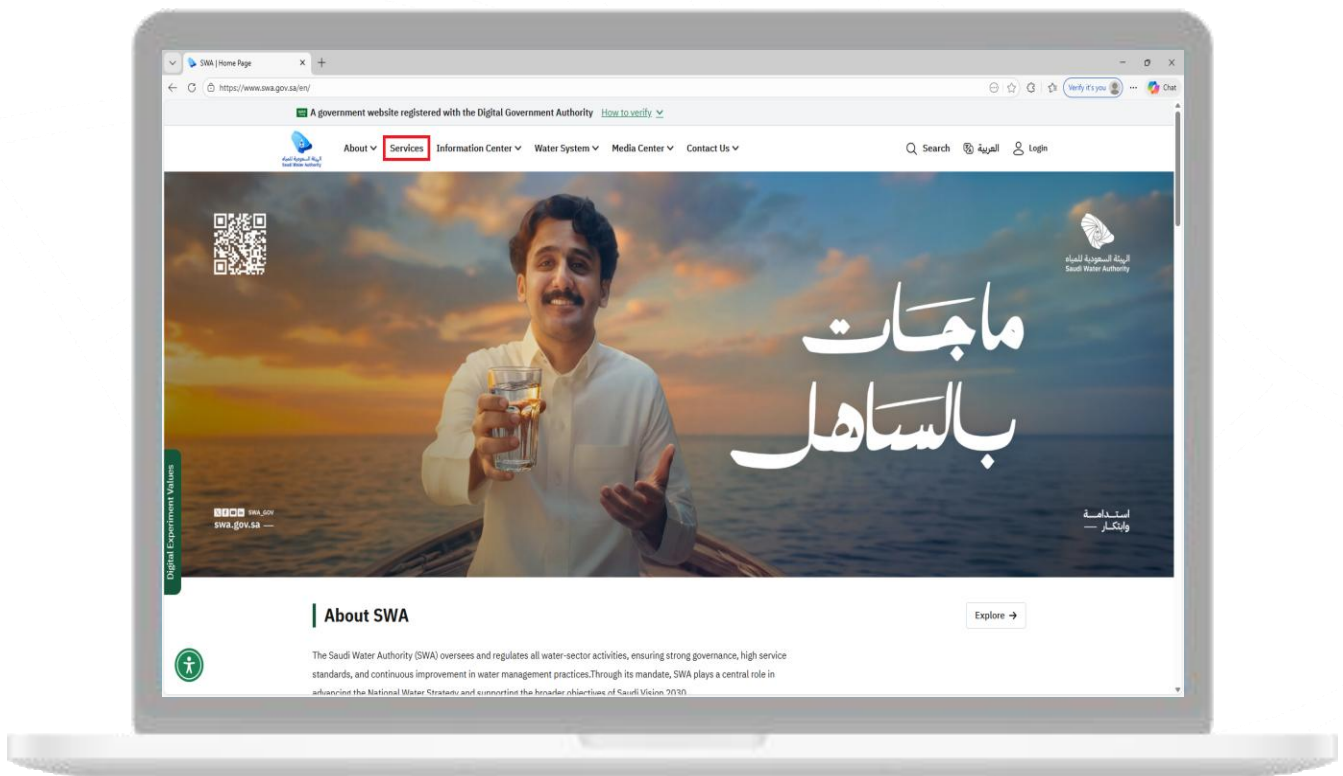


[Click here to visit the website](#)



## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



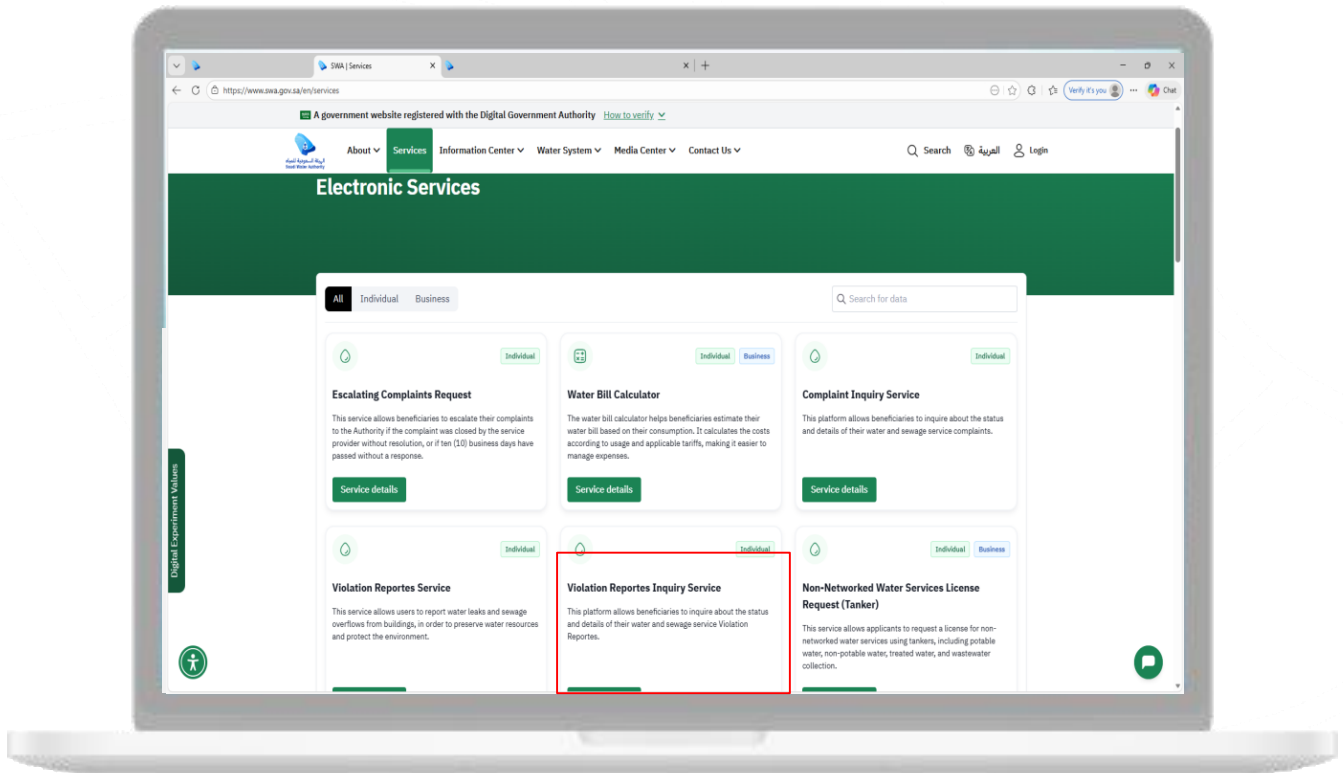
Click here to visit the website

Public عام



## Third: Steps to Access the Service

3. Select the “Report Inquiry” service.

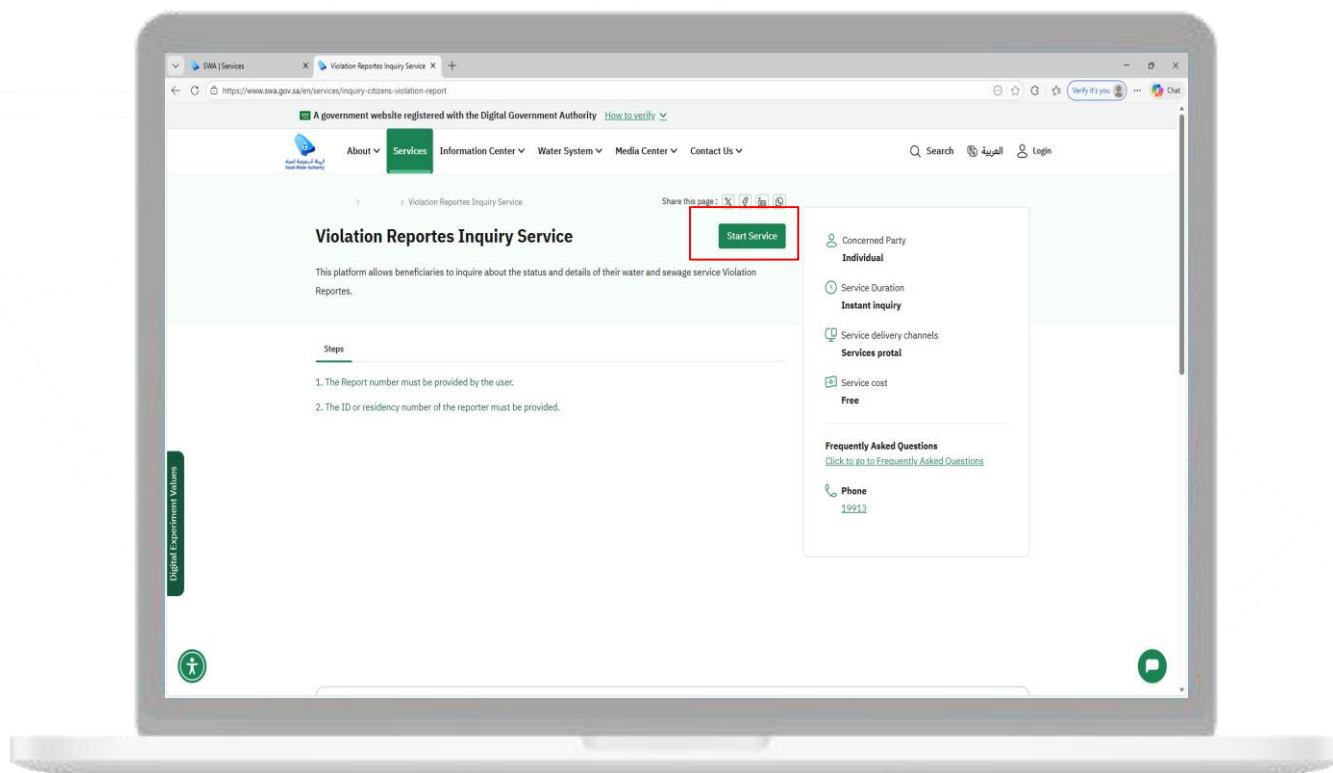


Click here to visit the website



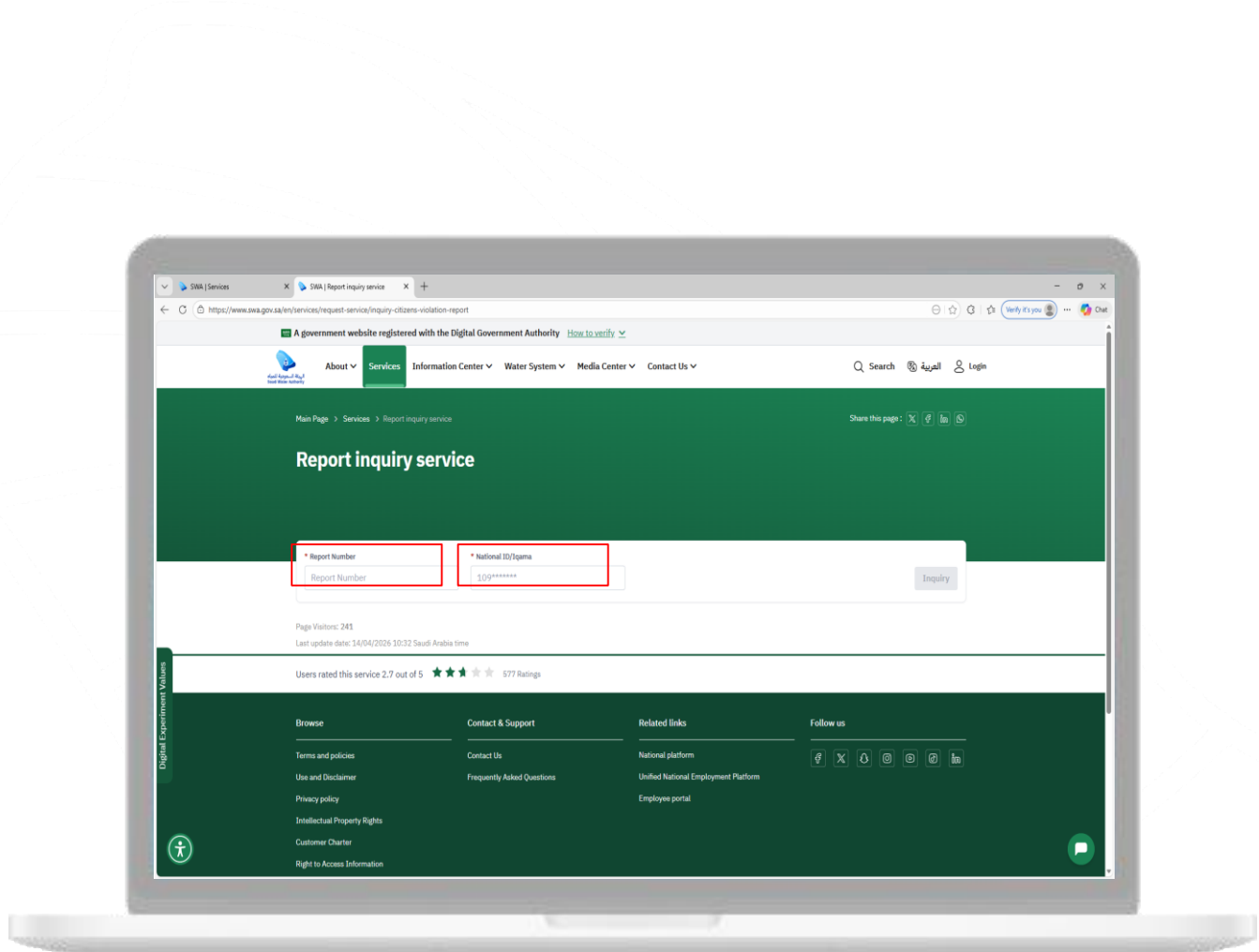
## Third: Steps to Access the Service

### 4. Click on "Start Service."



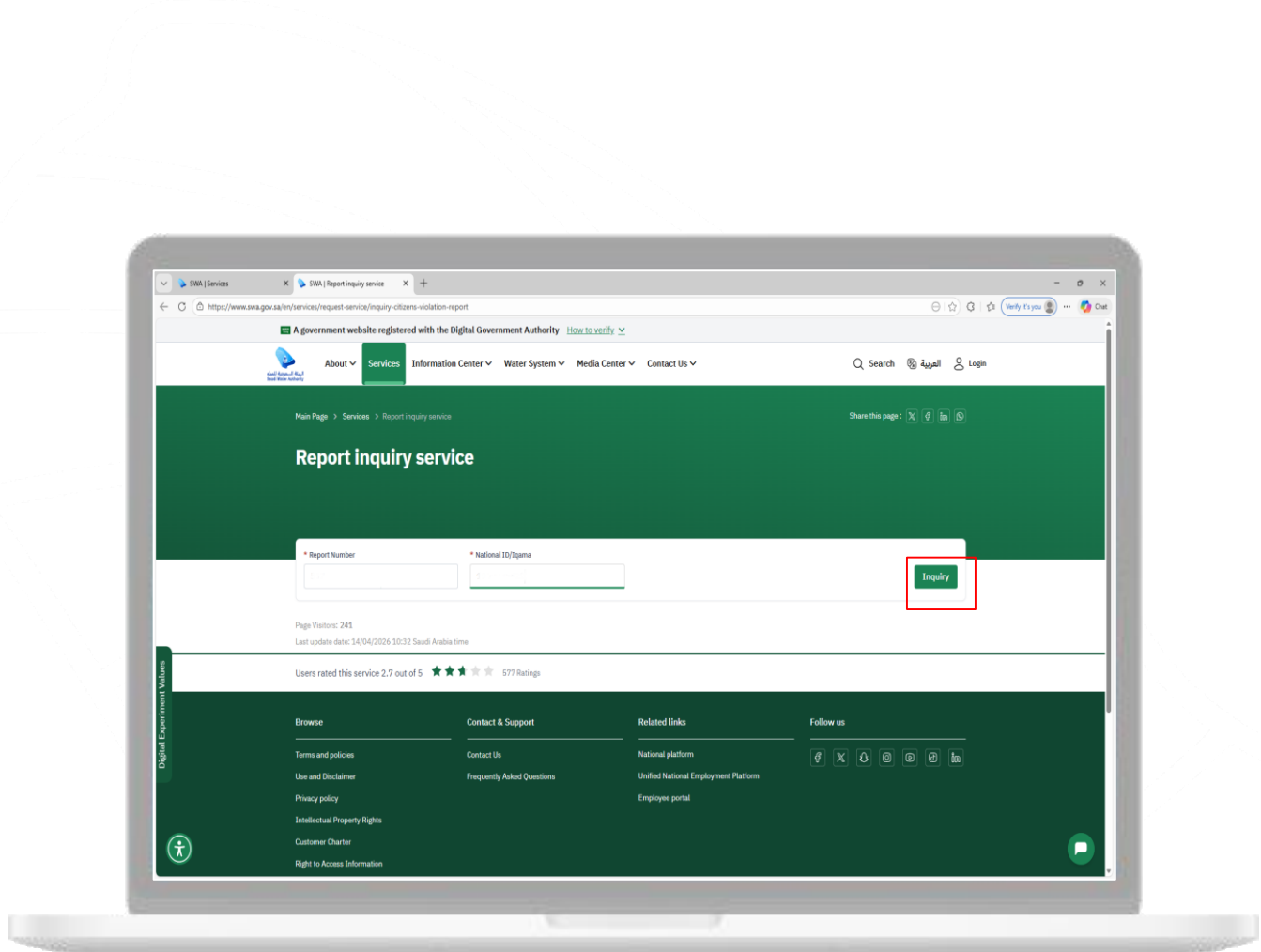
## Third: Steps to Access the Service

5. Enter the Report Number in the designated field.
6. Enter the required verification information.



## Third: Steps to Access the Service

7. Click the “Inquire” button to display the report status.



### Important Notes

- Please ensure that all entered information is accurate and complete before submitting the inquiry.
- Incomplete or inaccurate information may affect the system’s ability to review the report.





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: License for a Water Filling Station

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Licensing Service for a Water Filling Station

### Service Description:

This service enables entities to apply for a license to establish or operate a small station for the production and filling of potable water. The service is provided in accordance with the approved regulations and organizational bylaws governing the water sector, ensuring that the activity is conducted within the applicable regulatory and technical frameworks.

### Service Objectives:

- Regulate and oversee the activity of small stations producing water.
- Verify that facilities comply with the approved regulatory, technical, and health requirements.
- Ensure the quality and safety of potable water produced from small stations.
- Protect consumers within the potable water production and filling ecosystem.

### Target Groups:

Facilities seeking to establish or operate a small station for the production and filling of water.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved regulatory and technical requirements governing small water production stations.
2. Compliance with health and regulatory standards related to water production and filling activities.
3. Fulfillment of the requirements listed in the “Potable Water Station Requirements List.”
4. Uploading the Water Source License issued by the Ministry of Environment, Water, and Agriculture (MEWA).
5. Obtaining an operational permit for the station issued by the National Center for Environmental Compliance (NCEC).
6. Fulfillment of the requirements for installing security surveillance cameras (CCTV) in accordance with approved regulations.
7. Commitment to conducting periodic testing of the produced water in accordance with the standards and specifications approved by MEWA.
8. Reviewing the instructional guide and complying with the regulatory and technical controls contained therein.
9. Obtaining any relevant approvals or licenses from competent authorities (where applicable).



## Second: Terms and Requirements

### Service Requirements:

- Provide the applicant facility's information.
- Enter the station's location data and its operational capacity.
- Provide technical data related to desalination and filling processes.
- Enter information of assets associated with the activity (if any).
- Provide details of contracts related to the activity.
- Enter the station's National Address.

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Title deed of the land, lease agreement for buildings, or proof of the right of use.
- Water Source License issued by the Ministry of Environment, Water, and Agriculture (MEWA).
- Operational permit issued by the National Center for Environmental Compliance (NCEC).
- Certificate of compliance with CCTV security surveillance installation requirements.
- Engineering layout (design) of the filling station issued by a municipality-approved engineering office, including (entrances and exits - filling area - administrative buildings - parking areas- storage area - production station area).



## Second: Terms and Requirements

### Required Documents:

- Test results report for the produced water issued by a laboratory accredited by the Saudi Accreditation Center (SAAC), in accordance with approved standards and specifications.
- Feasibility study for filling stations intended for commercial sale, including:(services provided, volume and quantities produced in the region, selling price, potential beneficiaries, production costs, and expected returns).
- Valid municipal license.
- Well usage license for an activity compatible with the applied-for activity.
- Any relevant approvals or permits from competent authorities (where applicable).

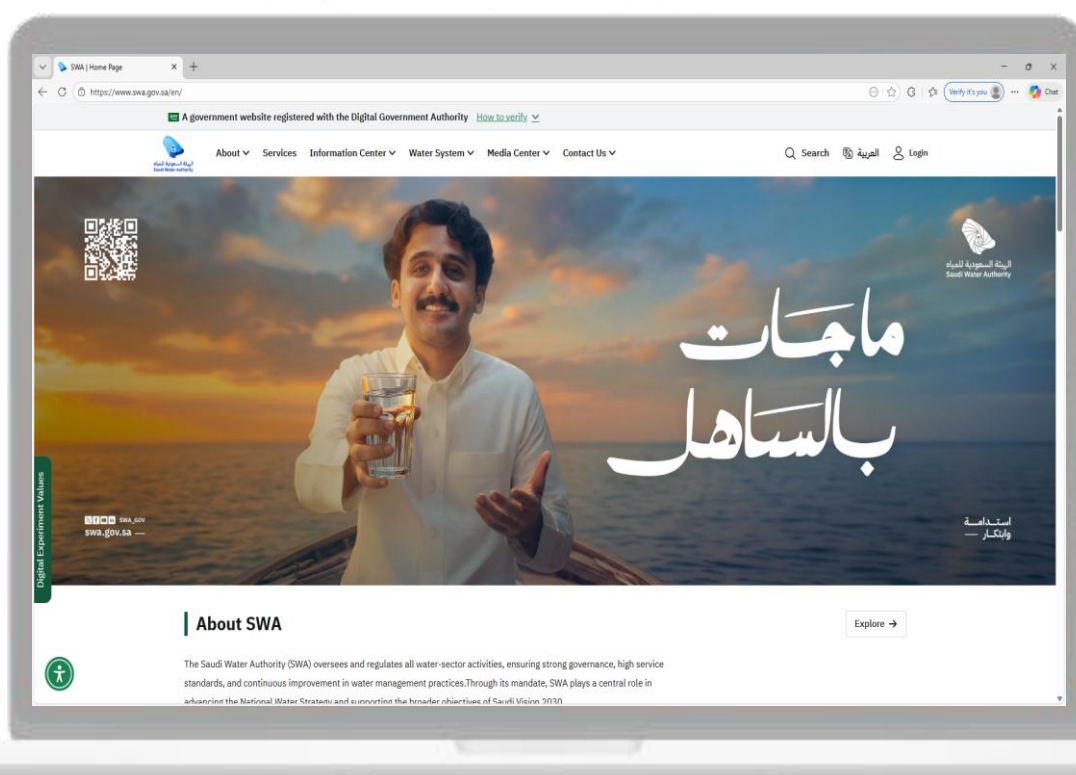
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

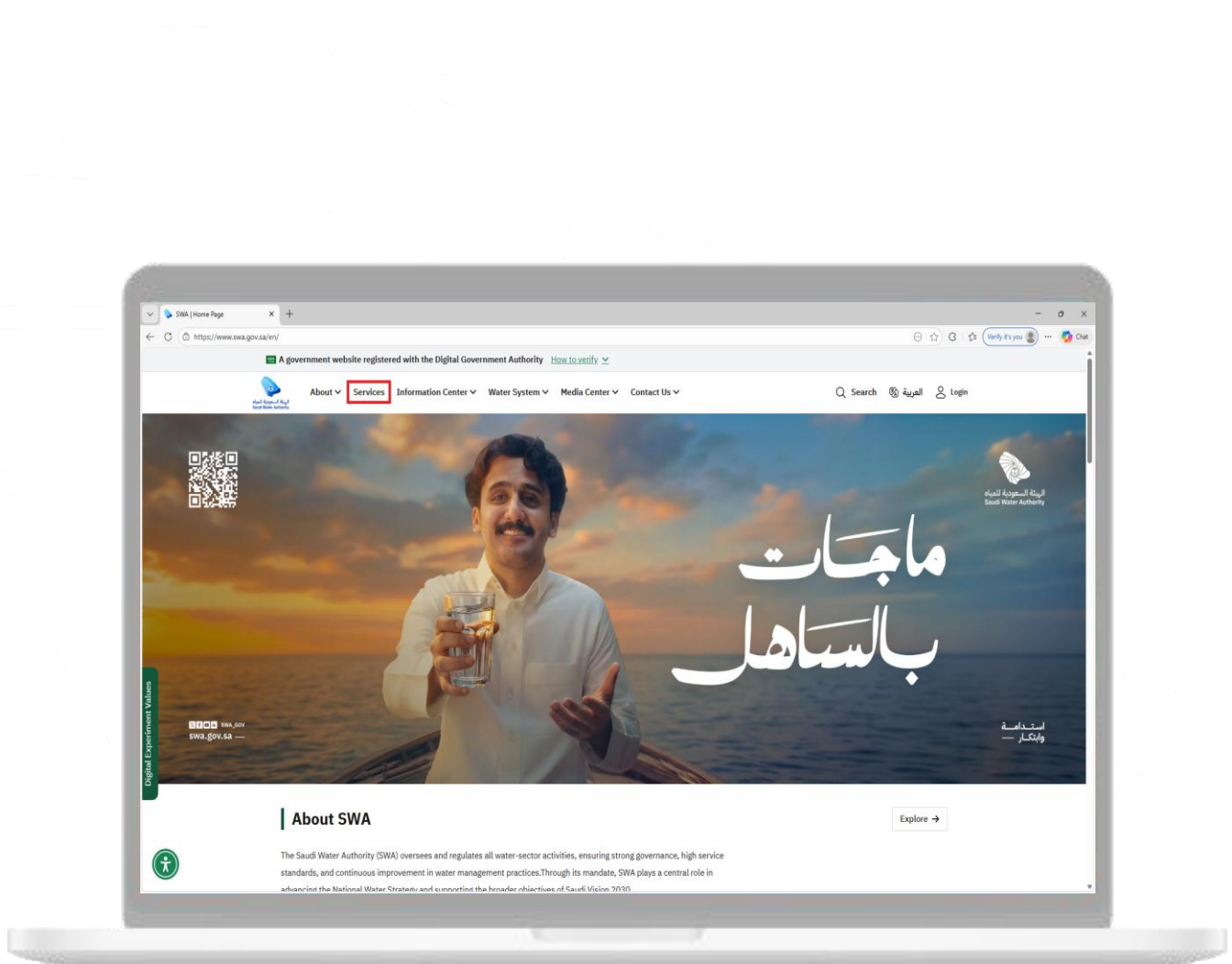


Click here to visit the website



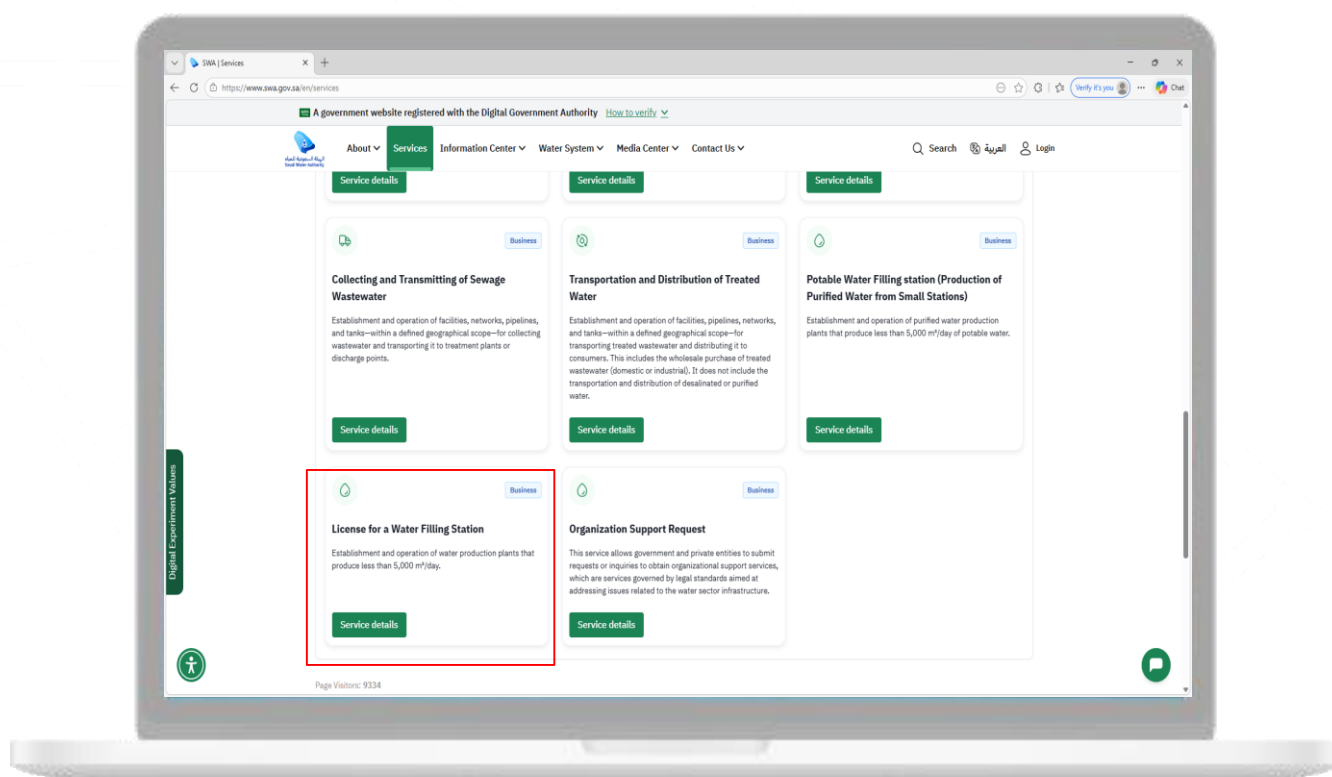
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



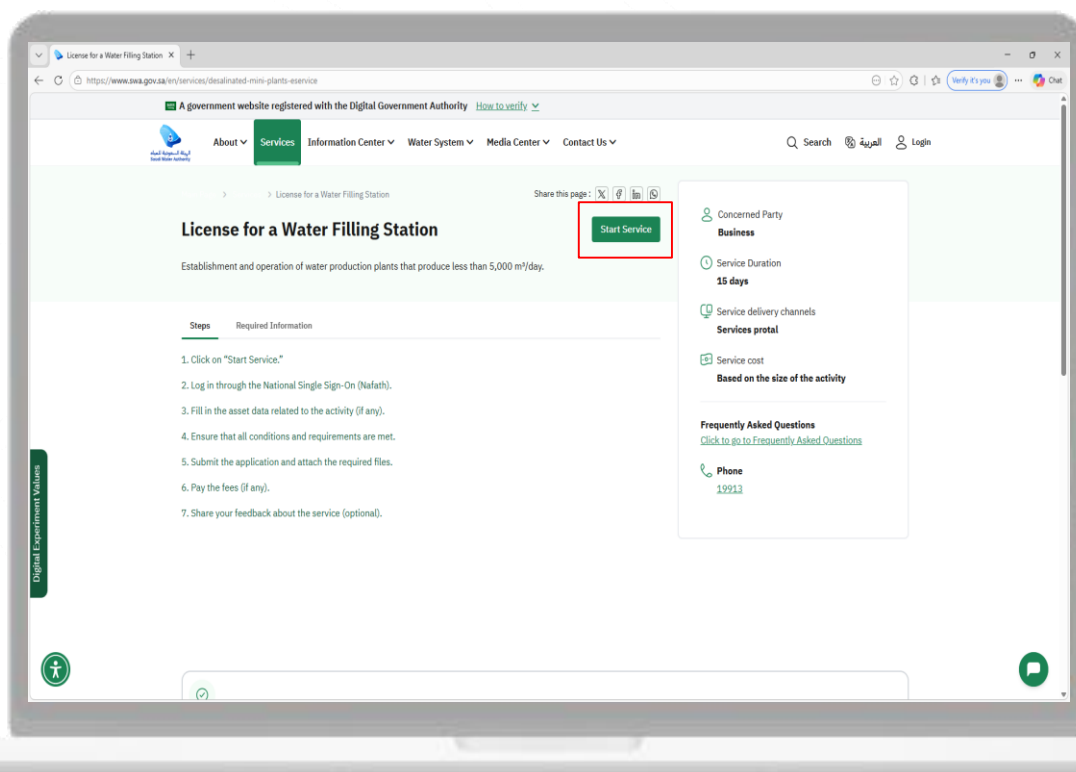
## Third: Steps to Access the Service

### 3. Select the service “License for a Water Filling Station.”



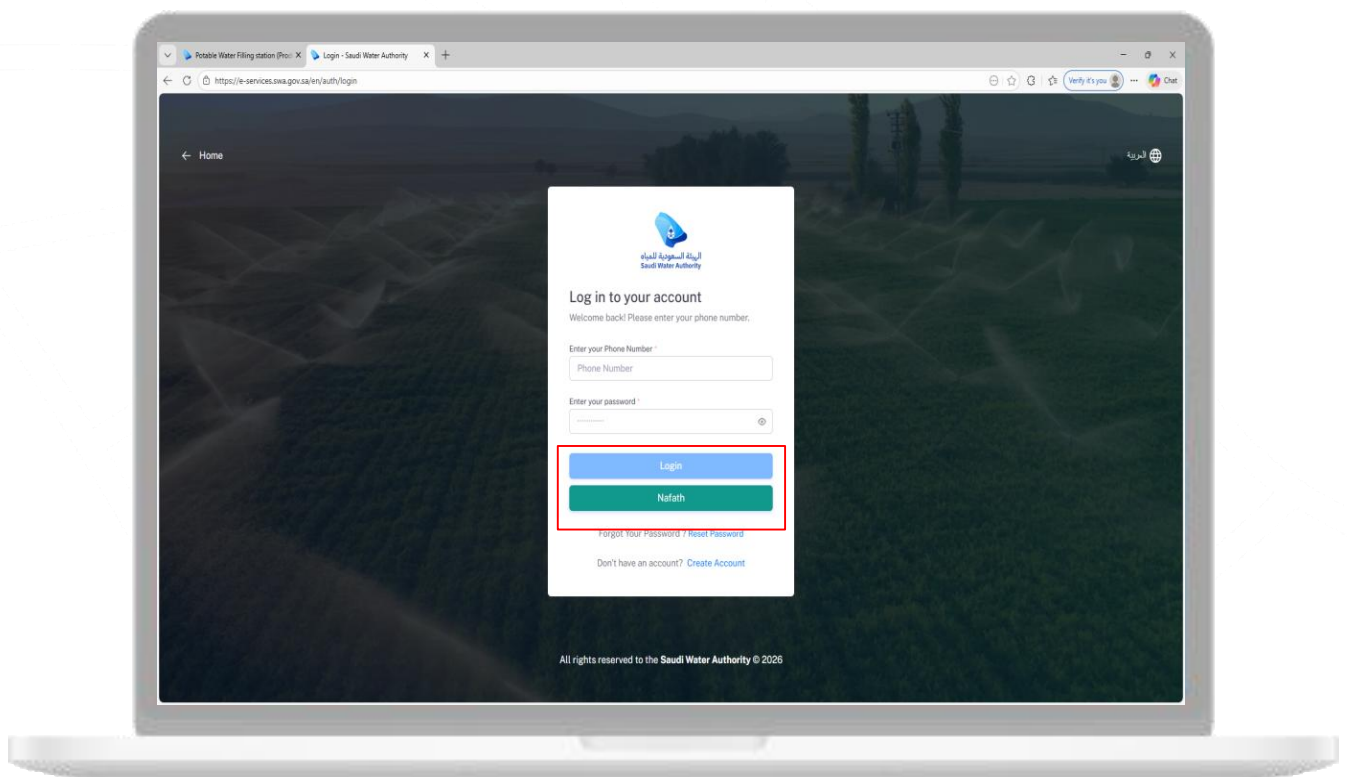
## Third: Steps to Access the Service

### 4. Click on "Start Service."



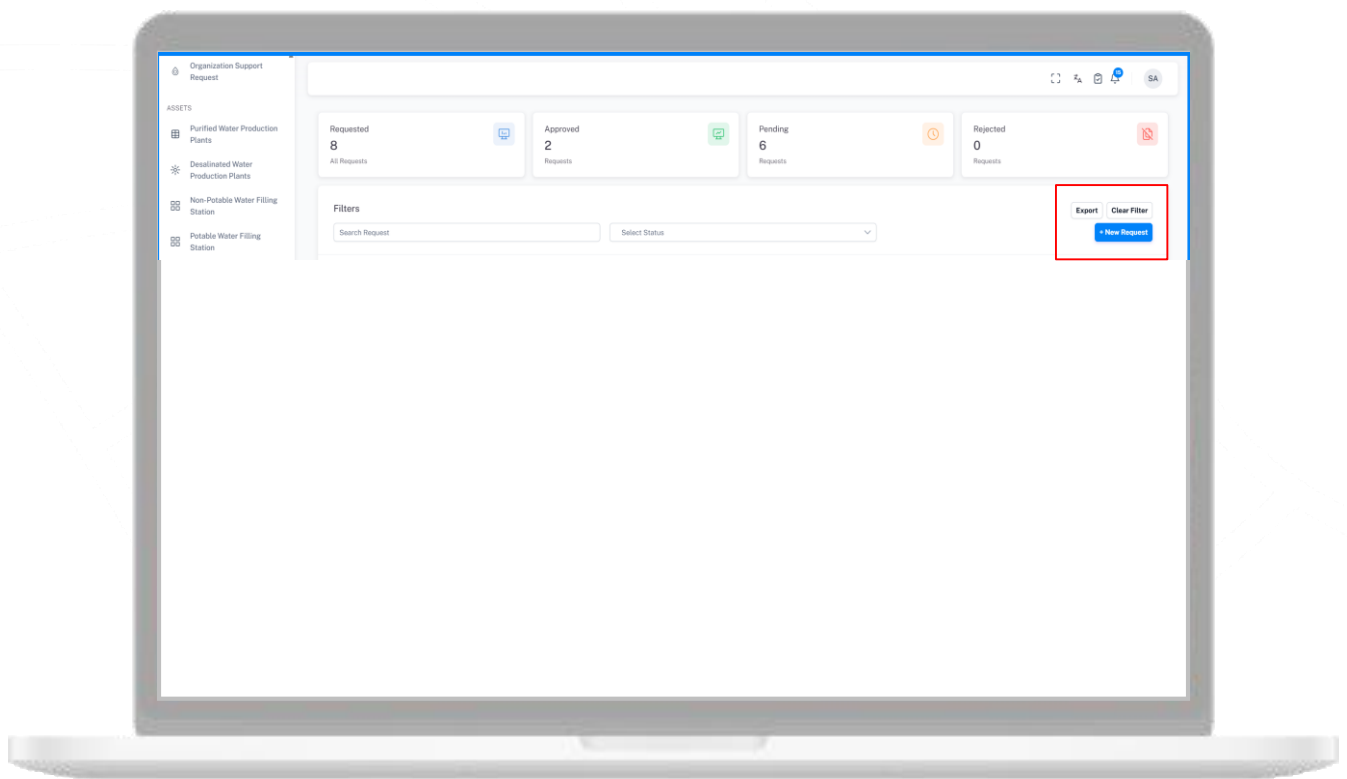
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



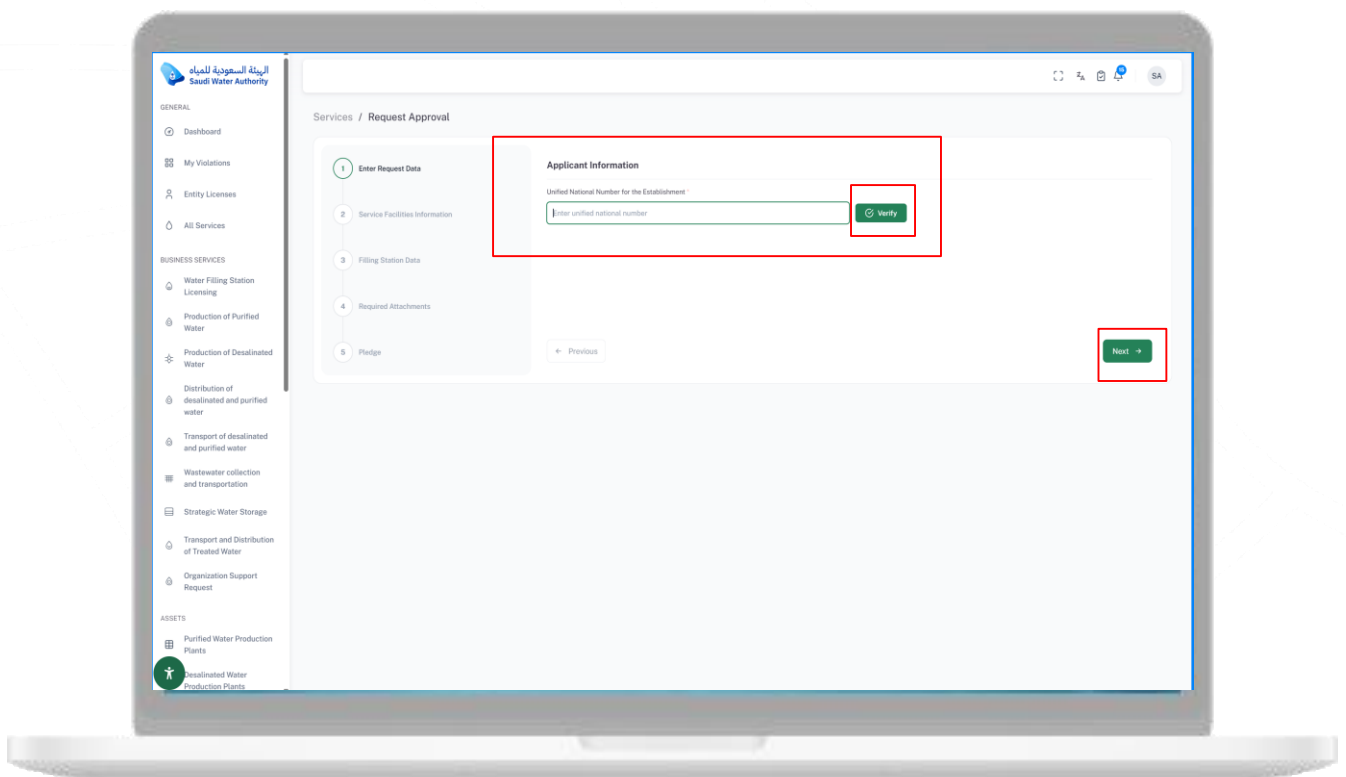
## Third: Steps to Access the Service

6. Access the portal and click “New request”.



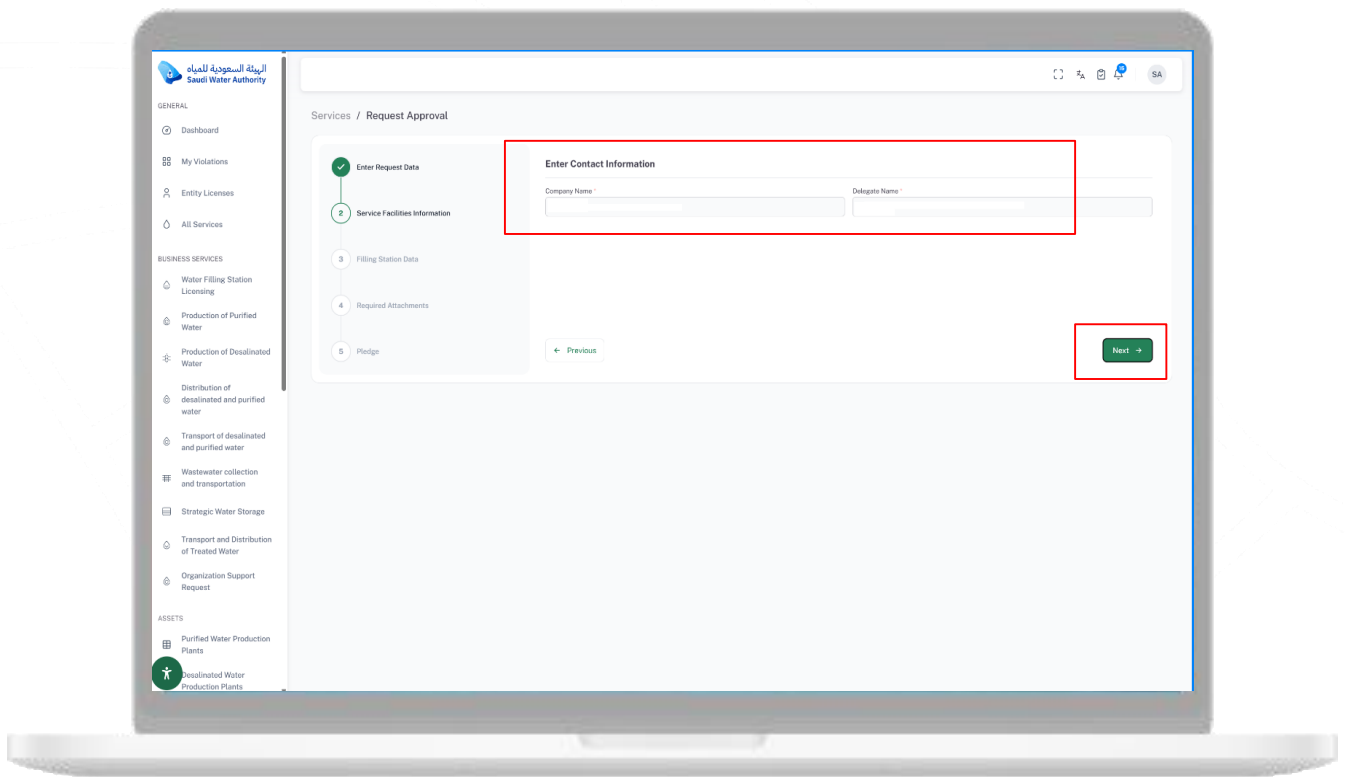
## Third: Steps to Access the Service

7. Enter request data then press “verify”



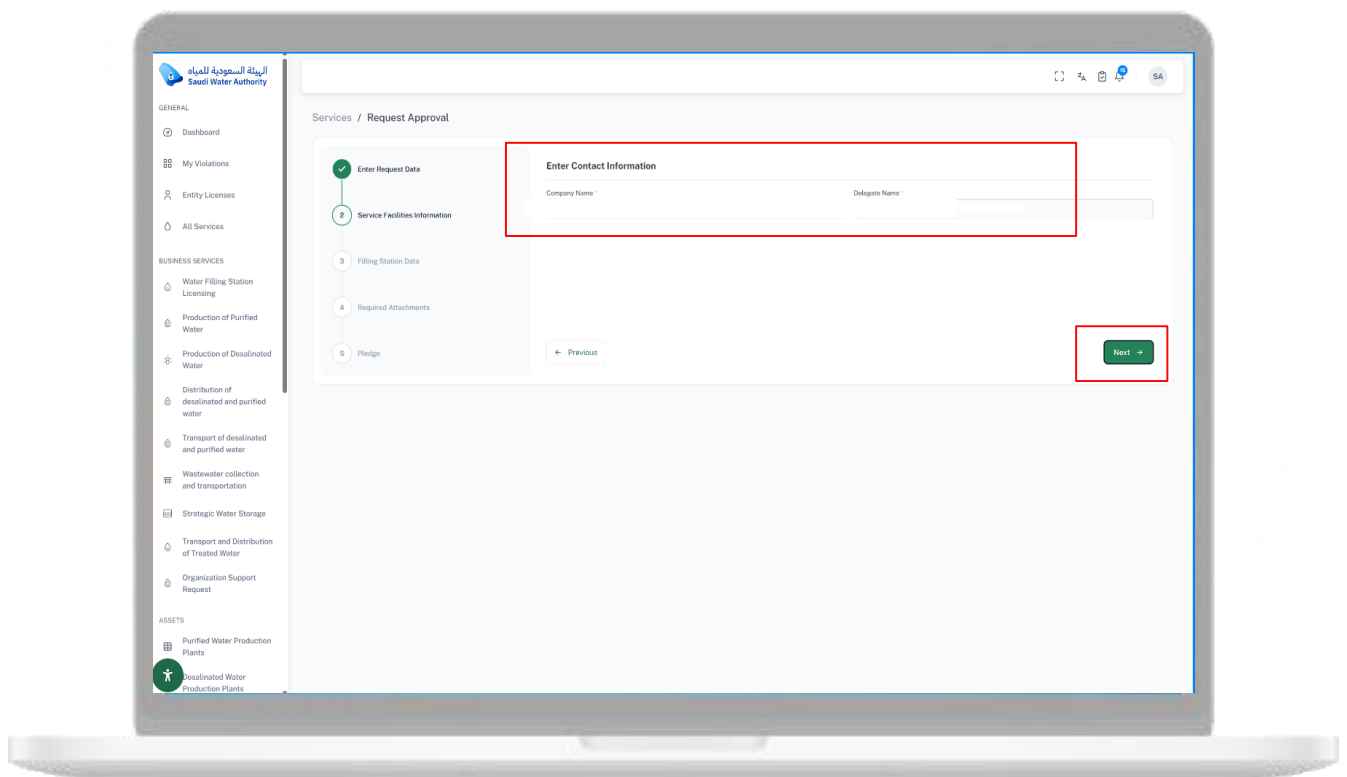
# Third: Steps to Access the Service

## 8. Enter contact information



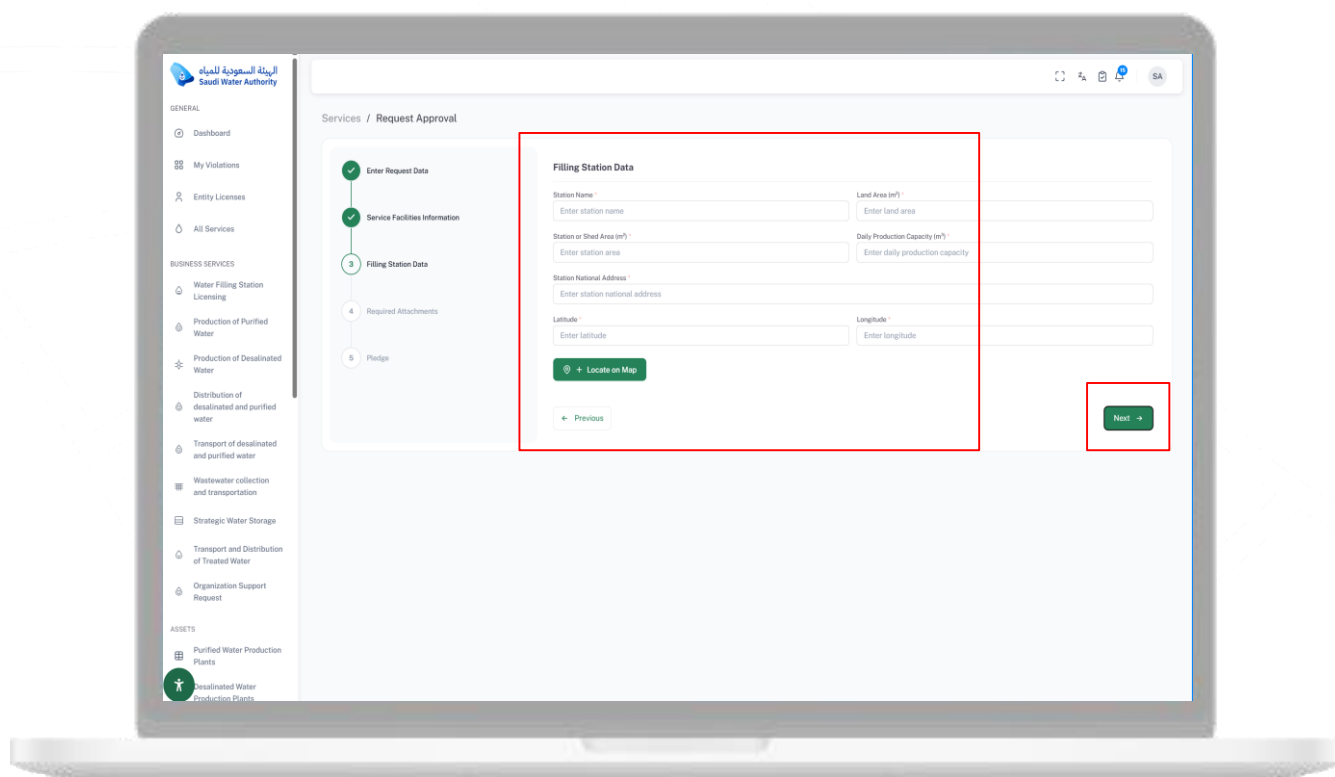
# Third: Steps to Access the Service

## 9. Enter contact information



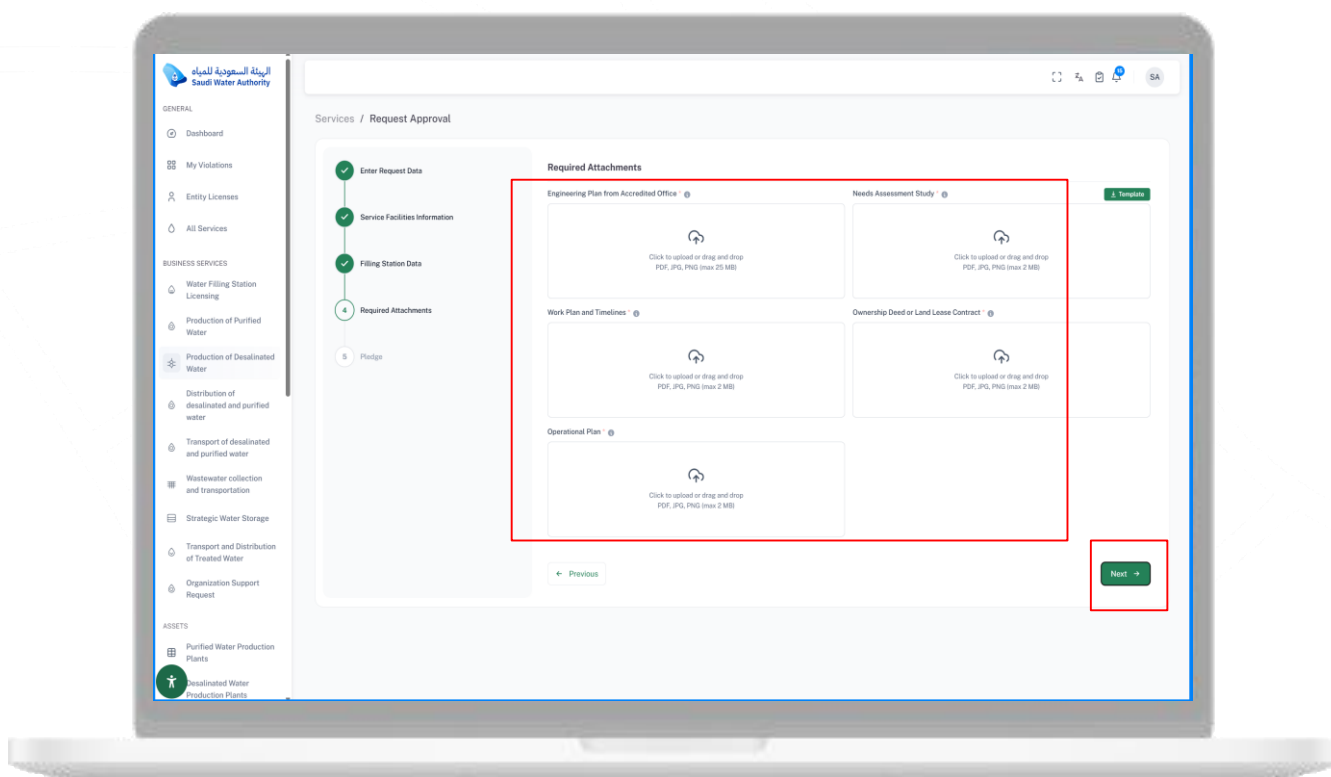
# Third: Steps to Access the Service

10.Fill out the station data.



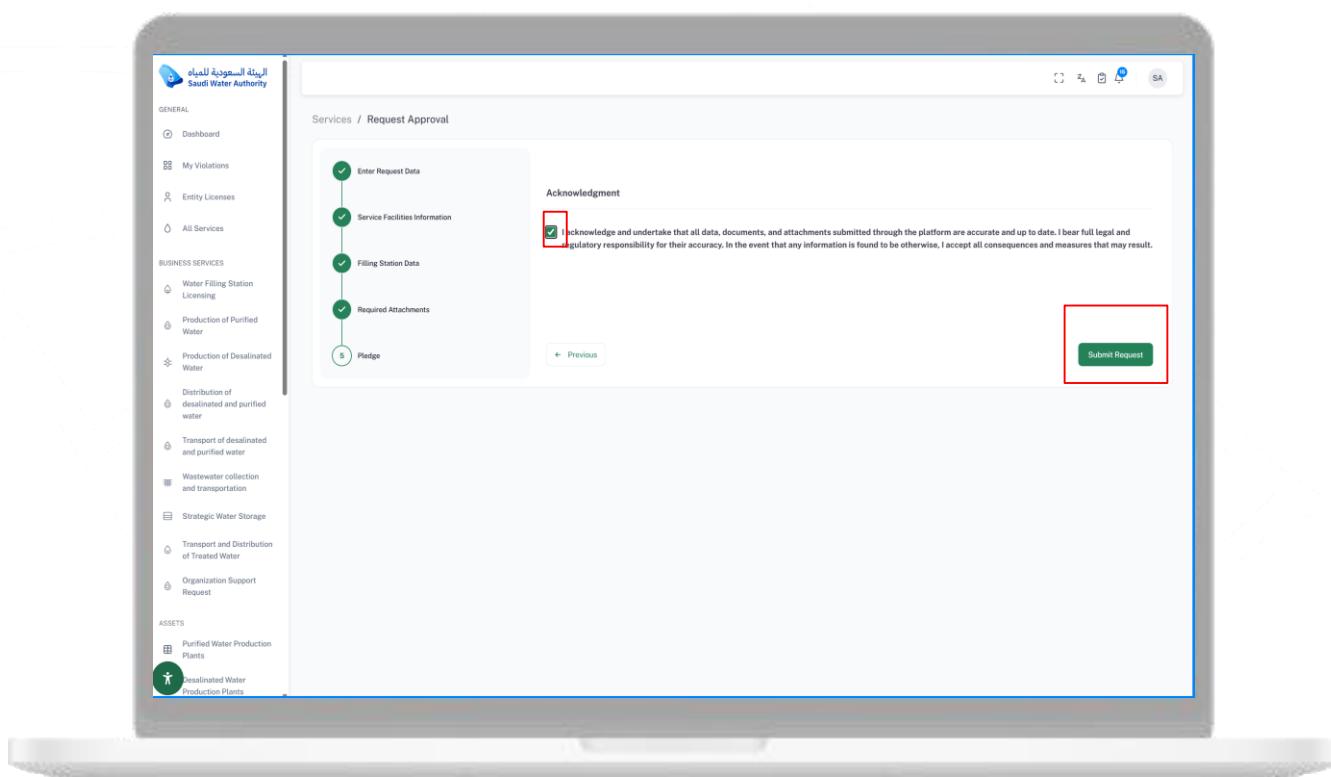
# Third: Steps to Access the Service

## 11. Attach the required files and documents.



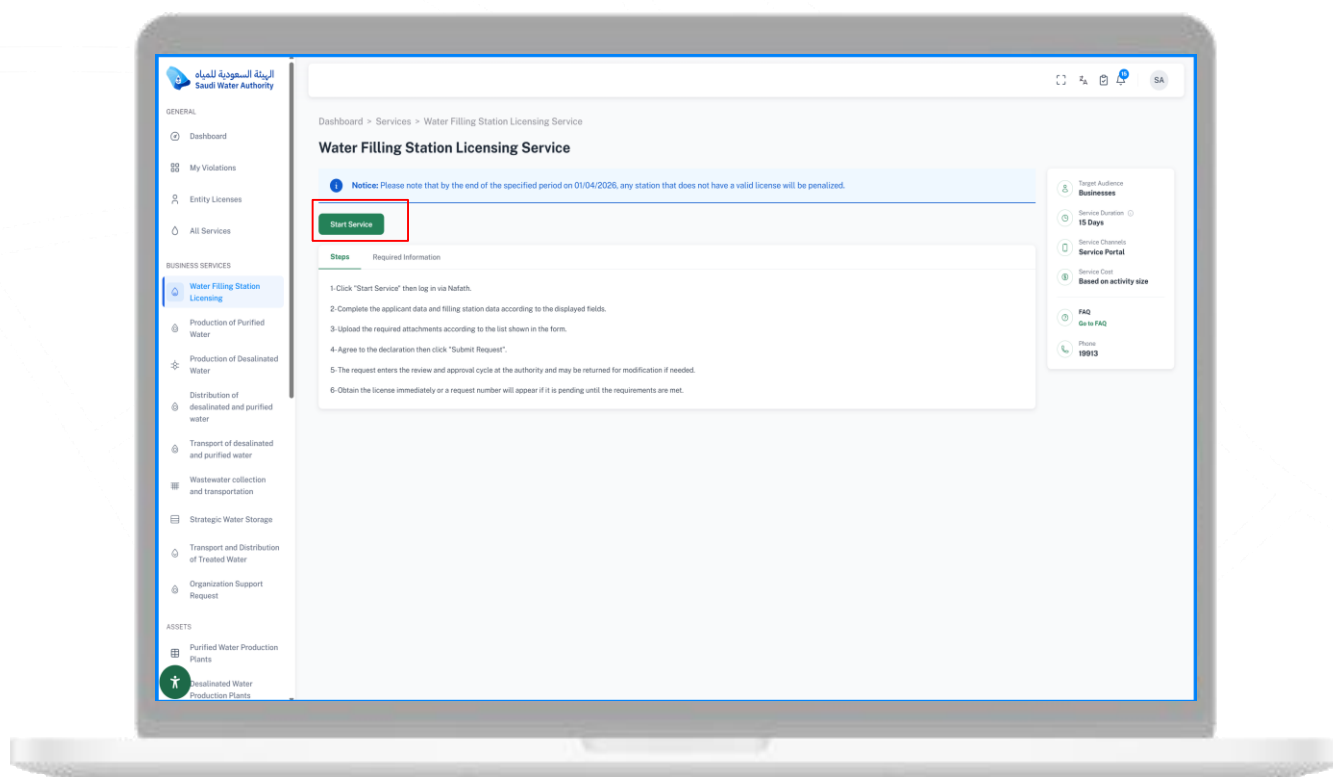
## Third: Steps to Access the Service

12. Acknowledge the accuracy of the information and click “Submit request”



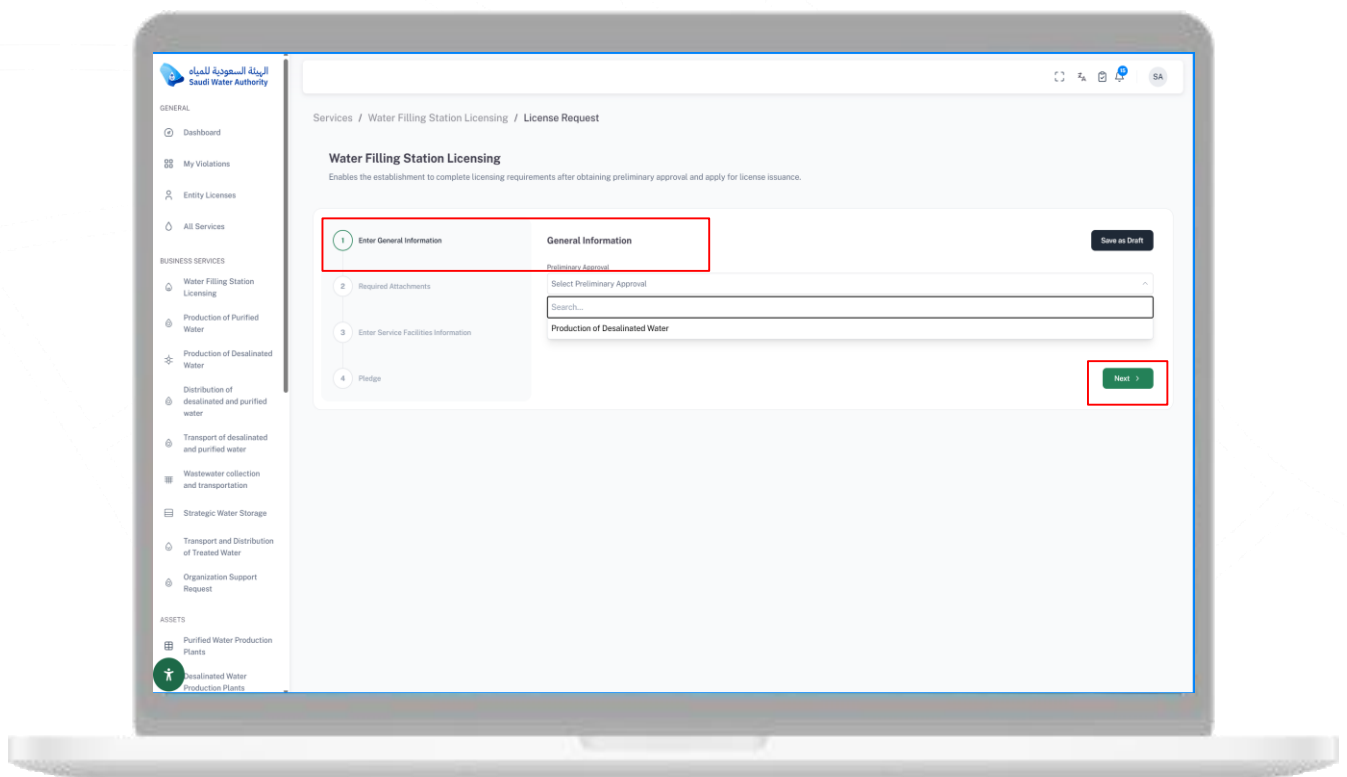
## Third: Steps to Access the Service

13. Select “Water Filling Station Licensing Service”, then press “Start service”



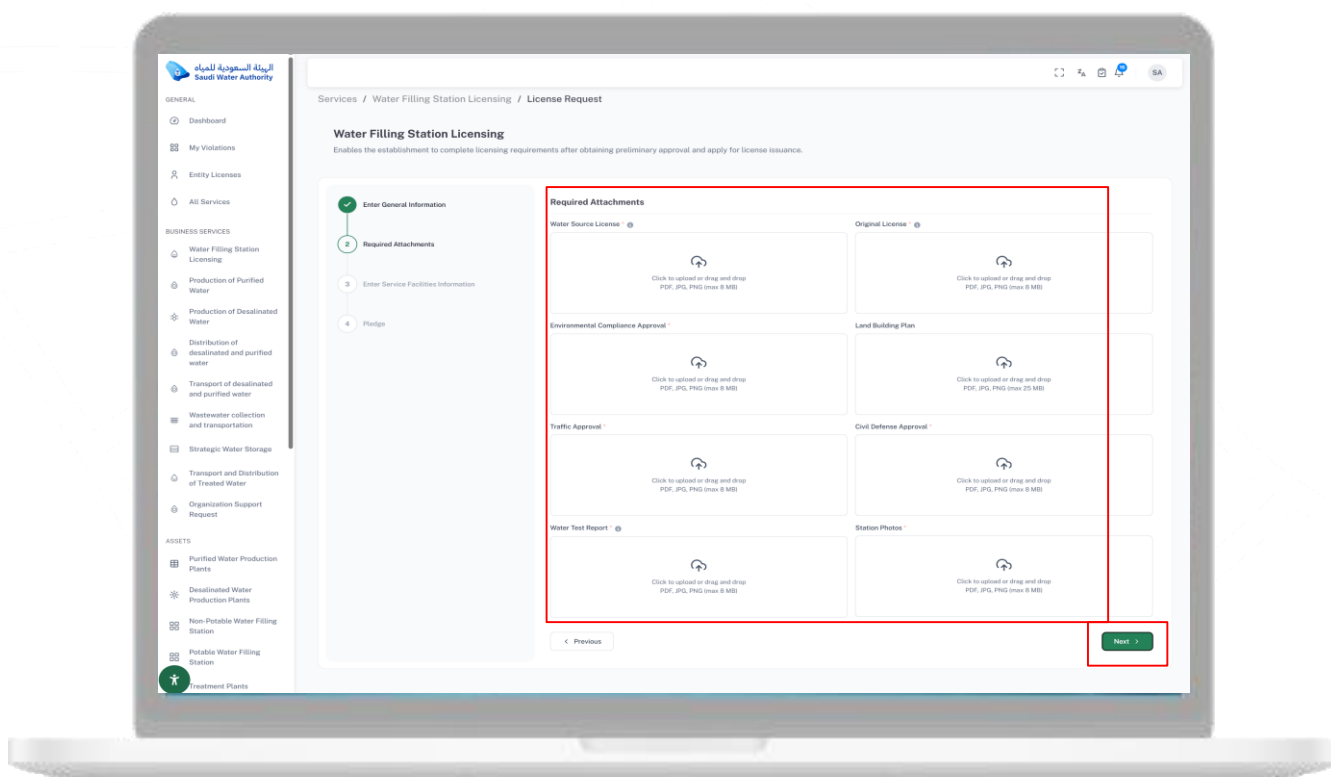
# Third: Steps to Access the Service

## 14. Enter General Information.



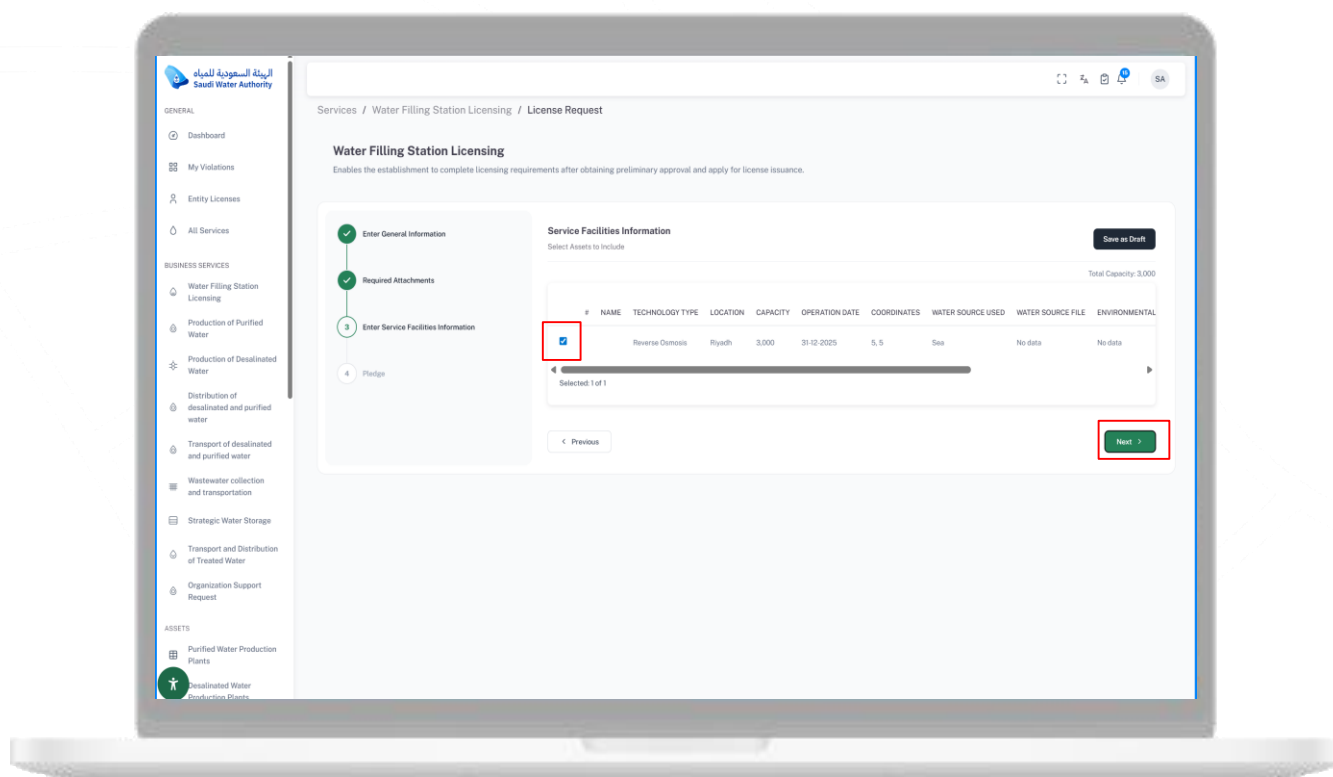
## Third: Steps to Access the Service

### 15. Attach the required files and documents.



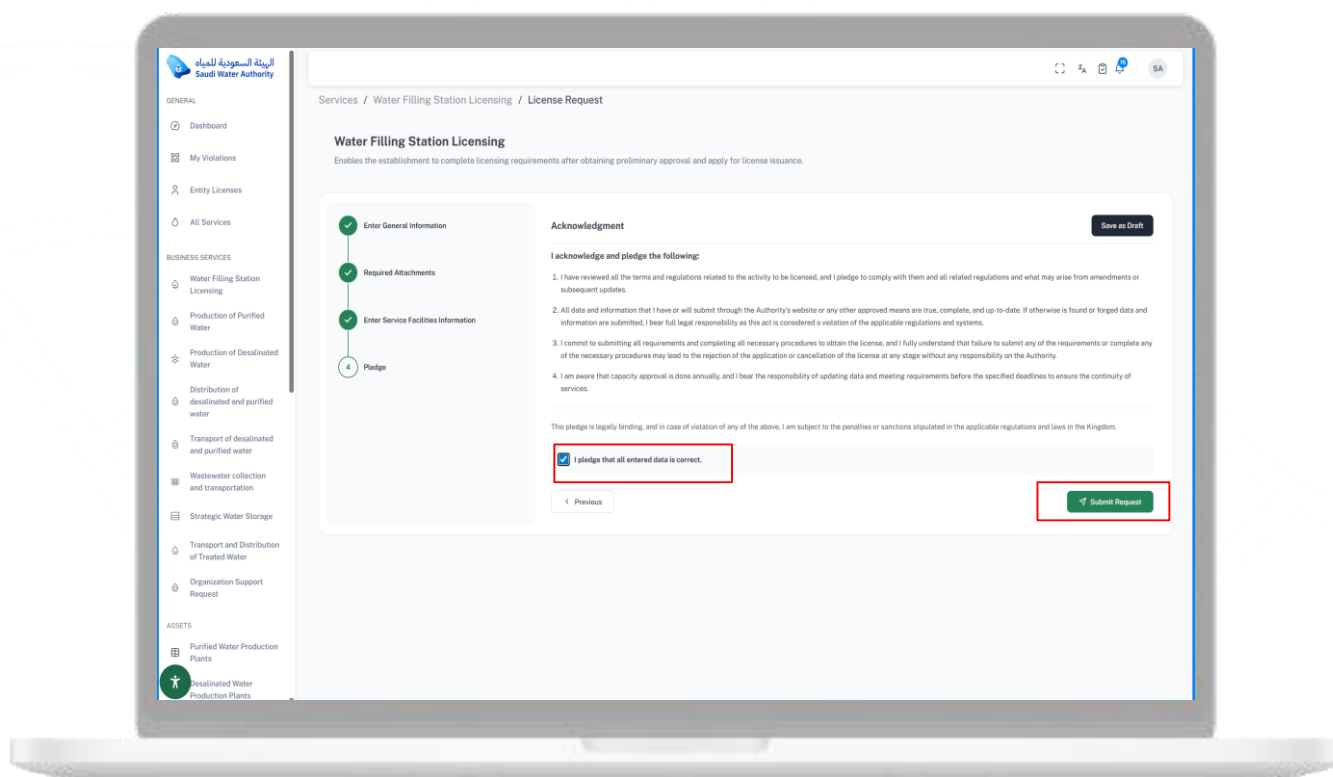
## Third: Steps to Access the Service

16. Select the assets associated with the activity.



## Third: Steps to Access the Service

17. Acknowledge the accuracy of the information and click “Submit Request”.



## Third: Steps to Access the Service

18. Pay the fees (if applicable).

19. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

User Guide:

# Collecting and Transmitting of Sewage Wastewater Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Sewage Wastewater Collection and Transportation License Request Service.

### Service Description:

This service enables applicants to submit a request for a license to practice the activity of collecting and transporting sewage wastewater. The service is provided in accordance with the regulations and regulatory frameworks governing the water sector, ensuring that the activity is conducted within the approved legal and technical requirements.

### Service Objectives:

- Regulate and oversee the activity of sewage wastewater collection and transportation.
- Verify that facilities comply with approved technical and regulatory requirements.
- Protect the environment and public health from risks associated with the activity.
- Enhance compliance with approved environmental and health standards in the water sector.

### Target Groups:

Facilities seeking to practice the activity of sewage wastewater collection and transportation.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved legal and technical requirements for practicing the activity of sewage wastewater collection and transportation.
2. Compliance with environmental, health, and regulatory standards related to the activity.
3. Compliance with approved controls governing the use of collection equipment and transportation vehicles designated for sewage wastewater.
4. Obtaining any relevant approvals or licenses from competent authorities (where applicable).
5. Compliance with regulations governing the use of land or operational sites associated with the activity.

### Service Requirements:

- Provide the applicant facility's information.
- Enter the data of transportation vehicles or collection equipment.
- Enter the scope of activity and work location details.
- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Specify the accounting system or standard used and the basis of accounting.
- Provide details of contracts related to the activity.
- Enter the national address of the project/facility.



## Second: Terms and Requirements

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Technical documents related to transportation vehicles or collection equipment.
- Site plan for the land and buildings where the project/facility will operate (if there is a fixed operational site).
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Financial statements for the past three years (for existing projects/facilities).
- Any relevant approvals or permits from competent authorities (where applicable).

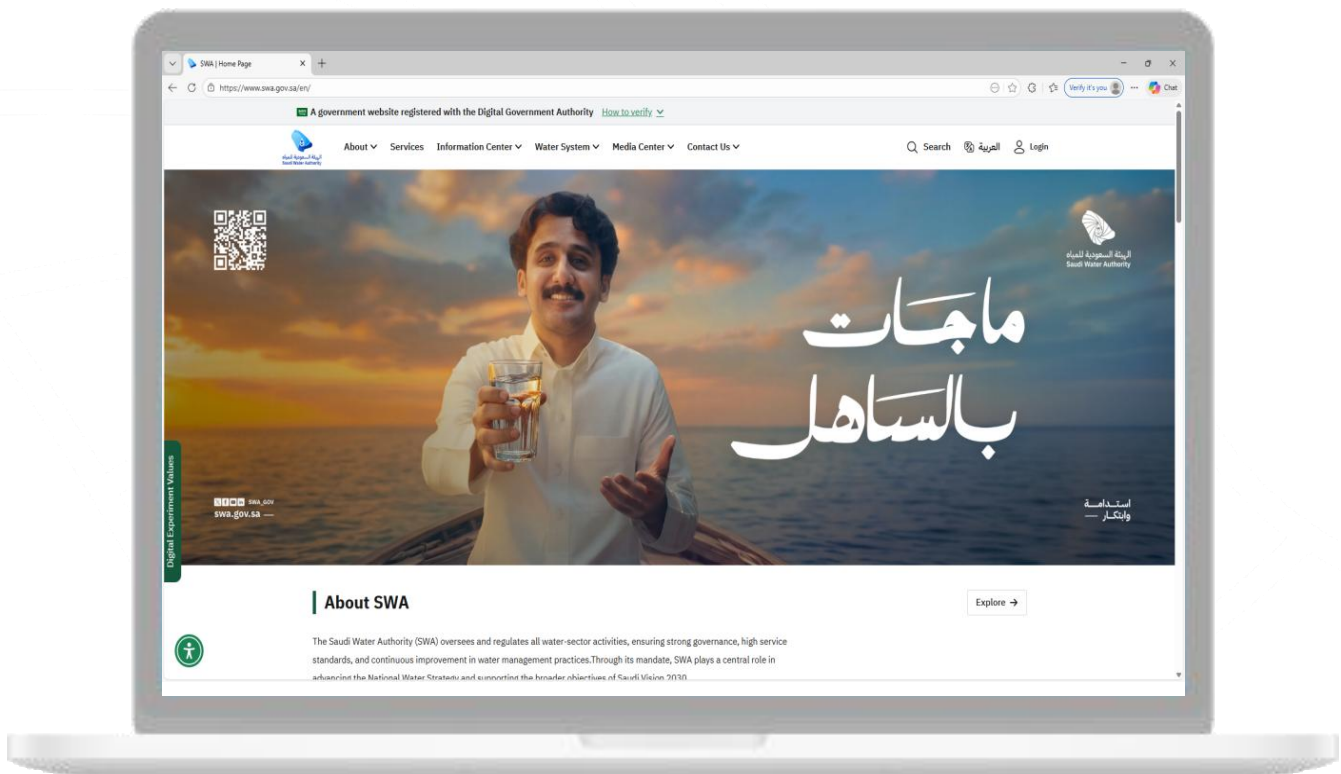
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

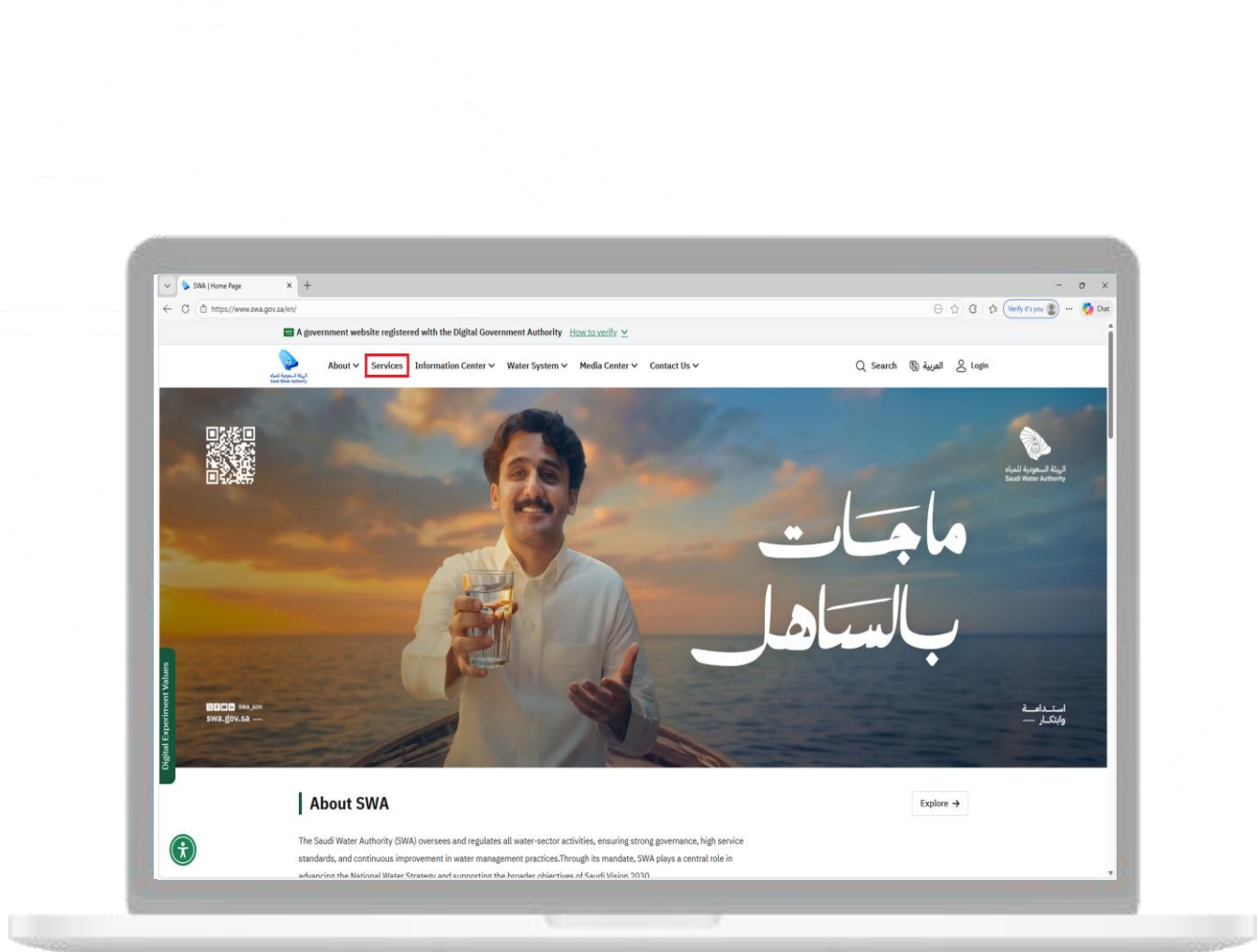


Click here to visit the website



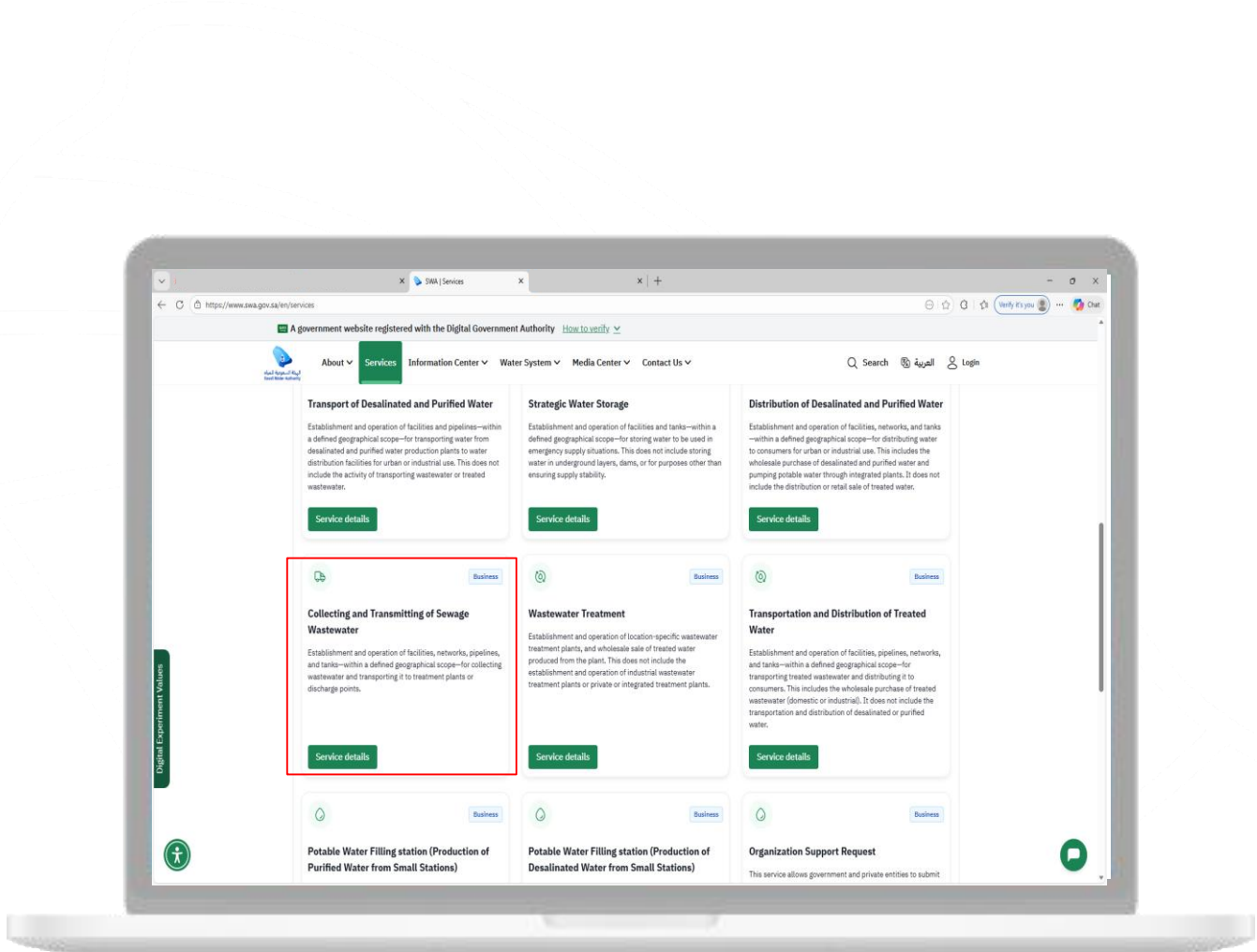
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



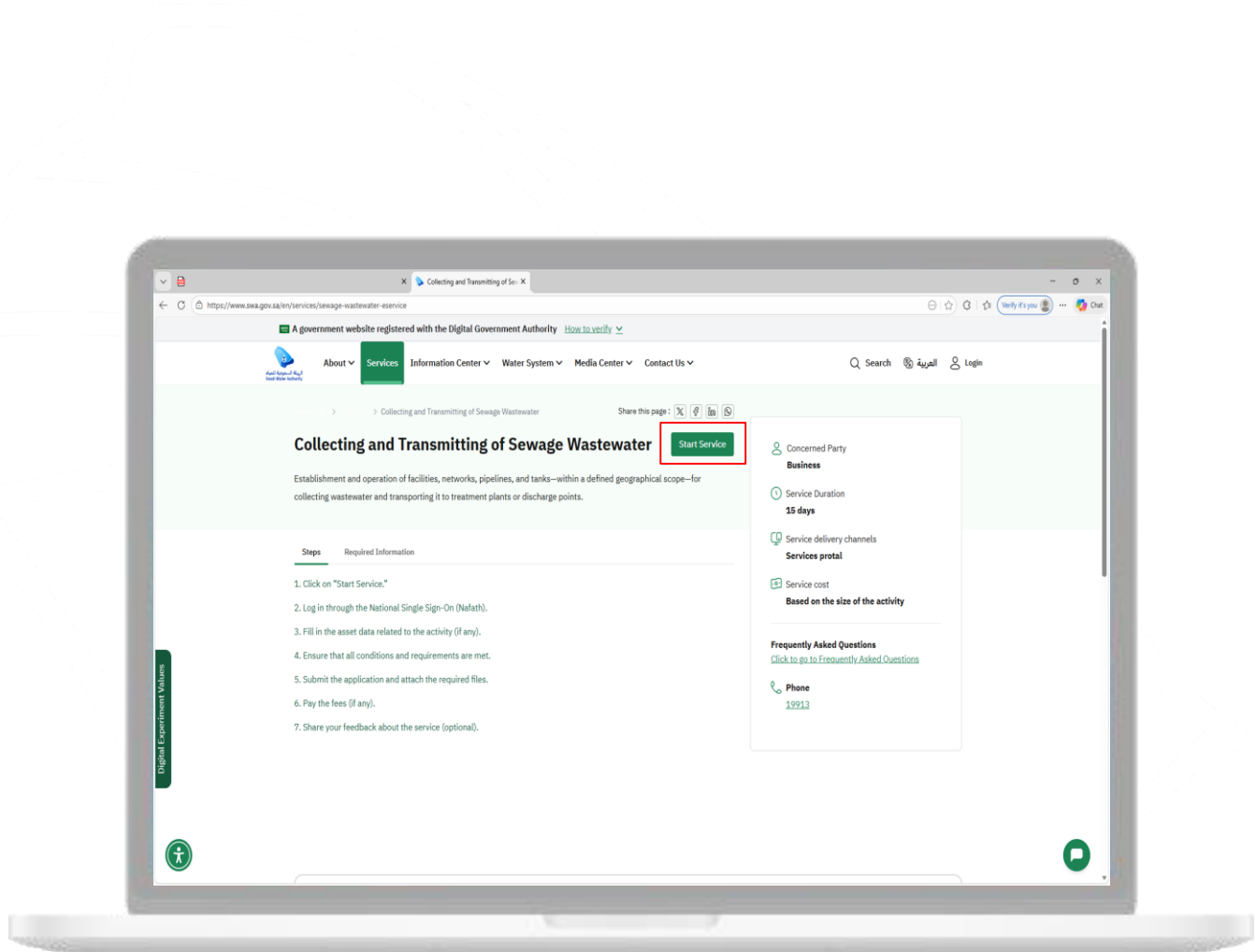
## Third: Steps to Access the Service

3. Select the “Collecting and Transmitting of Sewage Wastewater” Service.



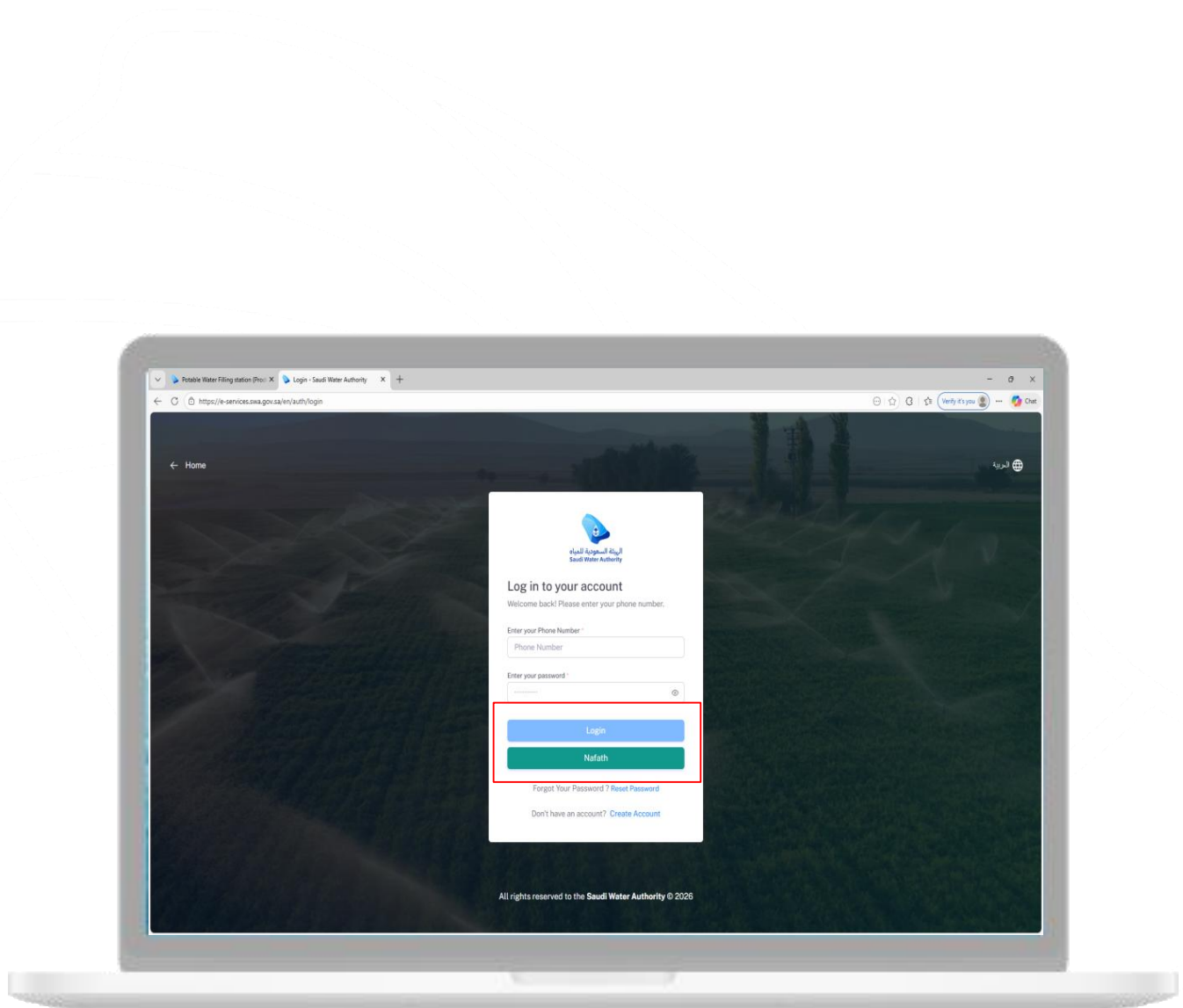
## Third: Steps to Access the Service

### 4. Click on "Start Service"



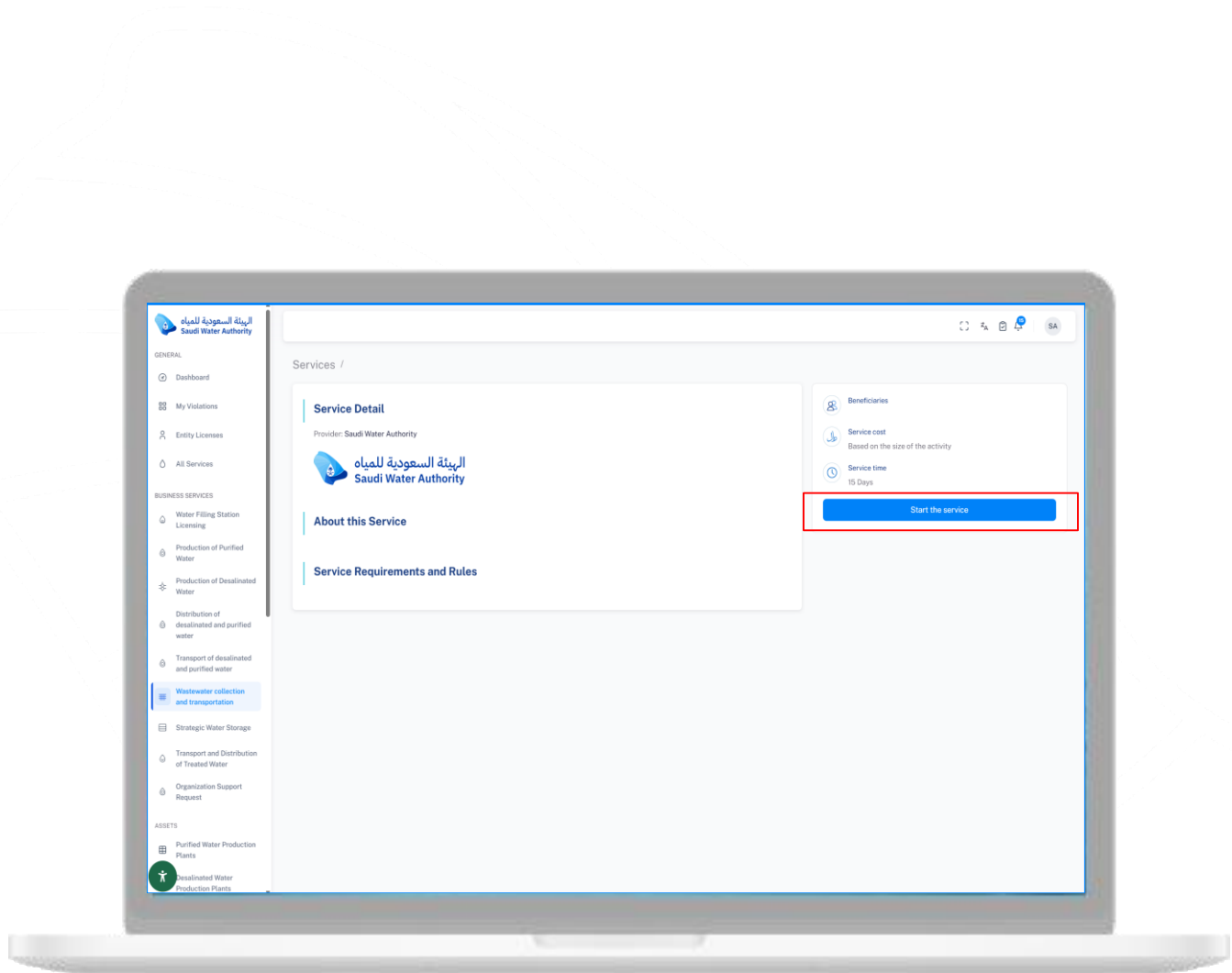
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



## Third: Steps to Access the Service

7. Fill out the licensing application form with the required data.

The screenshot displays the 'License Request' form for 'wastewater collection and transportation' on the Saudi Water Authority's portal. The form is divided into several sections:

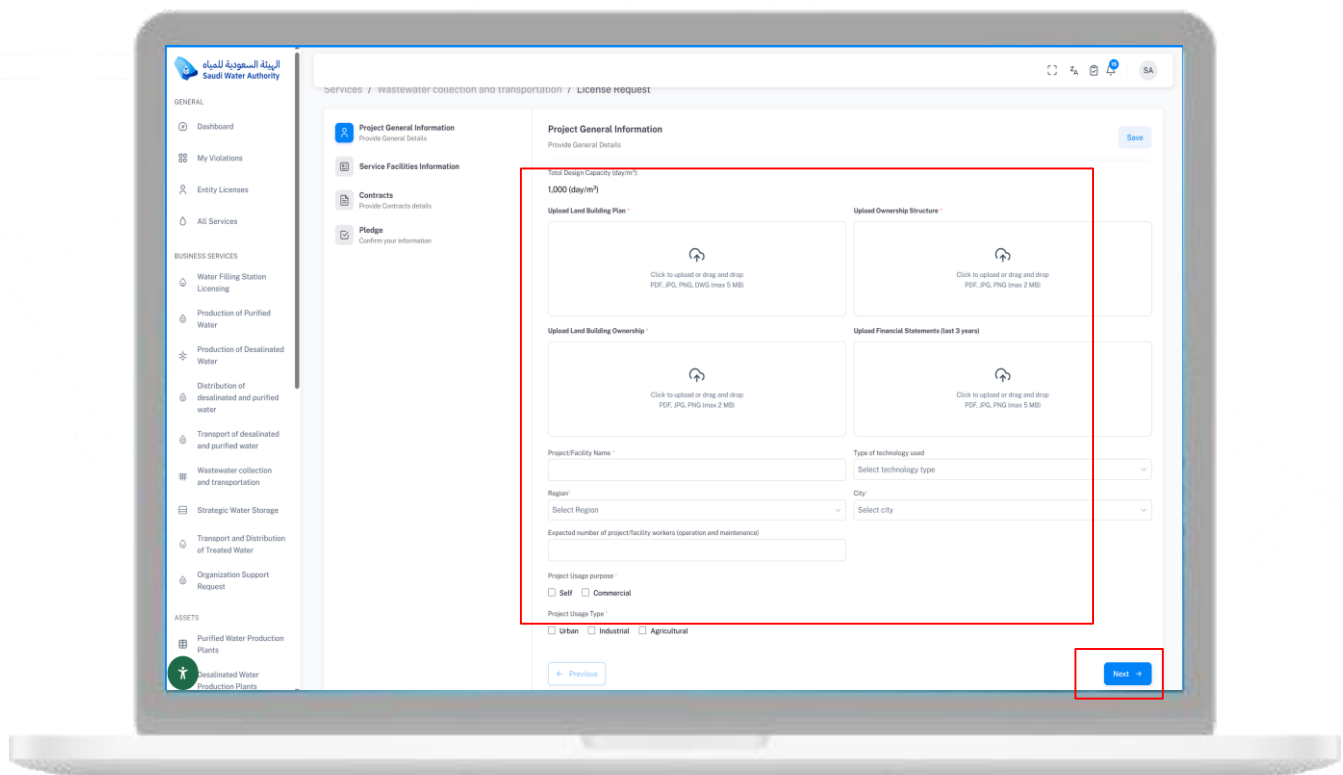
- Project General Information:** This section is highlighted with a red box. It includes a 'Save' button and a 'Total Design Capacity (day/m<sup>3</sup>): 1,000 (day/m<sup>3</sup>)' field.
- Service Facilities Information:** This section contains four upload fields: 'Upload Land Building Plan', 'Upload Ownership Structure', 'Upload Land Building Ownership', and 'Upload Financial Statements (last 3 years)'. Each field has a 'Click to upload or drag and drop' instruction and supported file formats (PDF, JPG, PNG, DWG).
- Project/Facility Name:** A text input field.
- Type of technology used:** A dropdown menu with 'Select technology type'.
- Region:** A dropdown menu with 'Select Region'.
- City:** A dropdown menu with 'Select city'.
- Expected number of project/facility workers (operation and maintenance):** A text input field.
- Project Usage purpose:** Radio buttons for 'Self' and 'Commercial'.
- Project Usage Type:** Checkboxes for 'Urban', 'Industrial', and 'Agricultural'.

Navigation buttons 'Previous' and 'Next' are located at the bottom of the form.



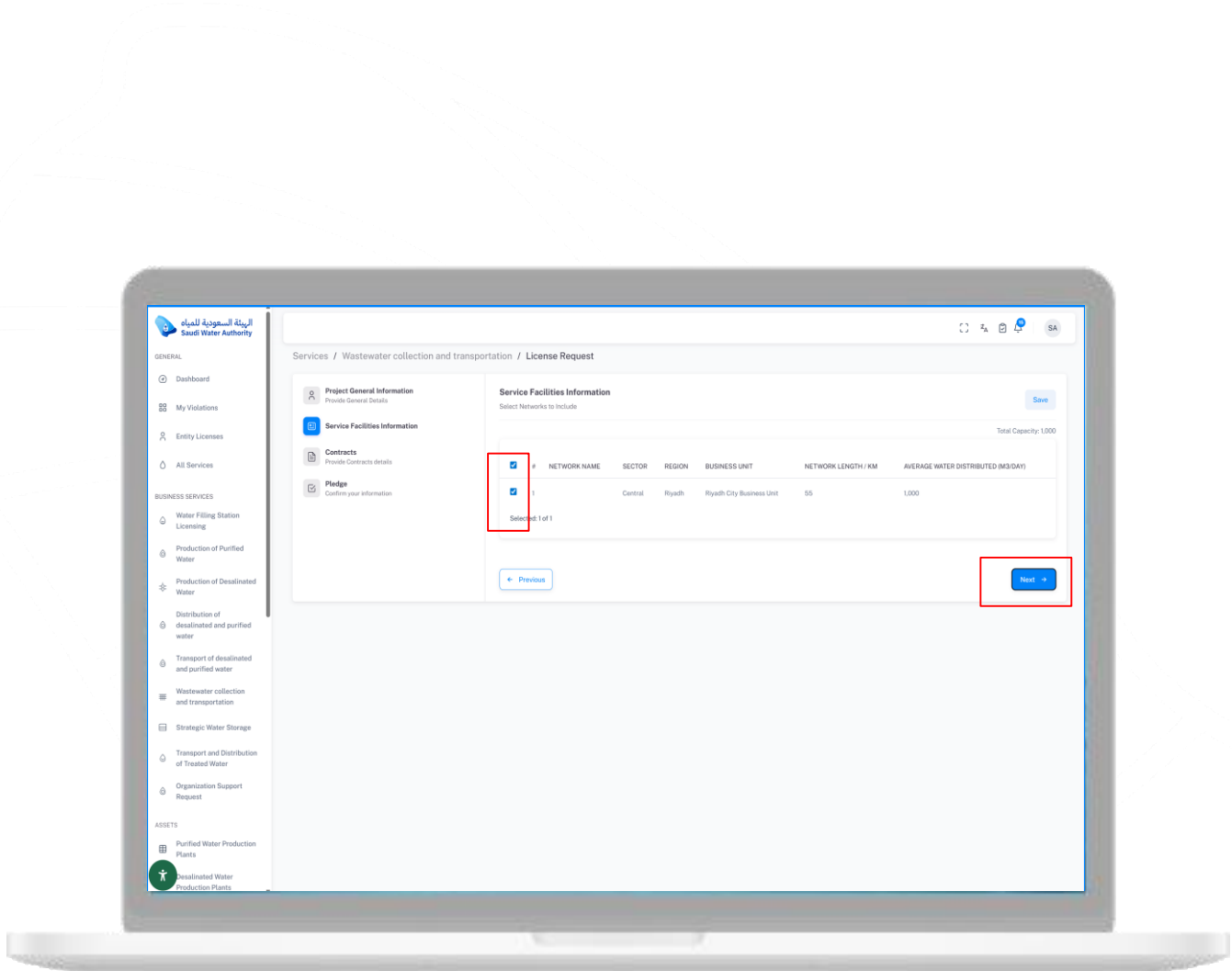
## Third: Steps to Access the Service

8. Attach the required files and documents.



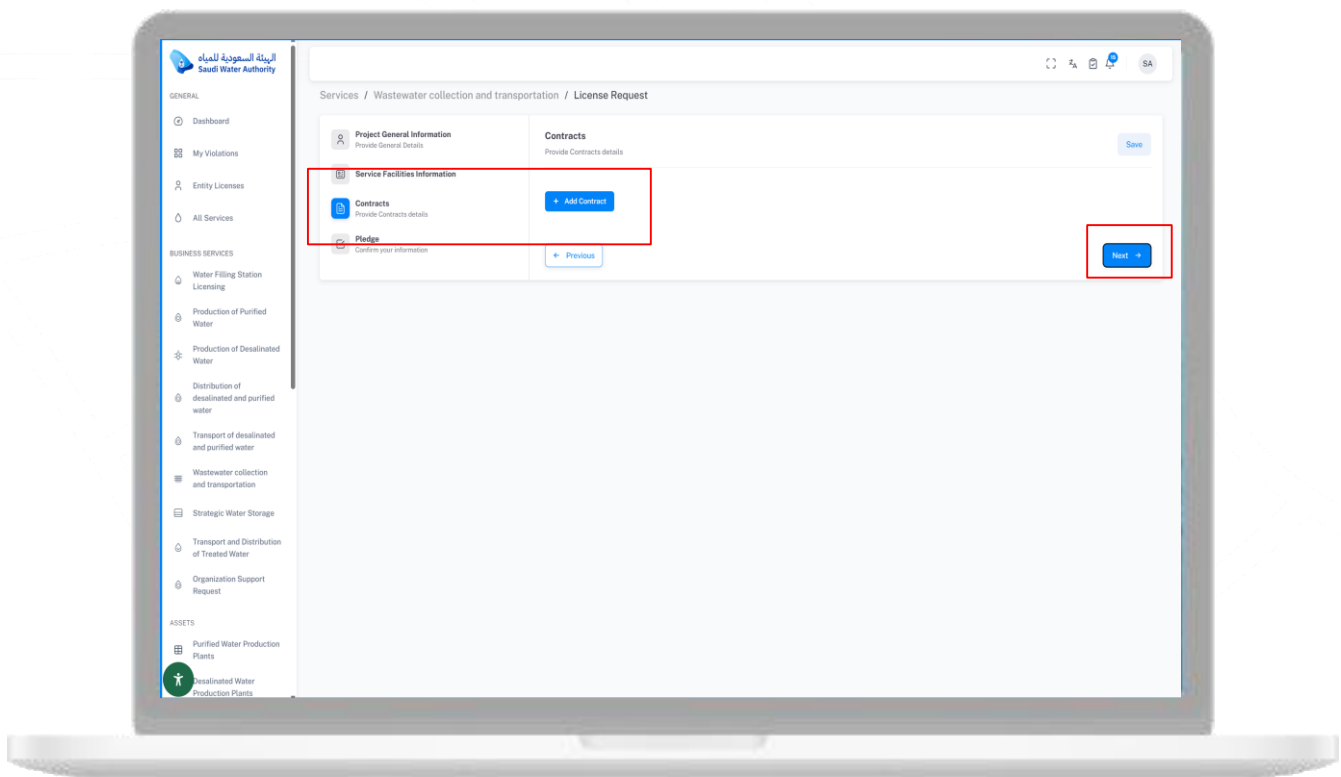
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



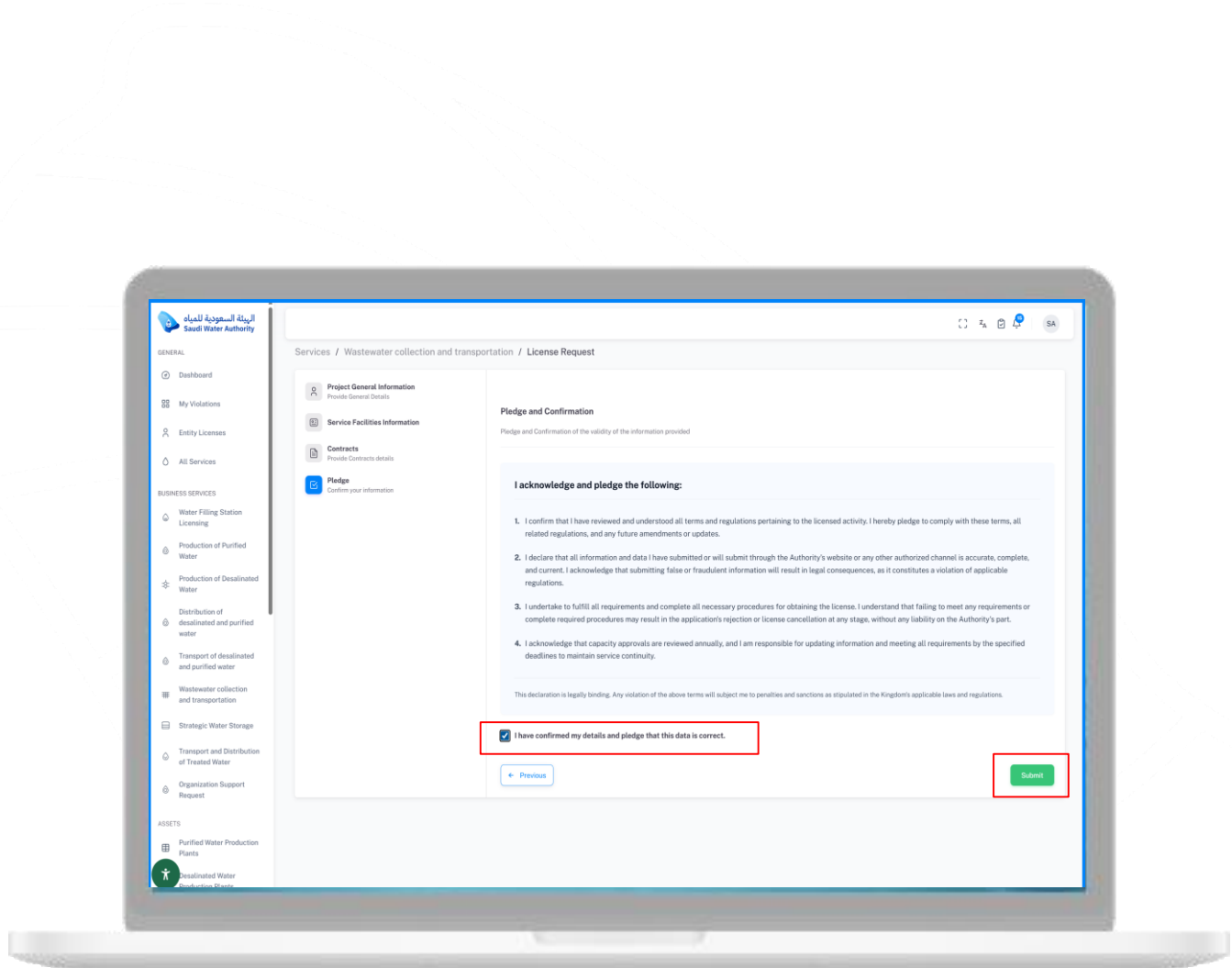
## Third: Steps to Access the Service

### 10. Enter contract details (if applicable)



## Third: Steps to Access the Service

11. Acknowledge the accuracy of the information and click “Submit”.



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Production of Desalinated Water

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Licensing Application Service for Potable Water Filling Stations  
(Production of Desalinated Water)

### Service Description:

This service enables applicants to submit requests for a license to establish or operate a facility for the production and filling of potable water (desalinated water). The service is provided in accordance with the approved regulations and bylaws governing the water sector, ensuring that the activity is conducted within the authorized regulatory, technical, and public health frameworks.

### Service Objectives:

- Regulate and oversee the activity of potable water production and filling.
- Verify that facilities comply with the approved regulatory, technical, and health requirements.
- Ensure the quality and safety of the produced water.
- Protect consumers within the potable water production and filling ecosystem.

### Target Groups:

- Facilities seeking to establish or operate potable water filling stations for desalinated water.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved regulatory and technical requirements for potable water production and filling activities.
2. Compliance with the health and regulatory standards relevant to the station's operations.
3. Fulfillment of the requirements listed in the "Potable Water Station Requirements List."
4. Obtaining any relevant approvals or licenses from competent authorities (where applicable).
5. Uploading the Water Source License issued by the Ministry of Environment, Water, and Agriculture (MEWA).
6. Obtaining operational permit issued by the National Center for Environmental Compliance (NCEC).
7. Compliance with energy efficiency standards issued by the Saudi Energy Efficiency Center.
8. Commitment to installing security surveillance cameras (CCTV) in accordance with approved requirements.
9. Reviewing the instructional guide and complying with the regulatory and technical controls contained therein.



## Second: Terms and Requirements

### Service Requirements:

- Provide the applicant facility's information.
- Provide the station's location and activity details.
- Provide technical data related to production and filling processes.
- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Indicate the accounting system or standard applied and the approved accounting basis.
- Provide details of contracts related to the activity.
- Enter the facility's National Address.

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Engineering layout (design) of the filling station issued by a municipality-approved engineering office, including(entrances and exits - filling area - administrative buildings - parking areas- storage area - production station area).
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Energy efficiency compliance certificate issued by the Saudi Energy Efficiency Center.
- Operational permit issued by the National Center for Environmental Compliance (NCEC).
- Water Source License issued by the Ministry of Environment, Water, and Agriculture (MEWA).
- Certificate of compliance with CCTV security surveillance installation requirements.



## Second: Terms and Requirements

### Required Documents:

- Produced water test report issued by a laboratory accredited by the Saudi Accreditation Center (SAAC), in accordance with the standards and specifications for water types approved by MEWA
- Financial statements for the past three years (for existing projects/facilities).
- Feasibility study for filling stations intended for commercial sale, including: (services provided, volume and quantities produced in the region, selling price, potential beneficiaries, production costs, and expected returns).
- Valid municipal license.

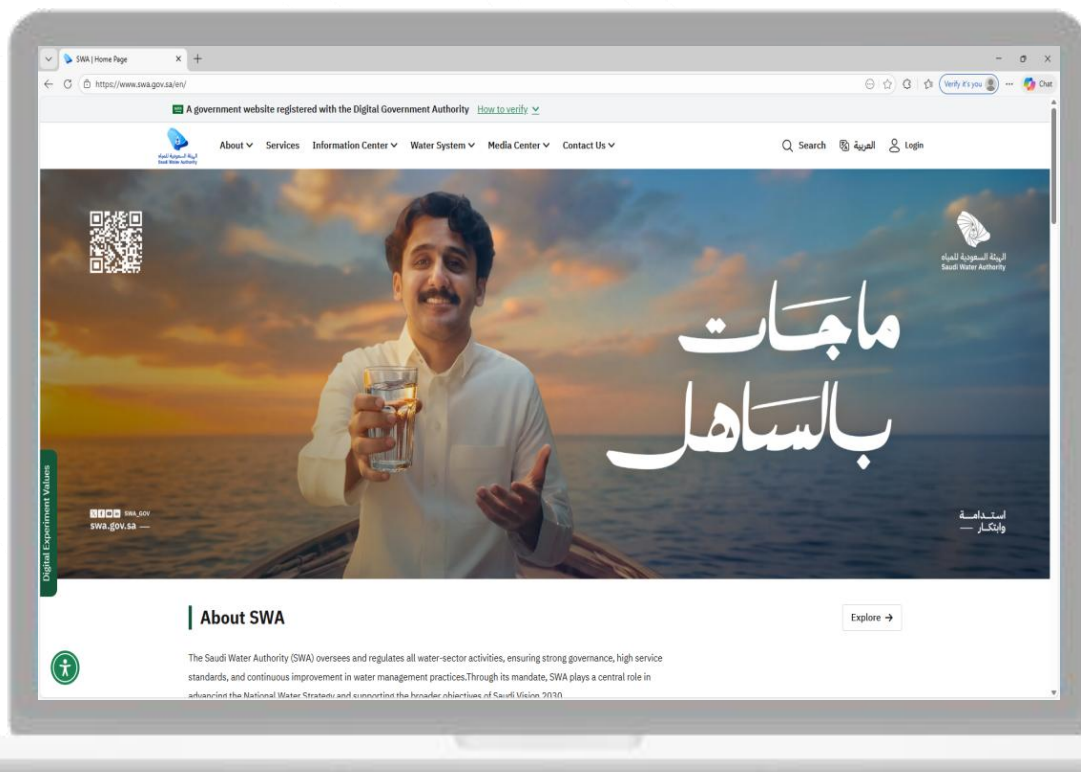
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

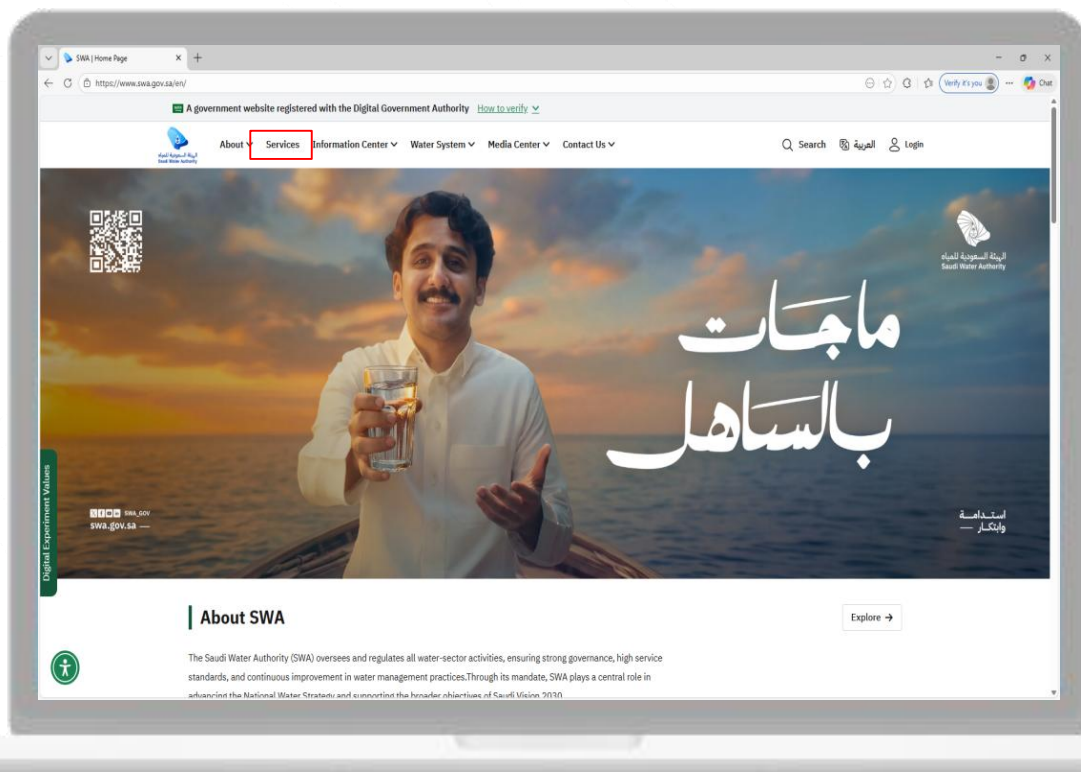


Click here to visit the website



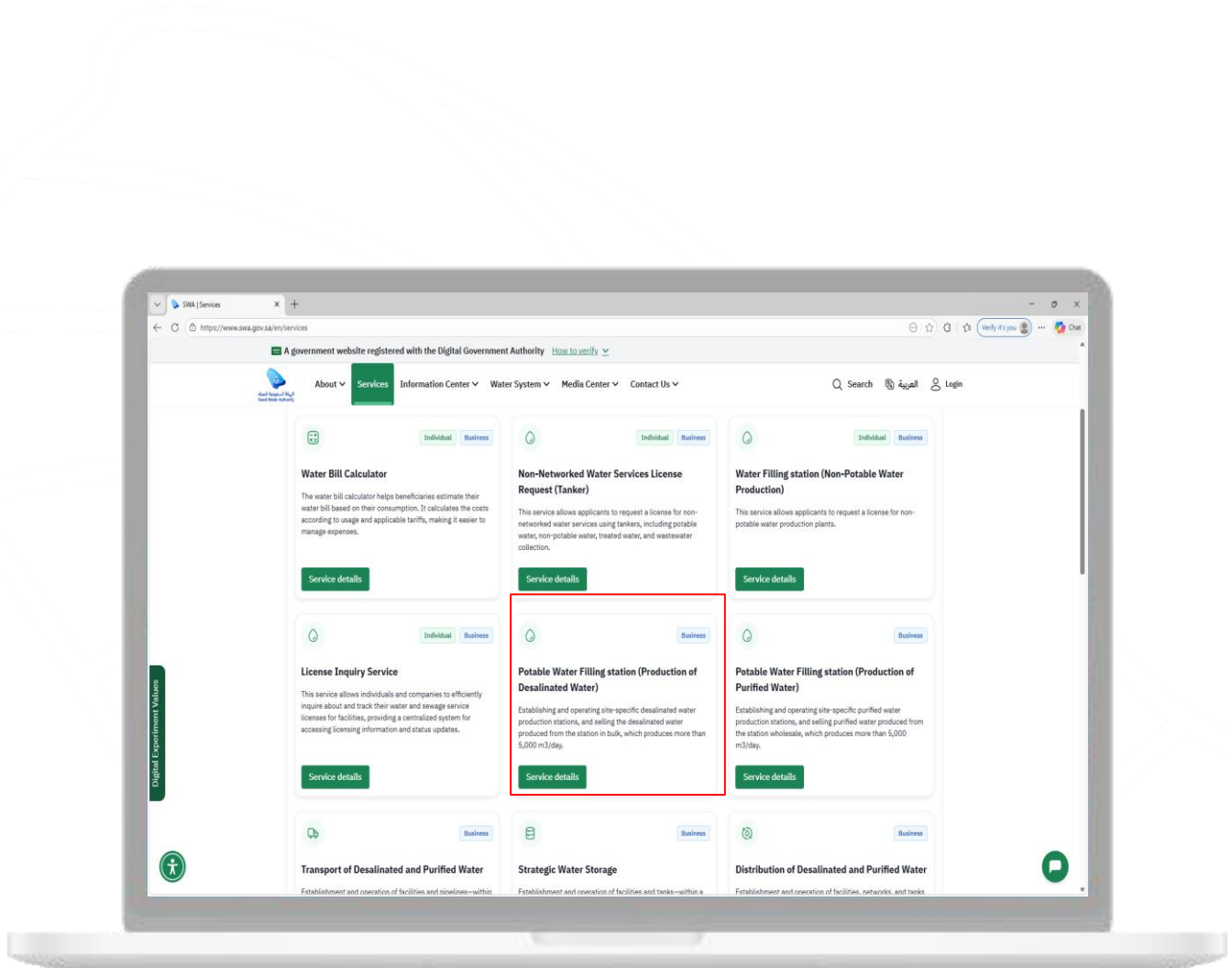
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



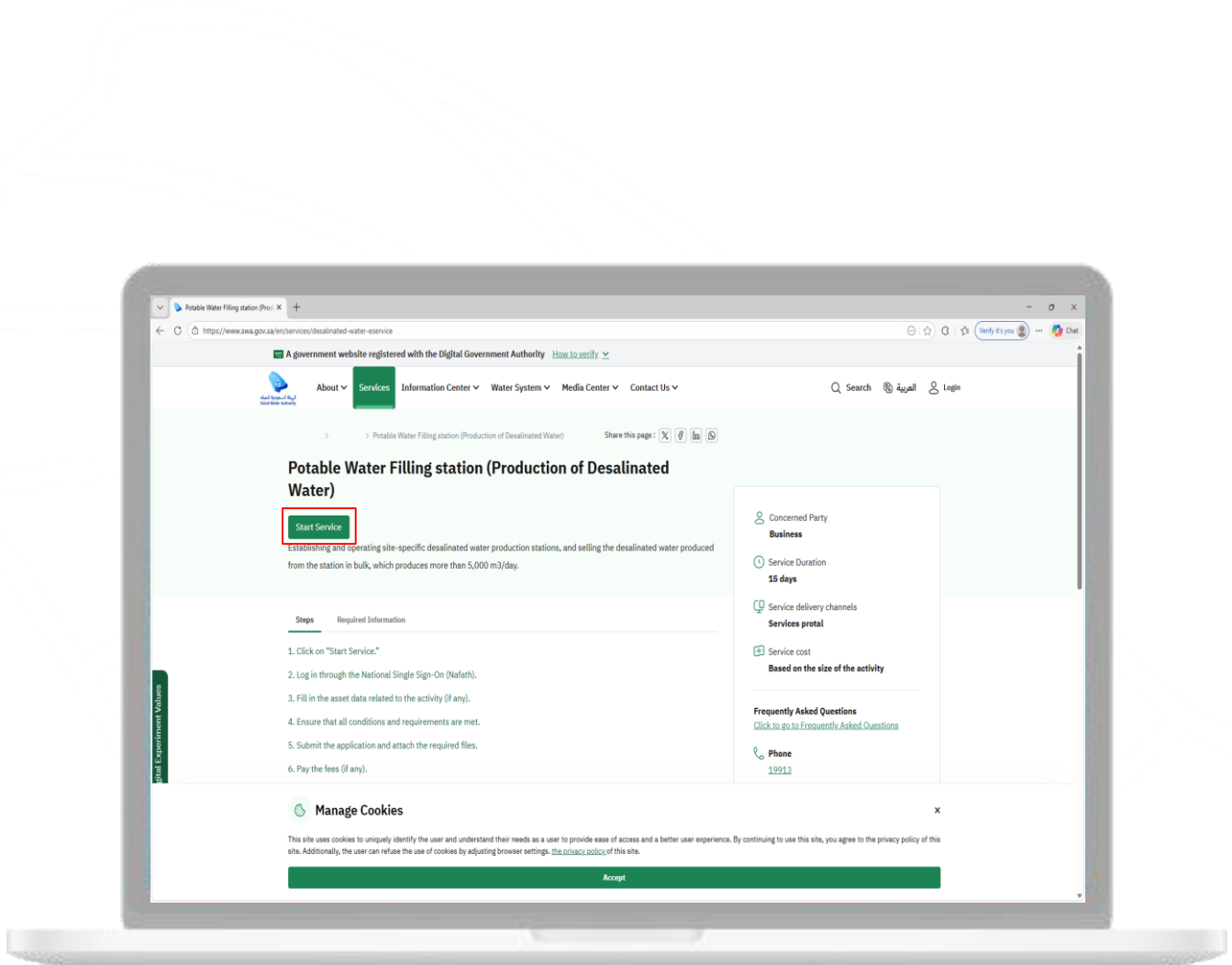
## Third: Steps to Access the Service

3. Select the service “Potable Water Filling Station (Desalinated of Purified Water).”



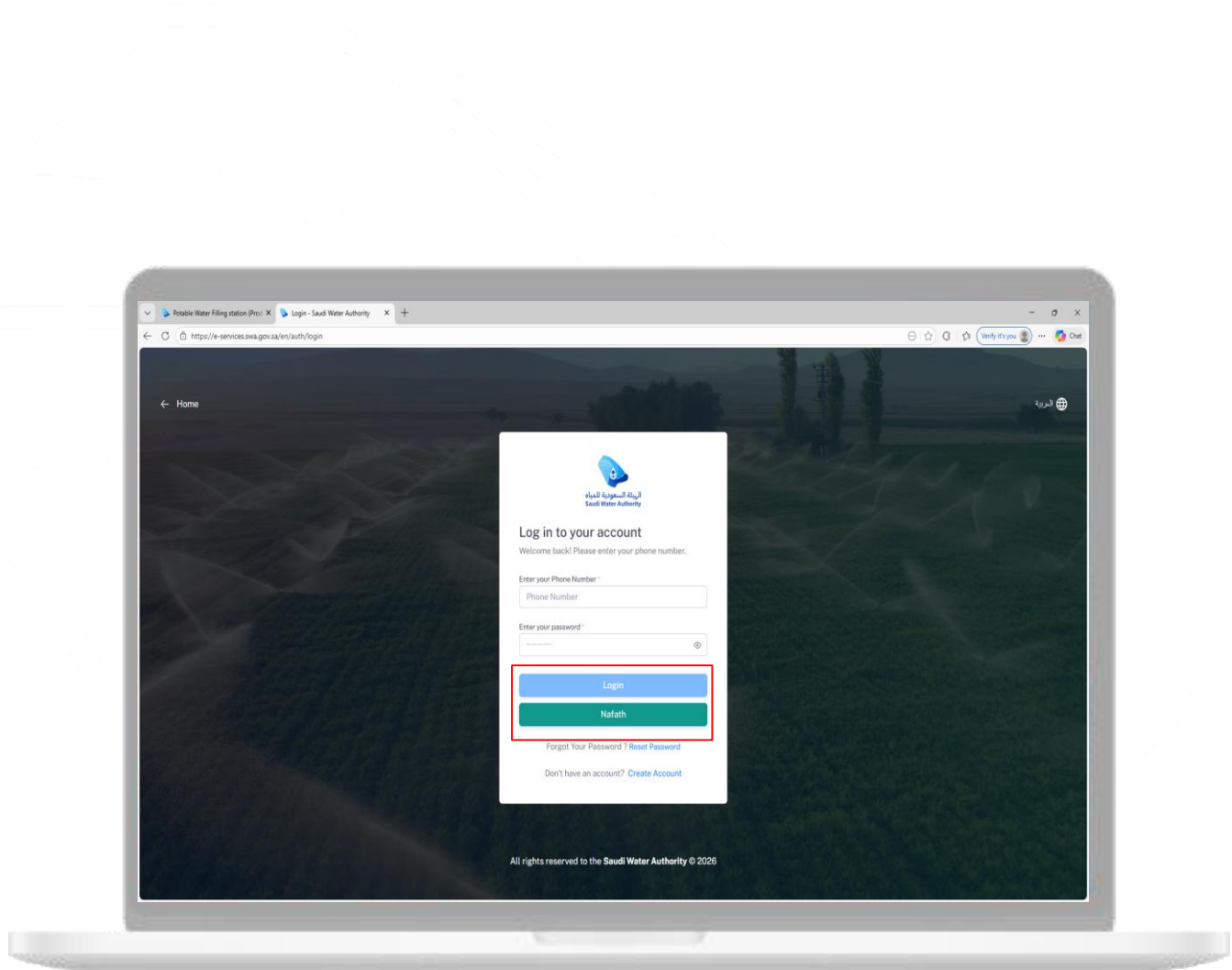
## Third: Steps to Access the Service

4. Click on "Start Service."



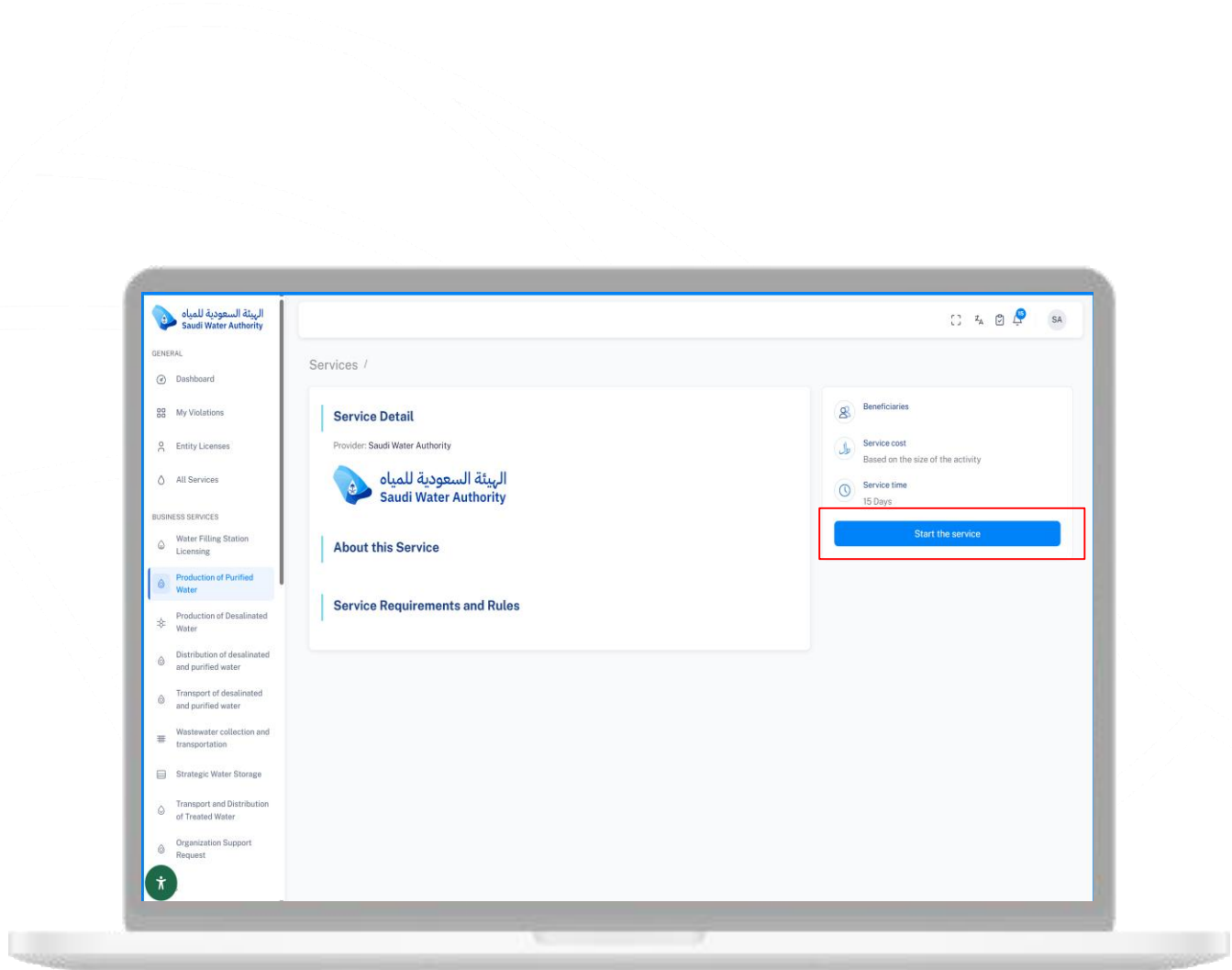
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



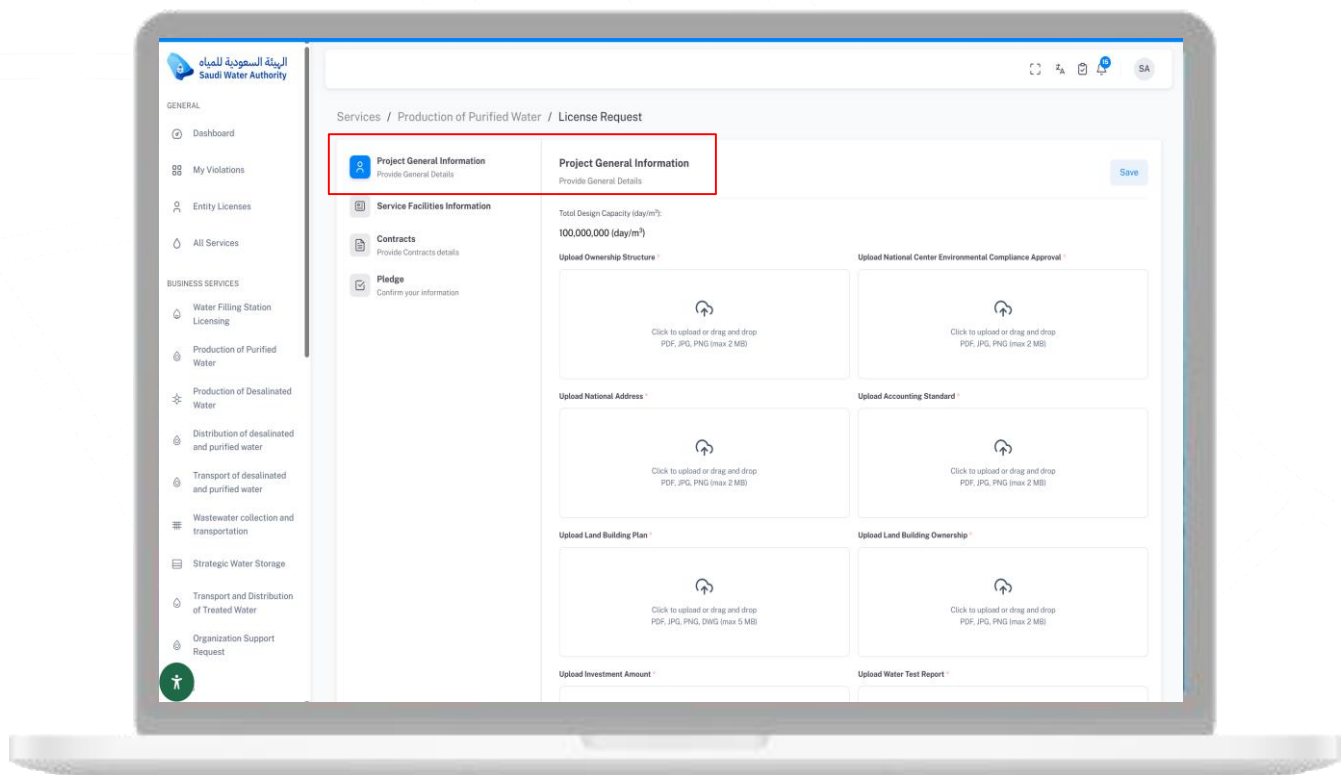
## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



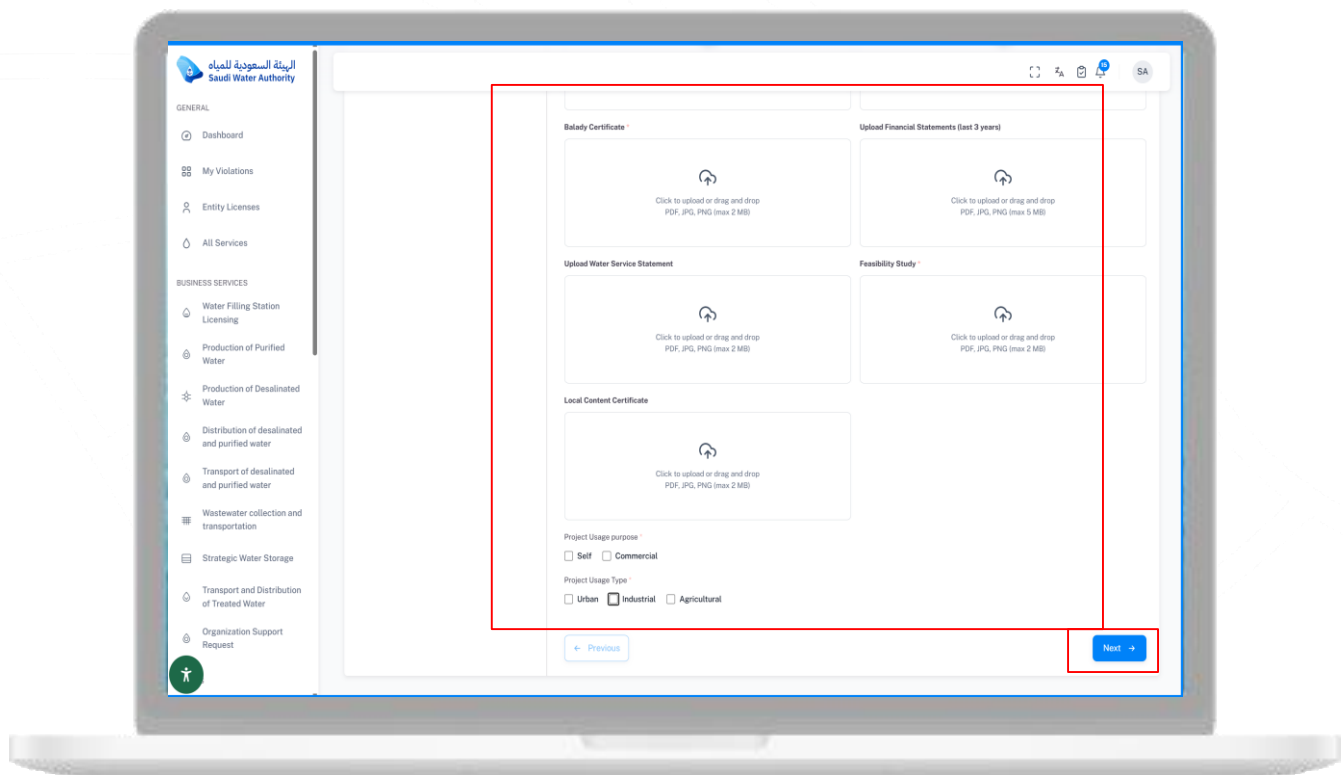
## Third: Steps to Access the Service

7. Fill out the licensing application form with the required data.



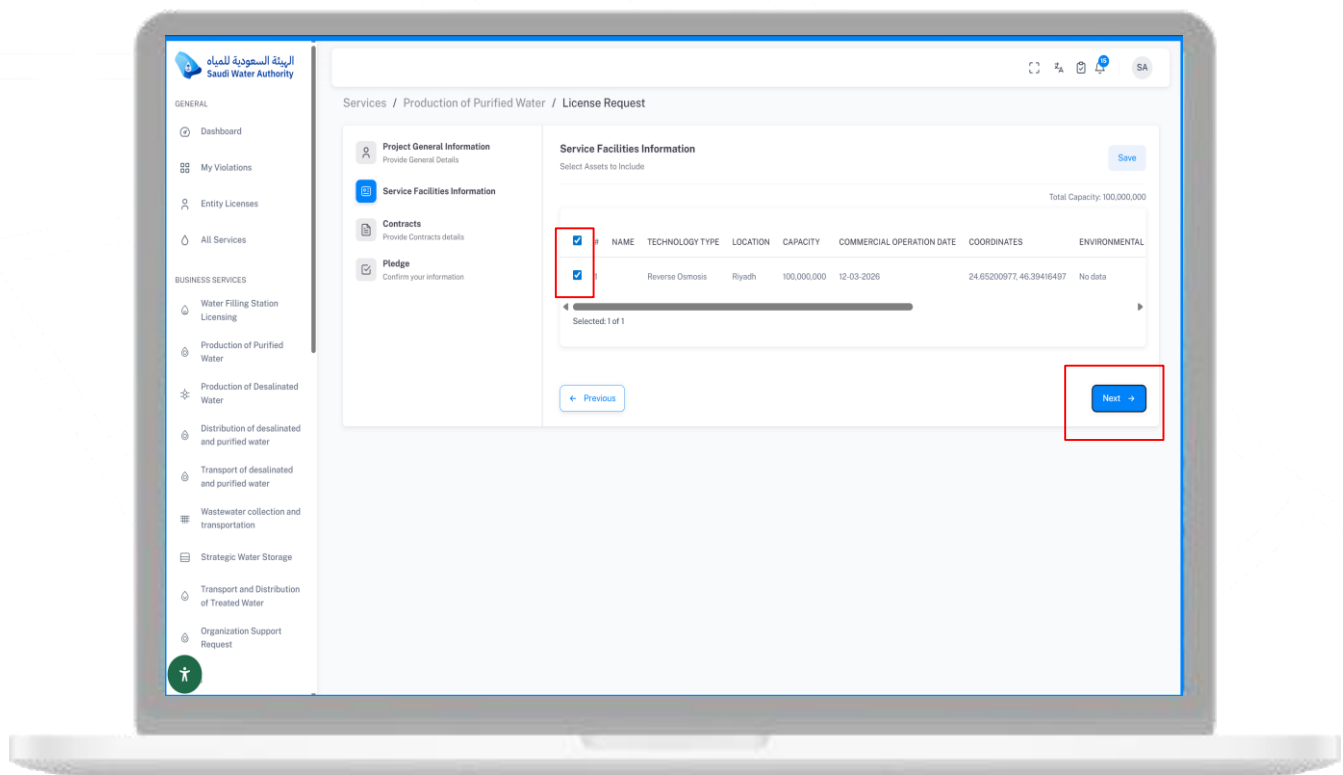
## Third: Steps to Access the Service

### 8. Attach the required files and documents.



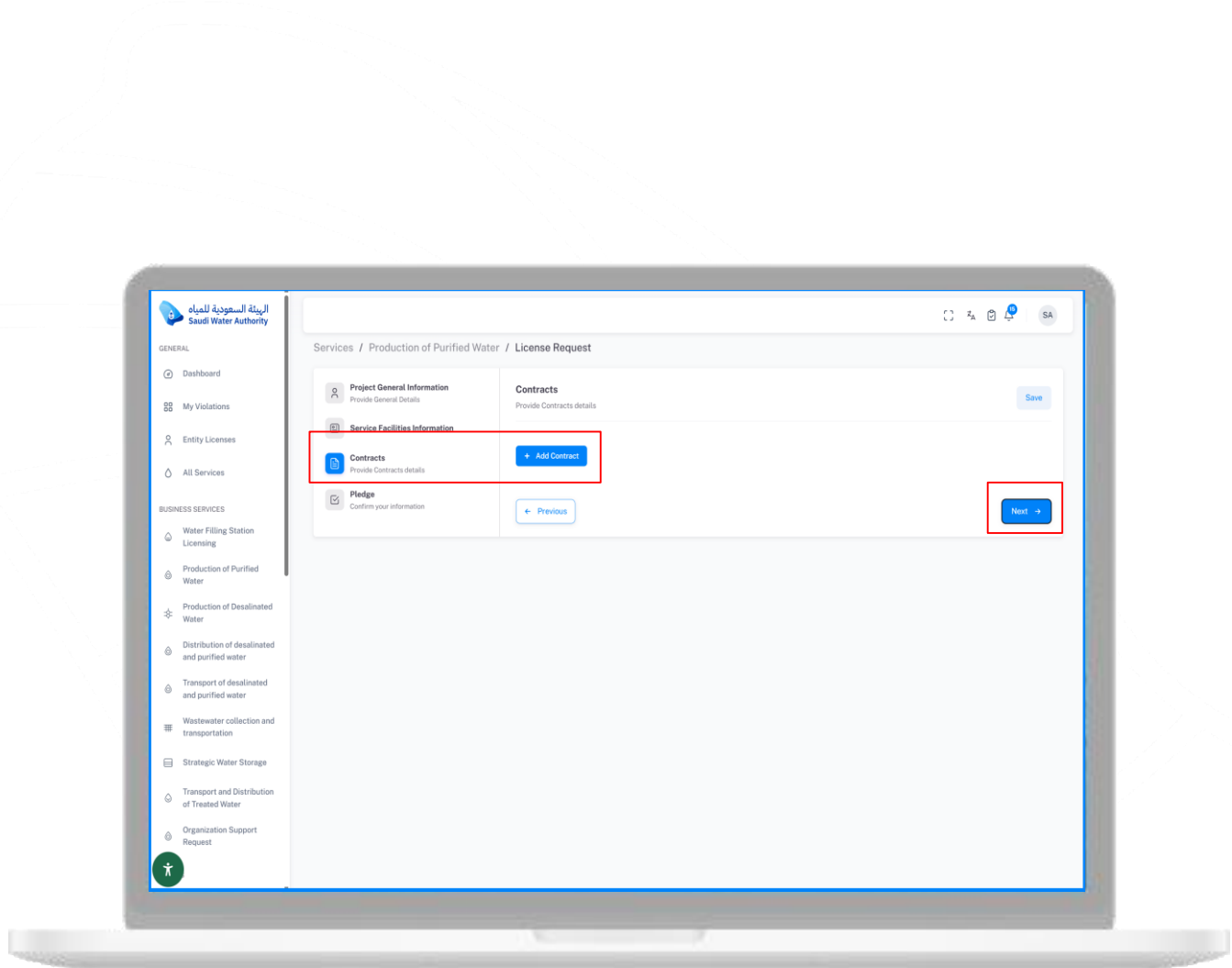
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



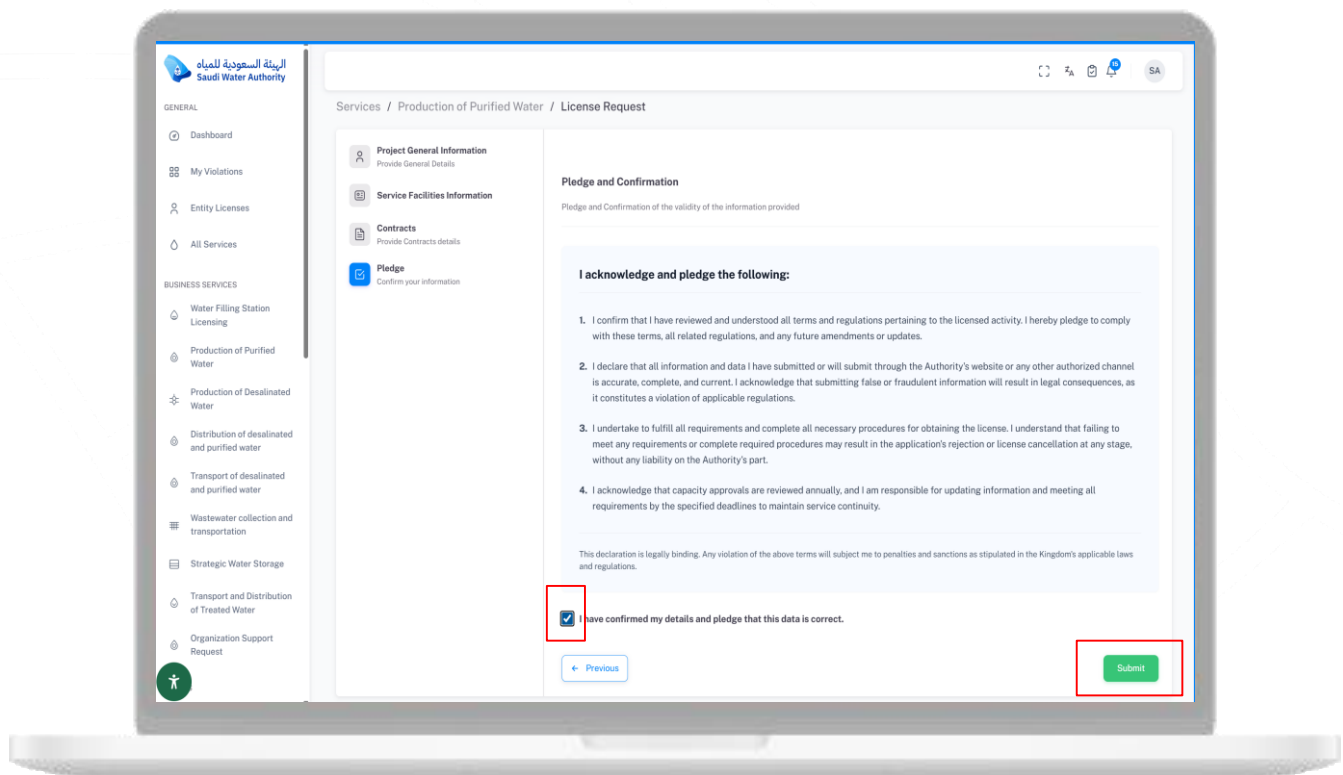
## Third: Steps to Access the Service

### 10. Enter contract details (if applicable)



## Third: Steps to Access the Service

### 11. Acknowledge the accuracy of the information and click “Submit”



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Production of Purified Water

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Licensing Application Service for Potable Water Filling Stations  
(Production of Purified Water).

### Service Description:

This service enables applicants to submit requests for a license to establish or operate a facility for the production and filling of potable water (purified water). The service is provided in accordance with the approved regulations and bylaws governing the water sector, ensuring that the activity is conducted within the authorized regulatory, technical, and public health frameworks.

### Service Objectives:

- Regulate and oversee the activity of purified water production and filling.
- Verify that facilities comply with the approved regulatory, technical, and health requirements.
- Ensure the quality and safety of the produced water.
- Protect consumers within the potable water production and filling ecosystem.

### Target Groups:

Facilities seeking to establish or operate potable water filling stations for purified water.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved regulatory and technical requirements for purified water production and filling activities.
2. Compliance with the health and regulatory standards relevant to the station's operations.
3. Fulfillment of the requirements listed in the "Potable Water Station Requirements List."
4. Obtaining the necessary approvals or licenses from the relevant competent authorities (where applicable).
5. Identification of the water source used (e.g., wells, dams, etc.) and obtaining the legal license for its use.
6. Obtaining approval from the National Center for Environmental Compliance (NCEC).
7. Uploading the Water Source License issued by the Ministry of Environment, Water, and Agriculture (MEWA).
8. Commitment to conducting periodic testing of the produced water in accordance with the standards and specifications approved by MEWA.
9. Reviewing the instructional guide and complying with the regulatory and technical controls contained therein.

### Service Requirements:

- Provide the applicant facility's information.
- Provide the station's location and activity details.
- Provide technical data related to production and filling processes.



## Second: Terms and Requirements

### Service Requirements:

- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Indicate the accounting system or standard applied and the approved accounting basis.
- Provide details of contracts related to the activity.
- Enter the facility's National Address.

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Engineering layout (design) of the filling station issued by a municipality-approved engineering office, including (entrances and exits - filling area - administrative buildings - parking areas - storage area - production station area).
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Operational permit issued by the National Center for Environmental Compliance (NCEC).
- Water source usage license issued by MEWA.



## Second: Terms and Requirements

### Required Documents:

- Test results report for the produced water issued by a laboratory accredited by the Saudi Accreditation Center (SAAC), in accordance with approved standards and specifications.
- Financial statements for the past three years (for existing projects/facilities).
- Feasibility study for filling stations intended for commercial sale, including:(services provided, volume and quantities produced in the region, selling price, potential beneficiaries, production costs, and expected returns).
- Valid municipal license.
- Approval from the Traffic Department

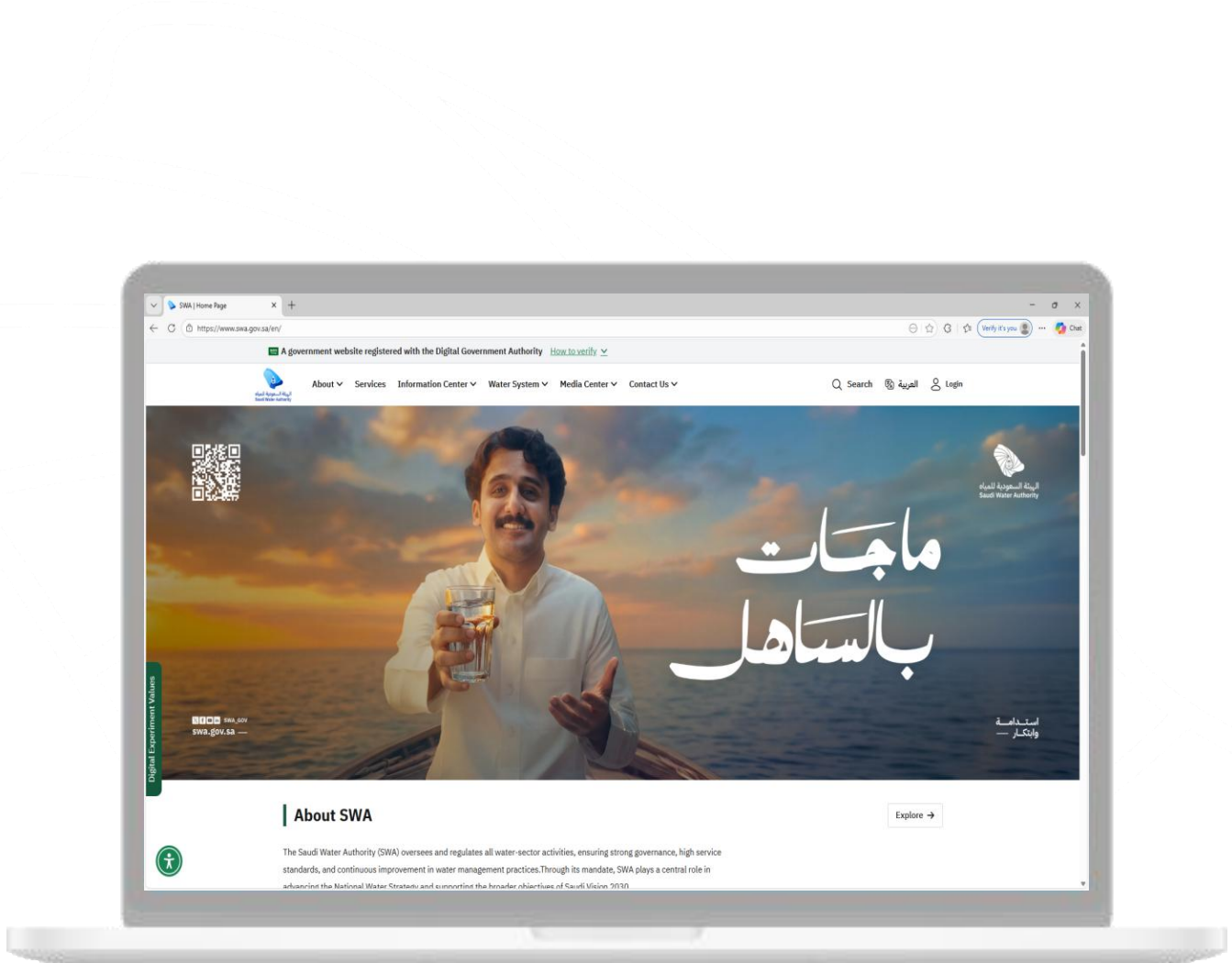
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

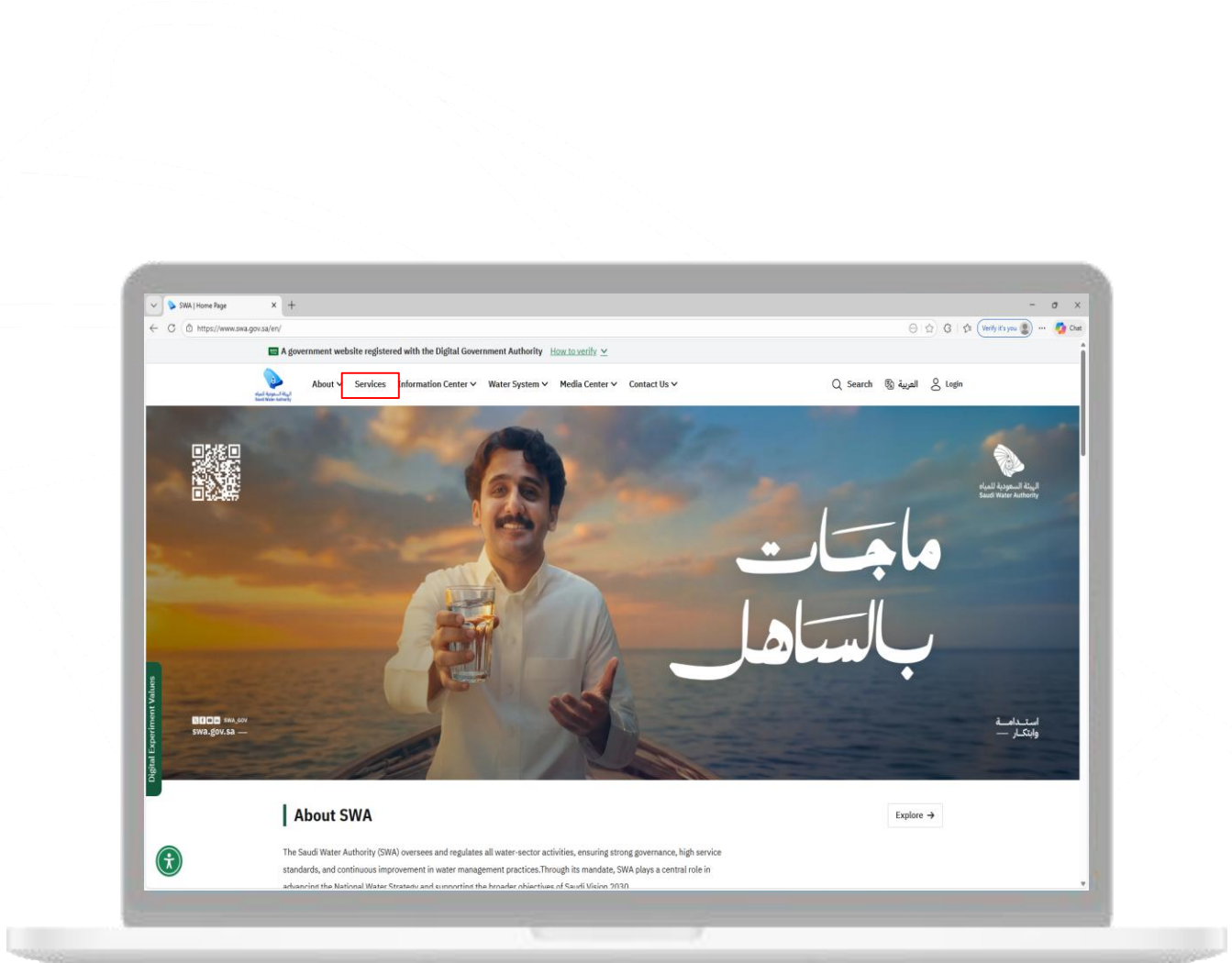


Click here to visit the website



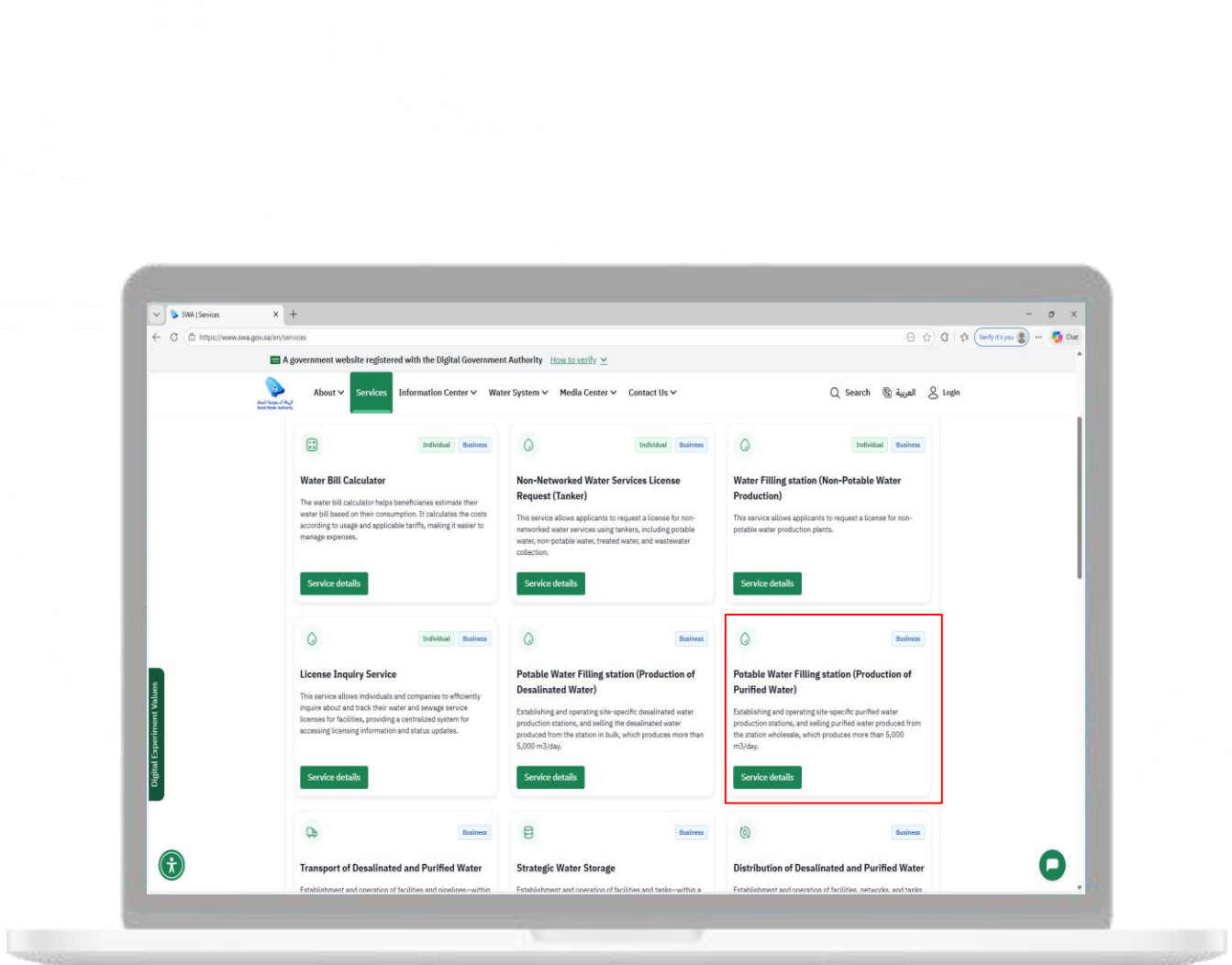
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



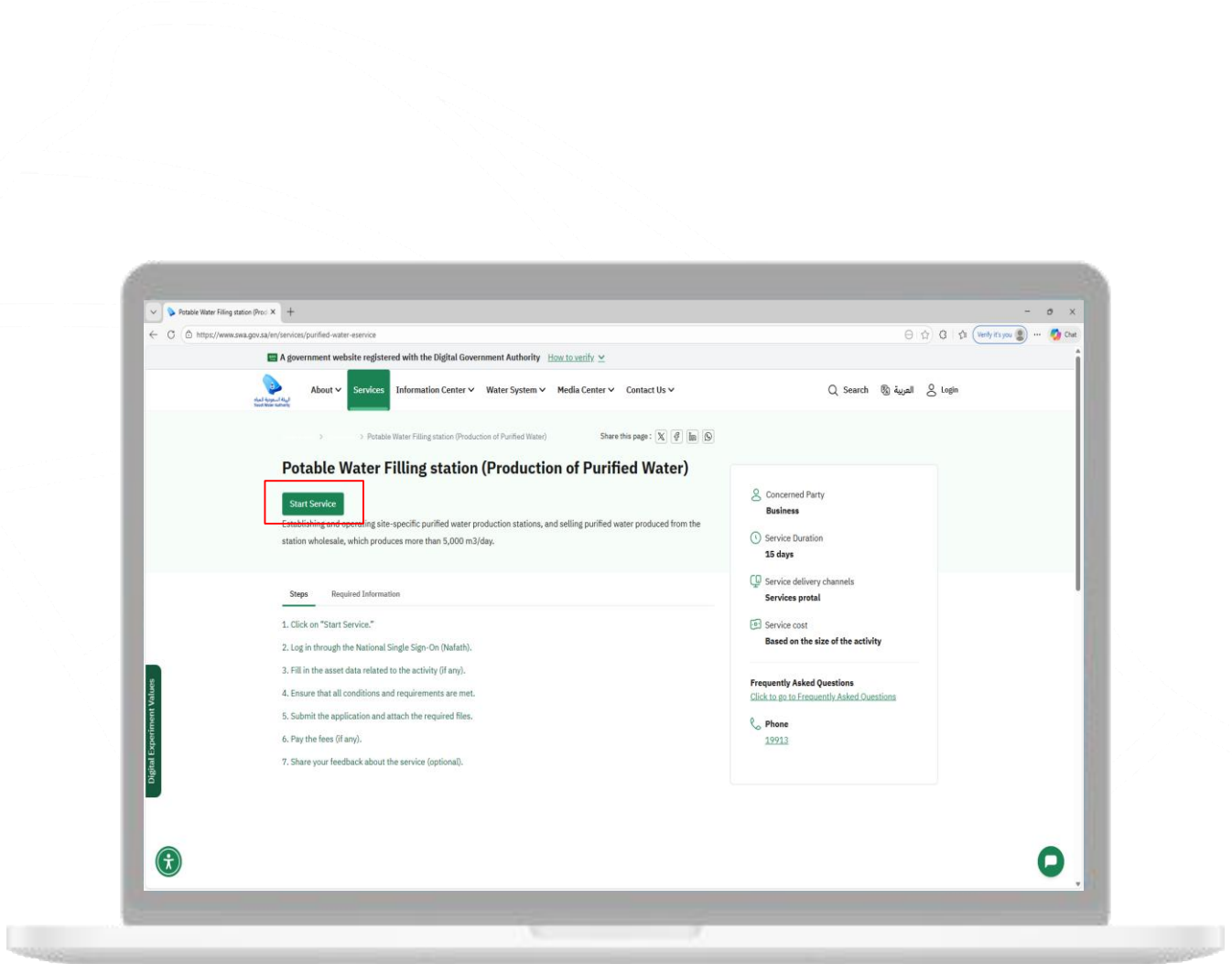
## Third: Steps to Access the Service

3. Select the service “Potable Water Filling Station (Production of purified Water).”



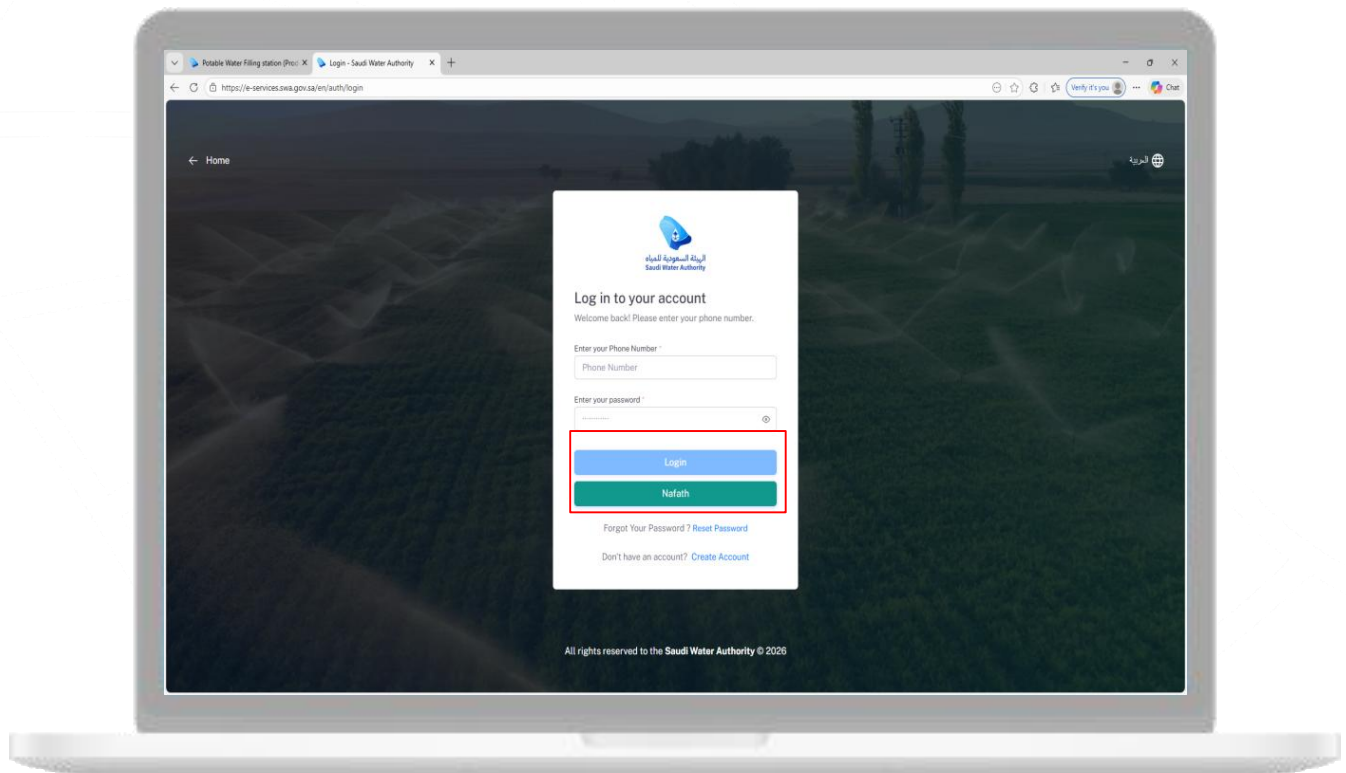
## Third: Steps to Access the Service

### 4. Click on "Start Service."



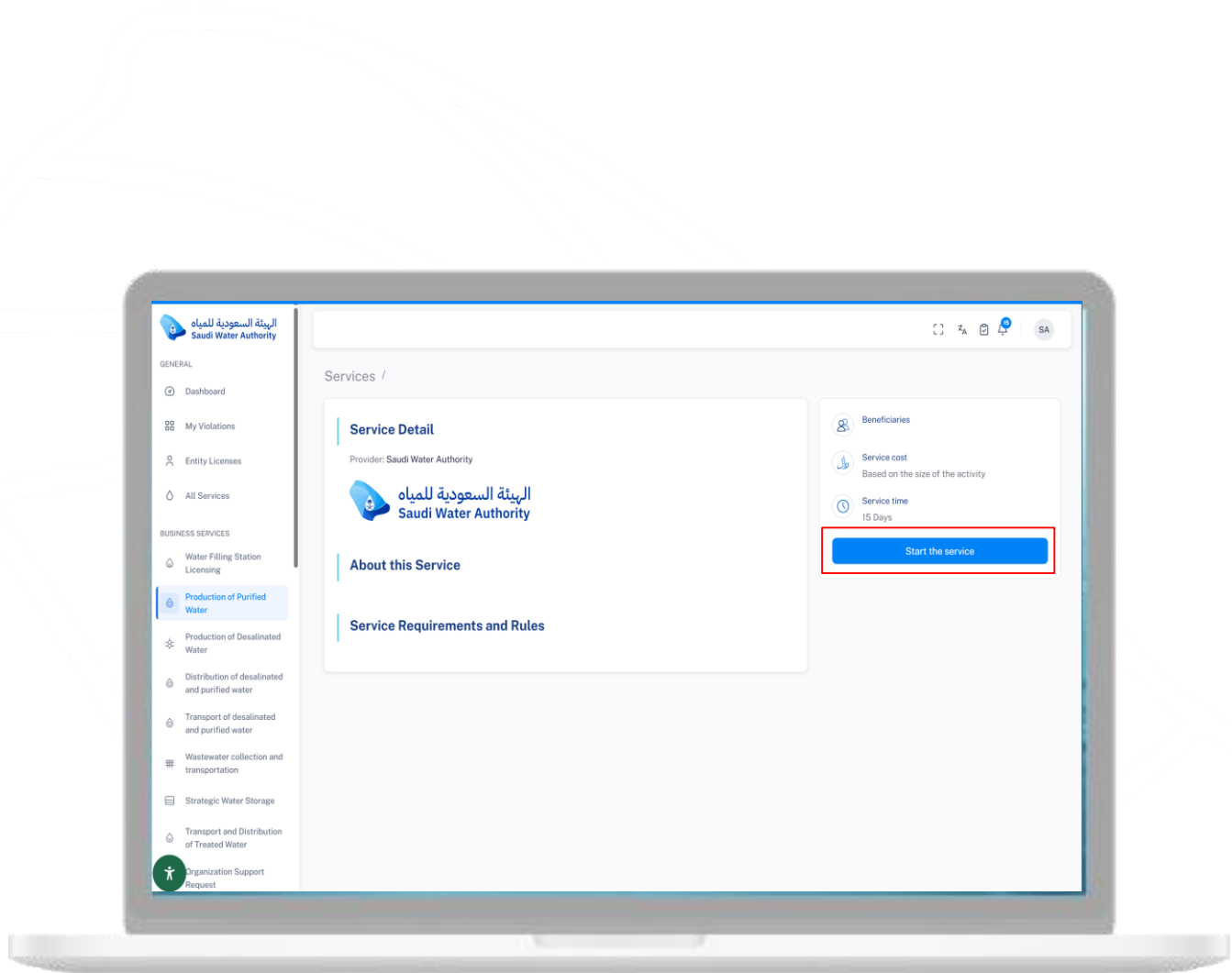
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



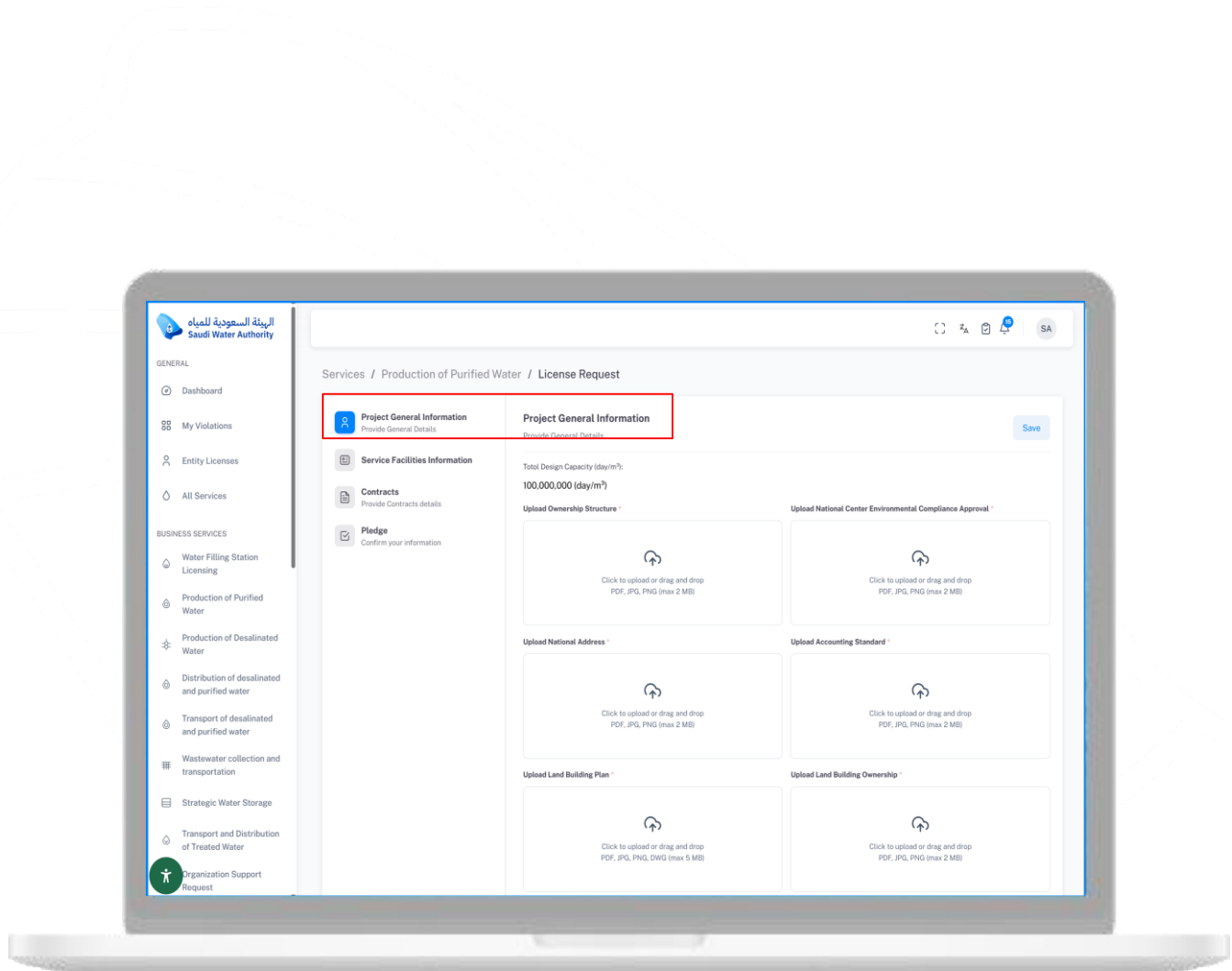
## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



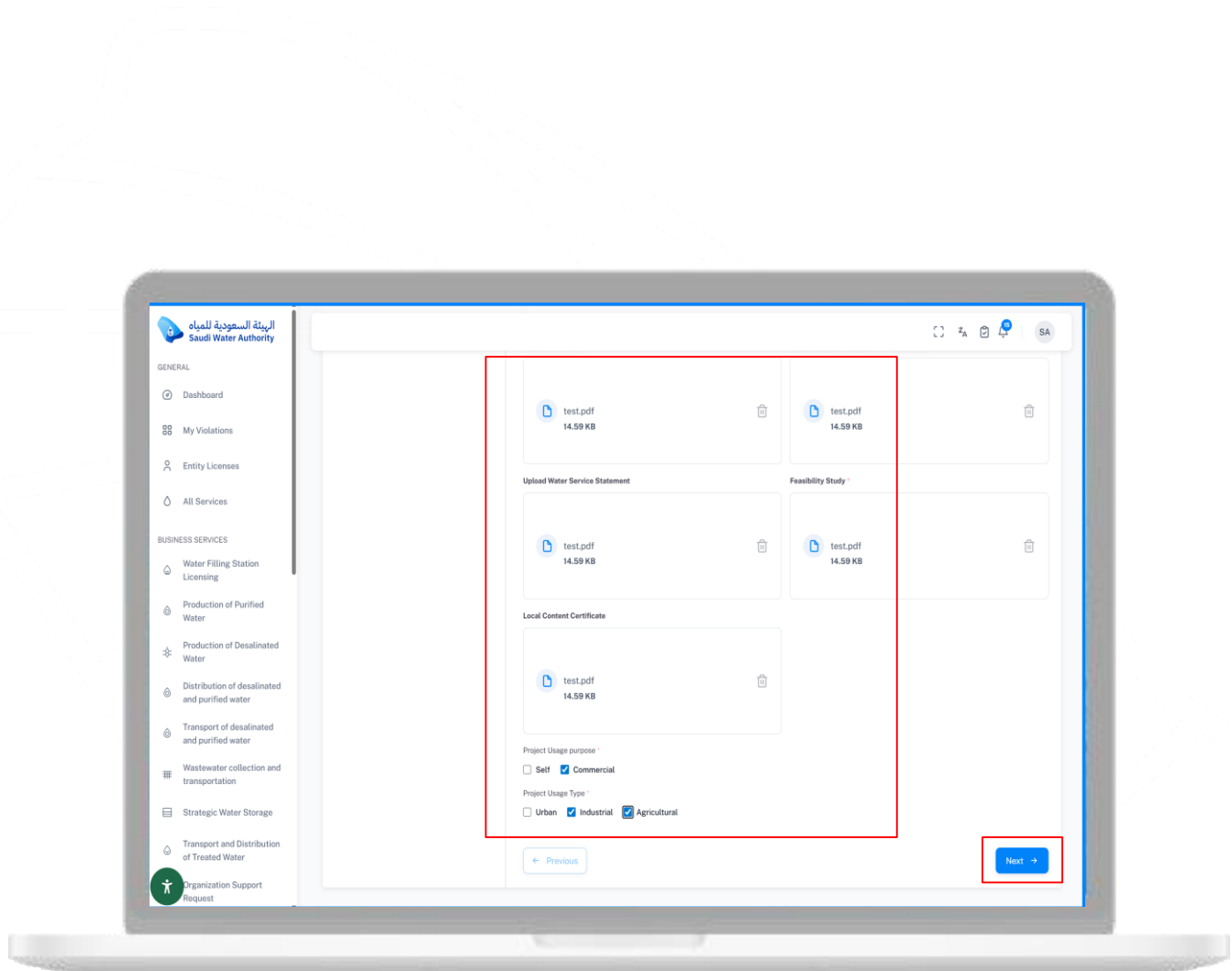
## Third: Steps to Access the Service

7. Fill out the licensing application form with the required data.



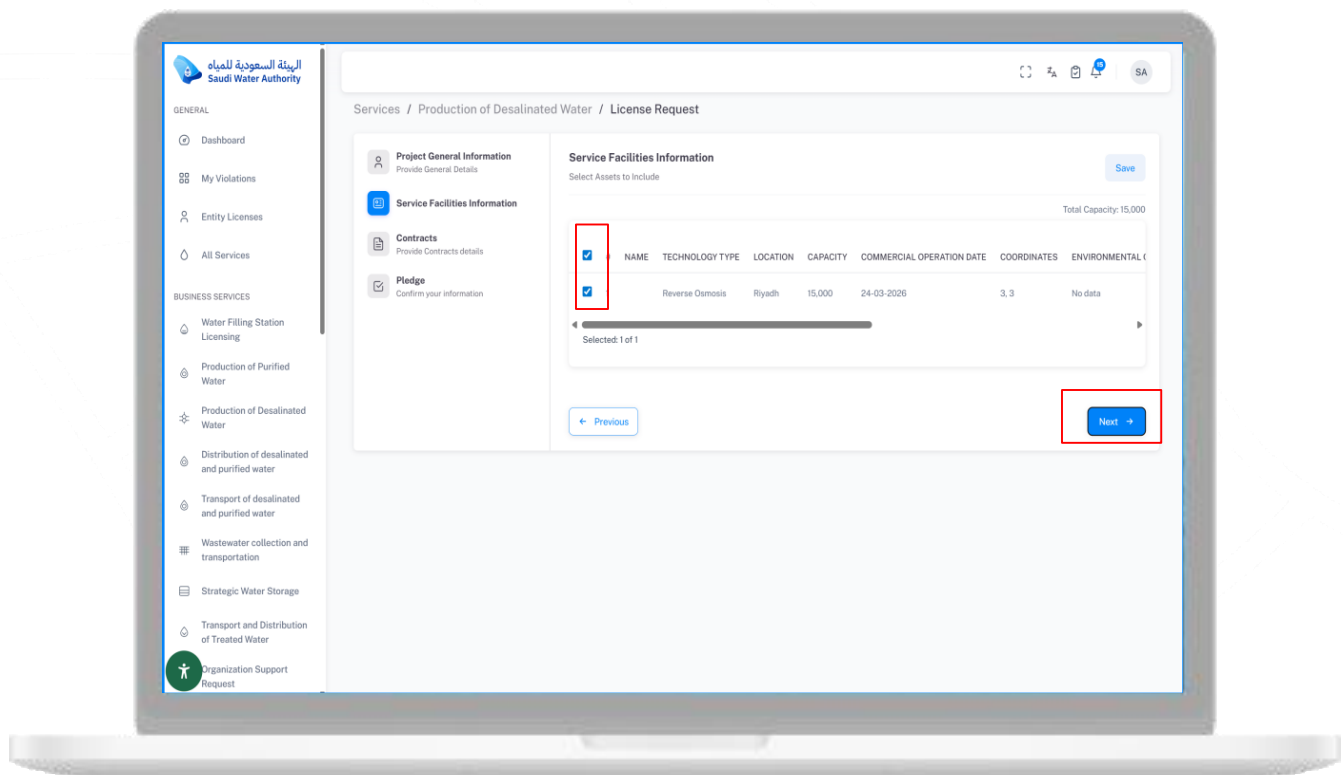
## Third: Steps to Access the Service

8. Attach the required files and documents.



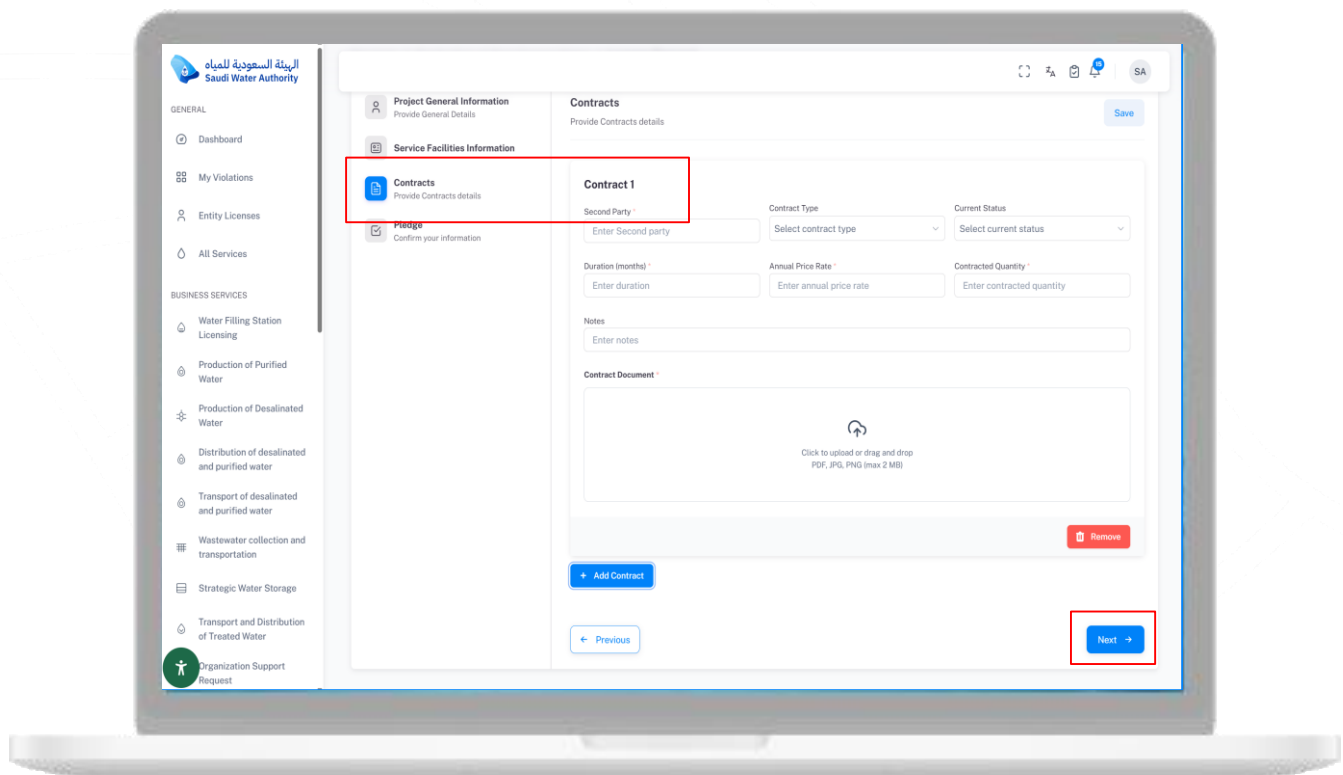
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



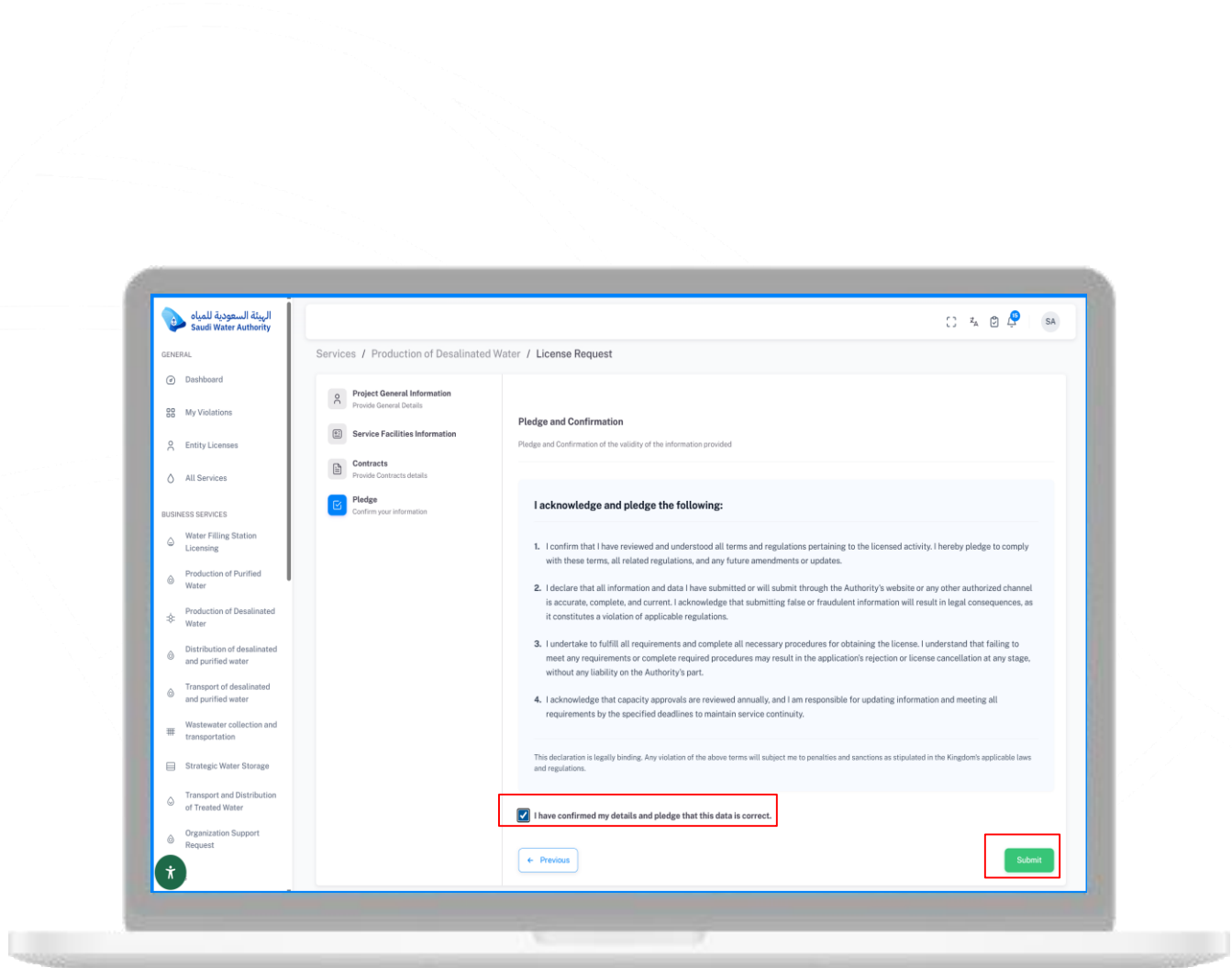
## Third: Steps to Access the Service

### 10. Enter contract details (if applicable)



## Third: Steps to Access the Service

### 11. Acknowledge the accuracy of the information and click “Submit”



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Transport of Desalinated and Purified Water Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Licensing Service for the Transport of Desalinated and Purified Water.

### Service Description:

This service enables applicants to submit a request for a license to establish and operate facilities and pipelines—within a specified spatial scope—for the transport of desalinated and purified water for urban or industrial use. The service is provided in accordance with the approved regulations and bylaws governing the water sector.

### Service Objectives:

- Regulate and supervise water transport activities within a defined spatial scope.
- Verify that facilities comply with approved regulatory and technical requirements.
- Ensure the safety and reliability of water transport operations and protect associated infrastructure.
- Safeguard the rights of beneficiaries and enhance compliance with regulatory requirements in transport activities.

### Target Groups:

Entities seeking to practice water transport activities within a specified spatial scope.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved regulatory and technical requirements for practicing water transport activities.
2. Definition of the spatial scope of the licensed activity.
3. Compliance with regulations governing the use of land and buildings designated for the activity.
4. Obtaining any relevant approvals or licenses from competent authorities (where applicable).
5. Compliance with financial and accounting requirements in accordance with approved regulations.

### Service Requirements:

- Provide the applicant facility's information.
- Enter activity details and the geographical scope of operations.
- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Indicate the accounting system or standard applied and the approved accounting basis.
- Provide details of contracts related to the activity.
- Enter the national address of the project/facility.



## Second: Terms and Requirements

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Site plan for the land and buildings where the project/facility will operate.
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Financial statements for the past three years (for existing projects/facilities).
- Any relevant approvals or permits from competent authorities (where applicable).

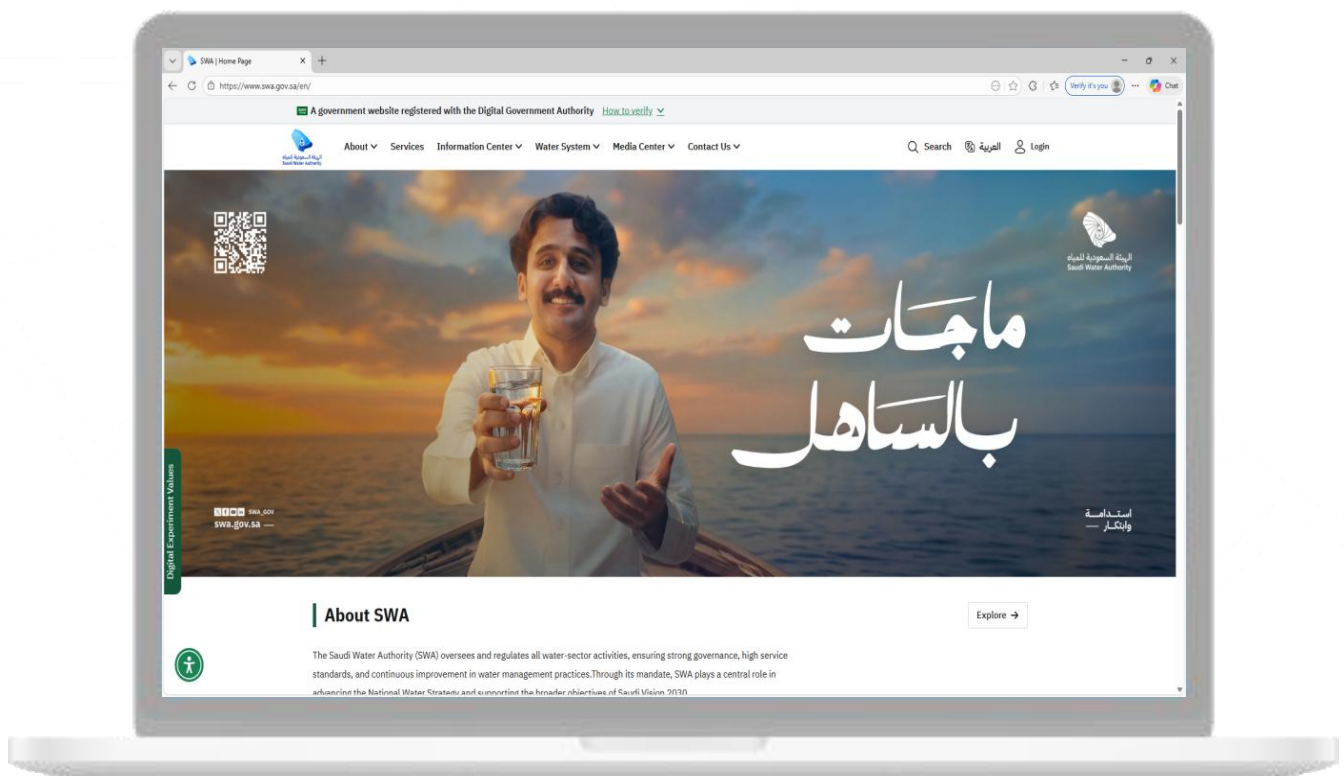
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

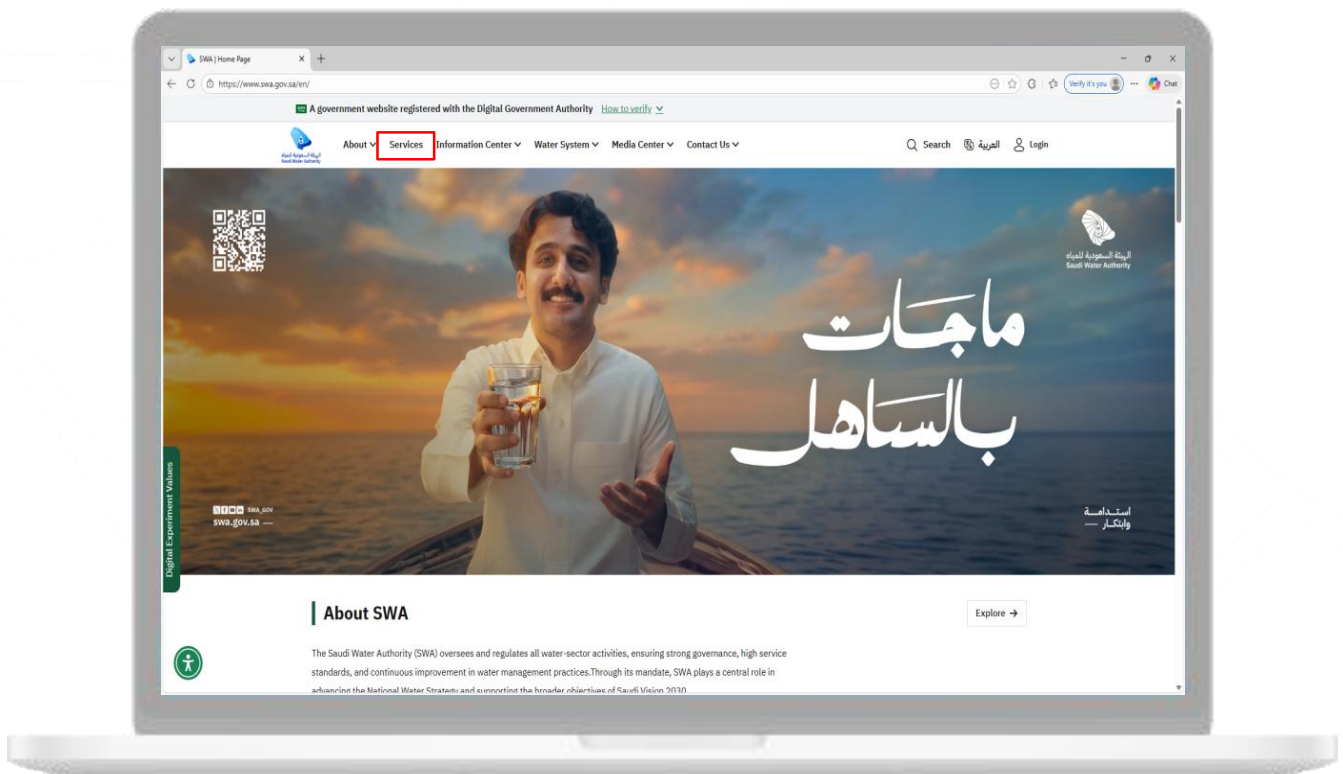


Click here to visit the website



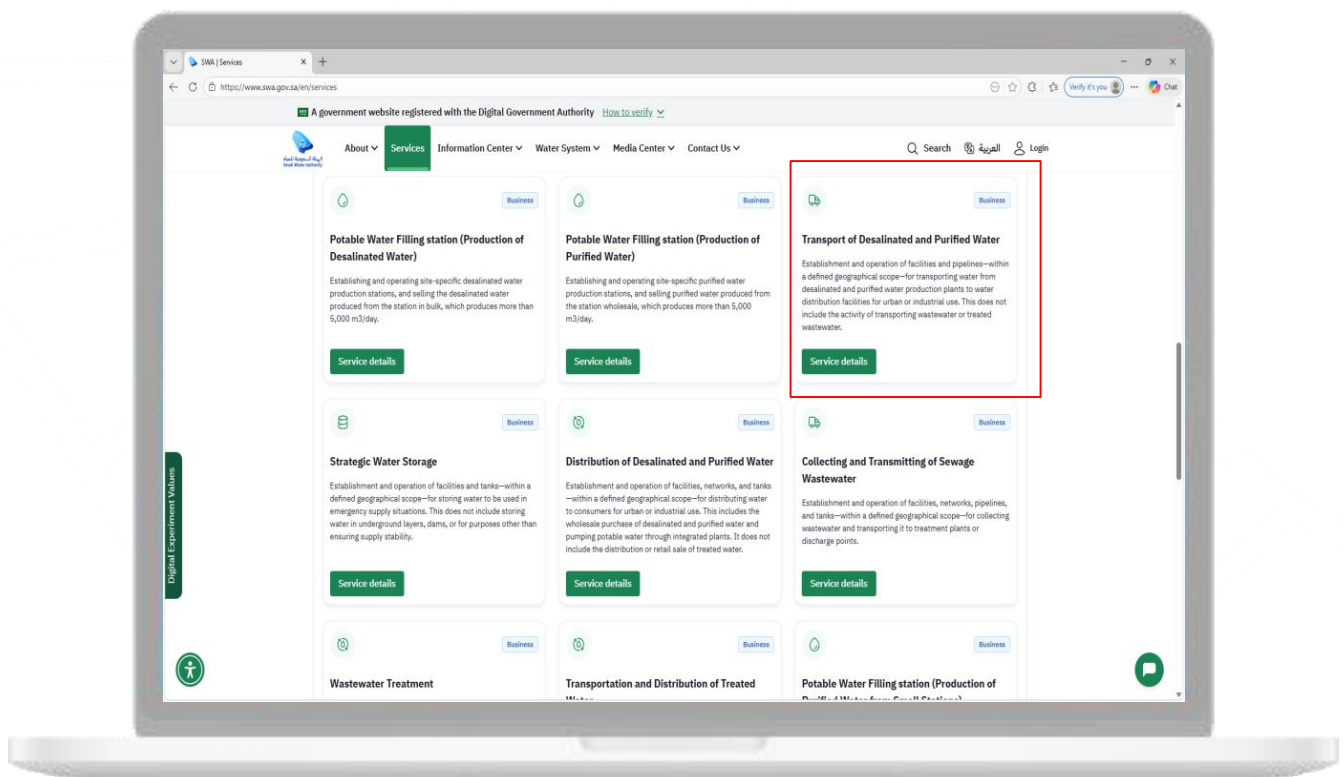
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



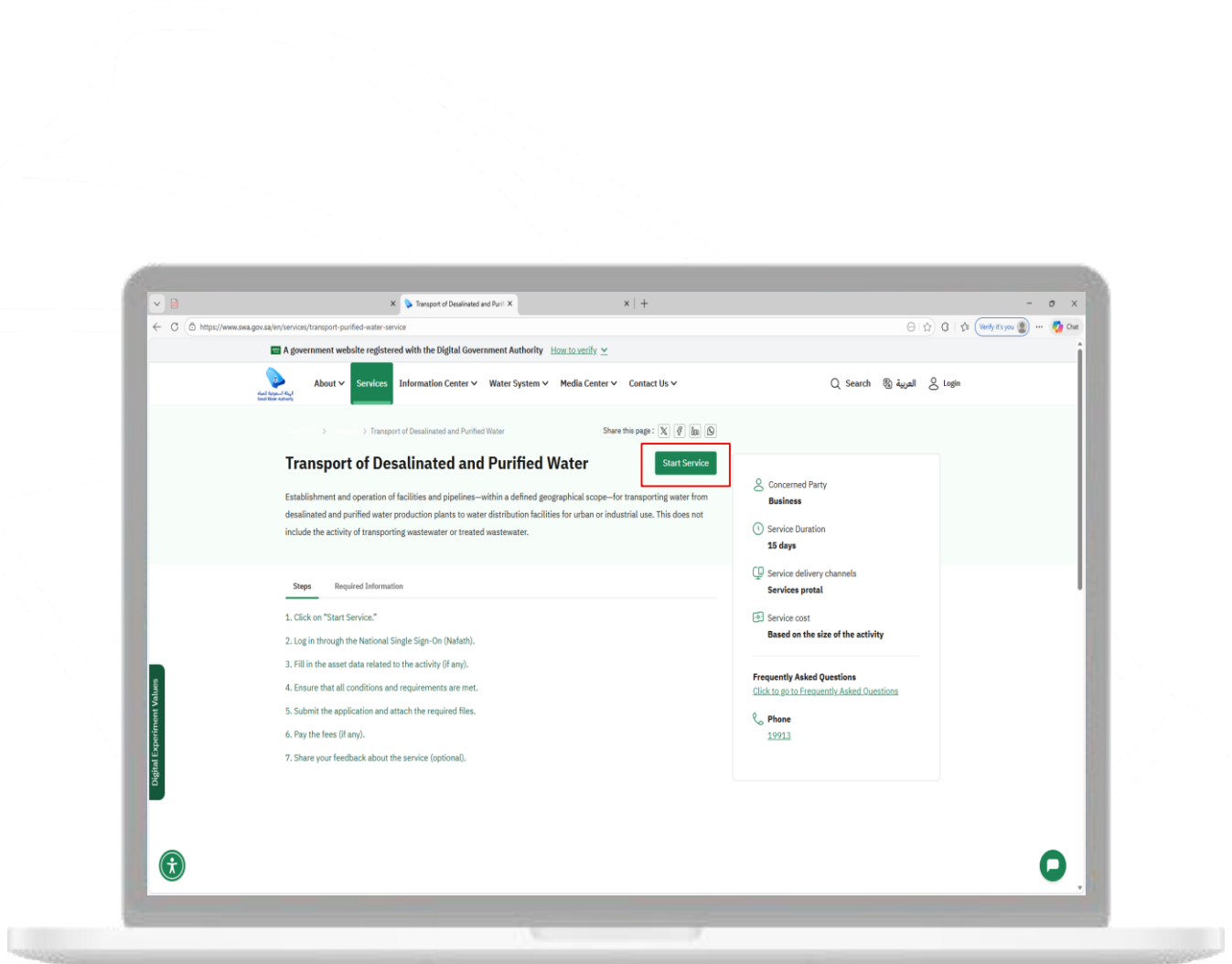
## Third: Steps to Access the Service

3. Select the “Transport of Desalinated and Purified Water” service.



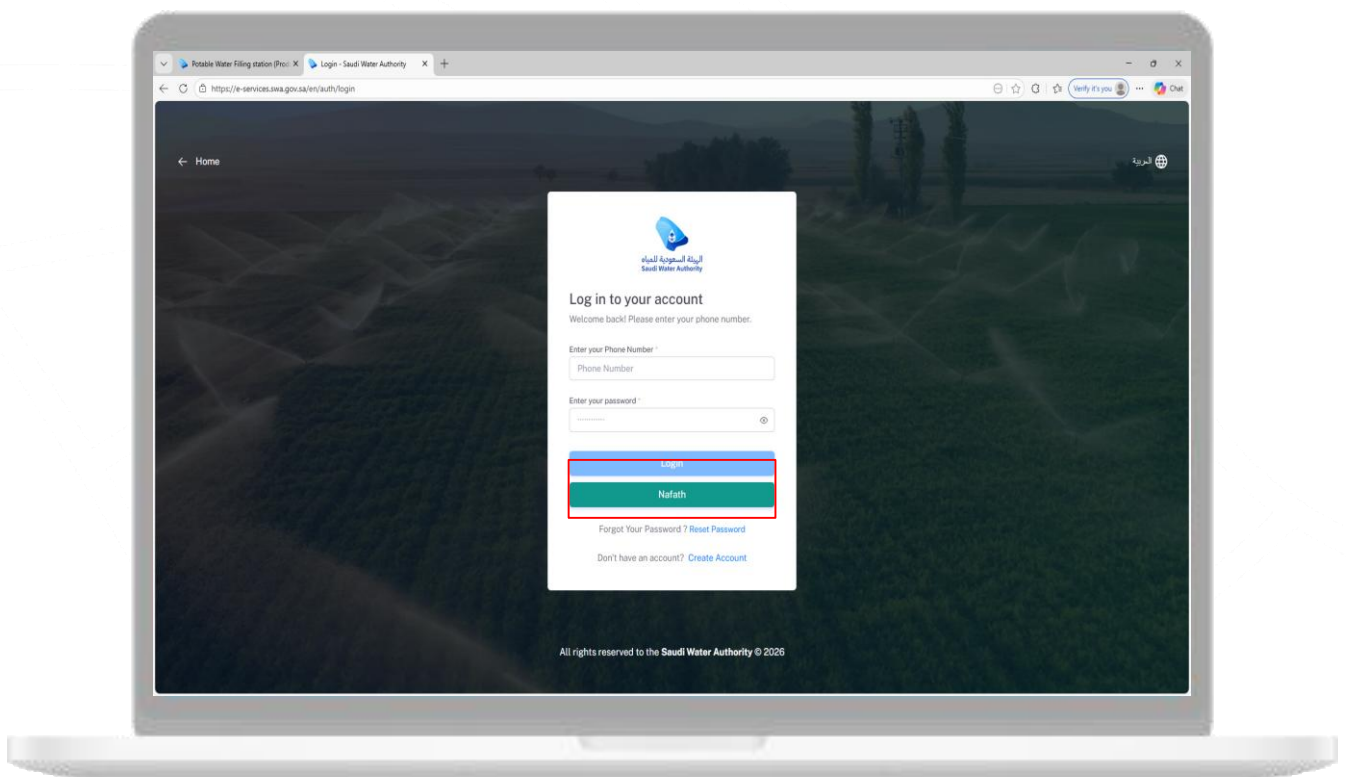
## Third: Steps to Access the Service

4. Click on "Start Service."



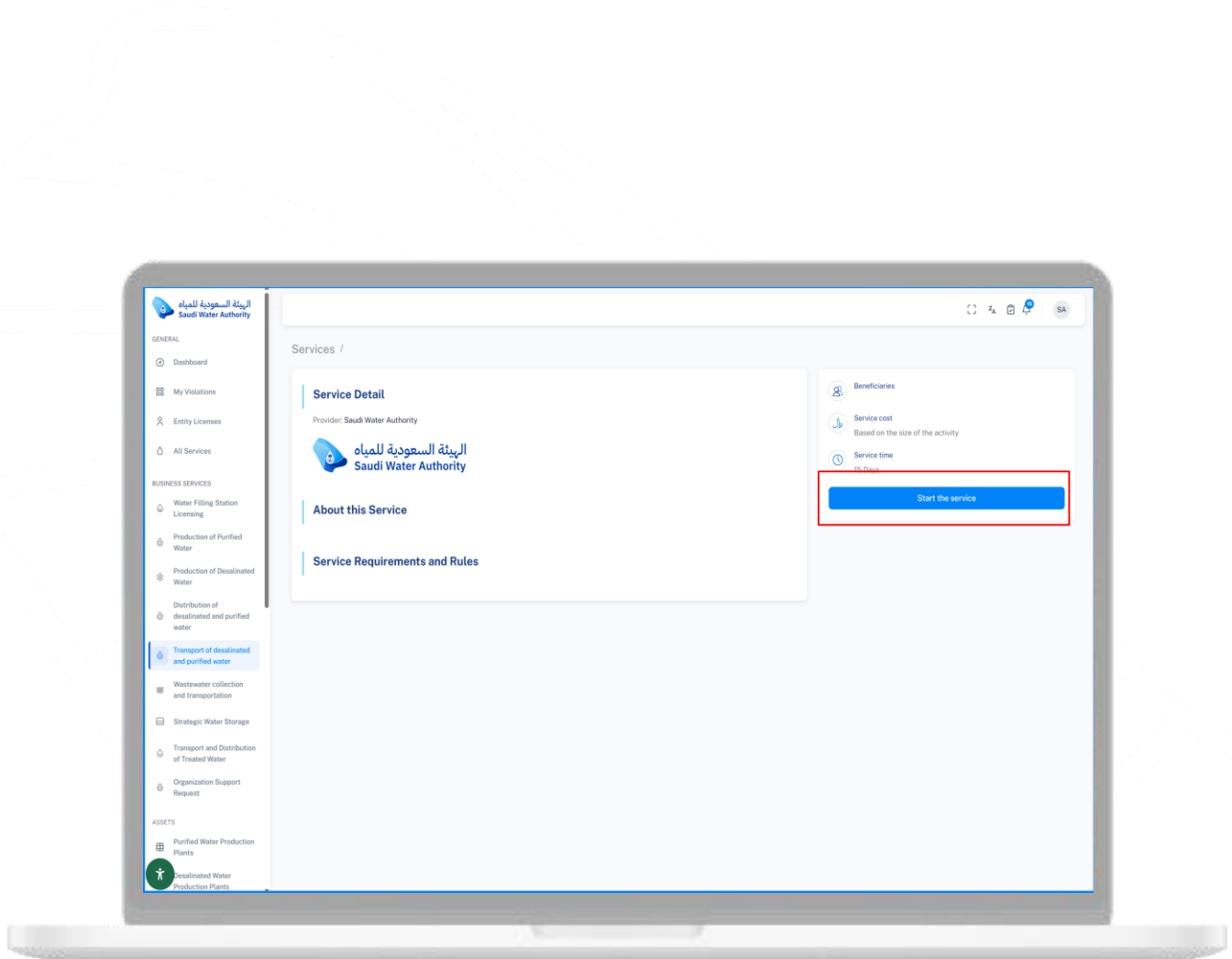
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



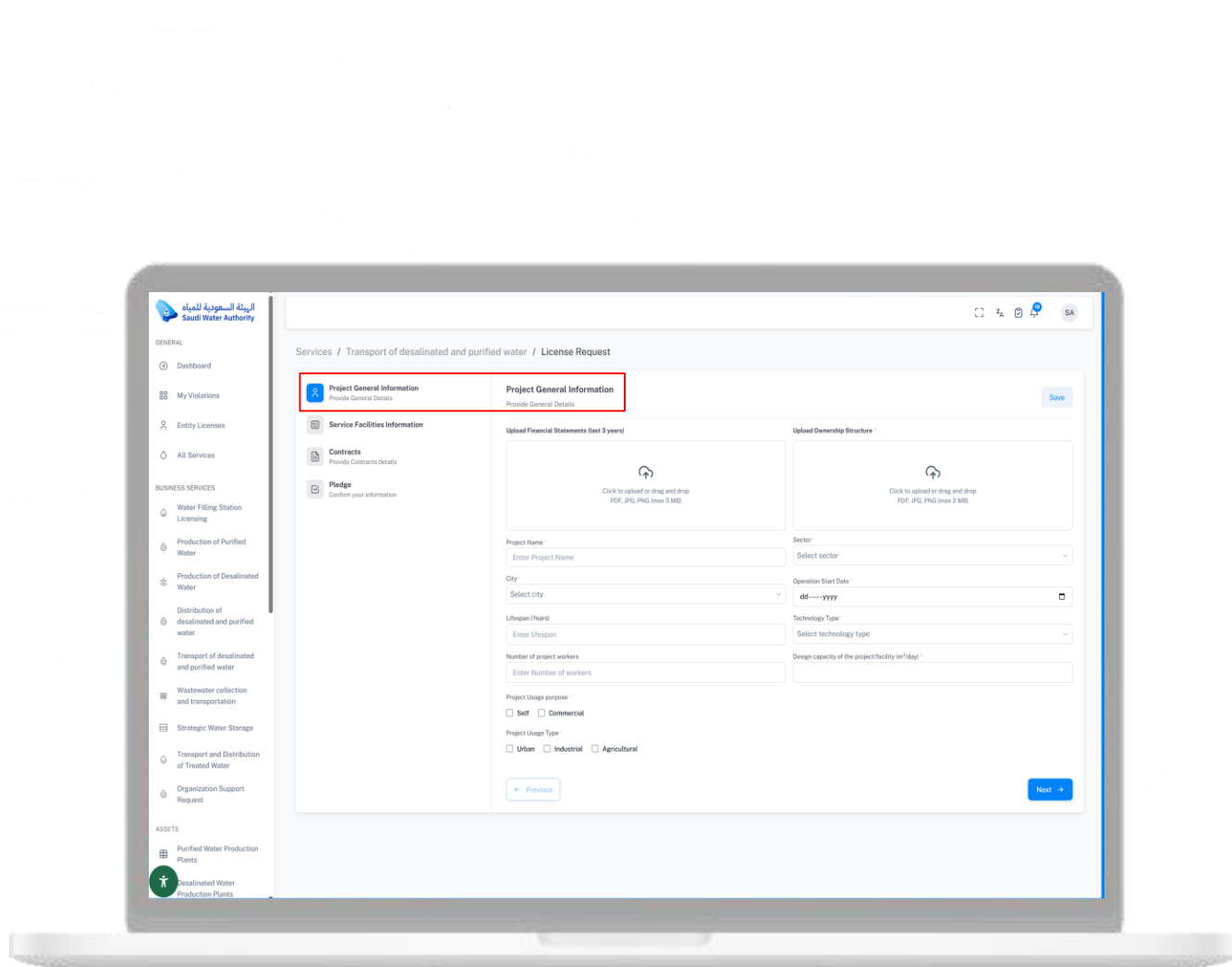
## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



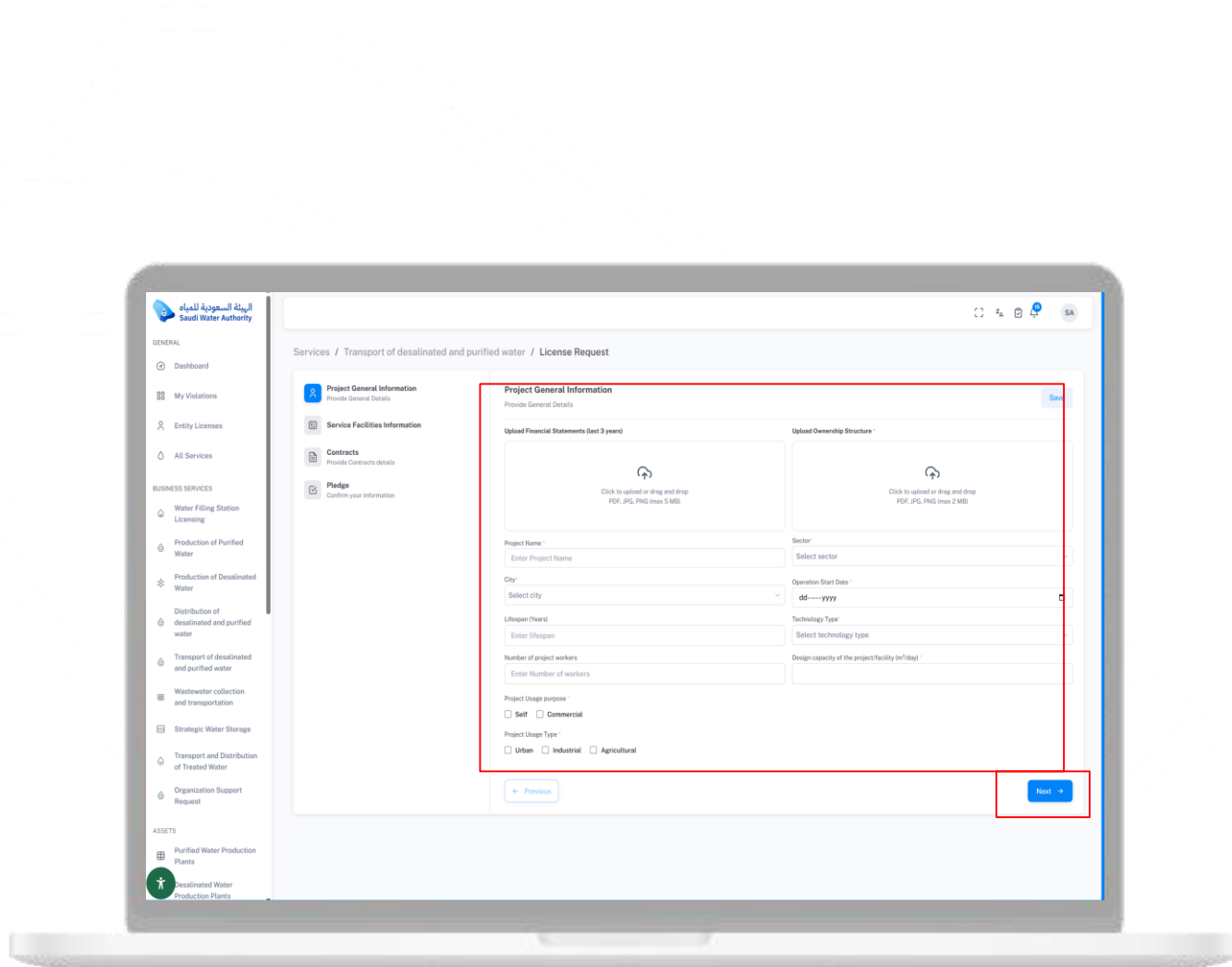
## Third: Steps to Access the Service

### 7. Fill out the licensing application form with the required data.



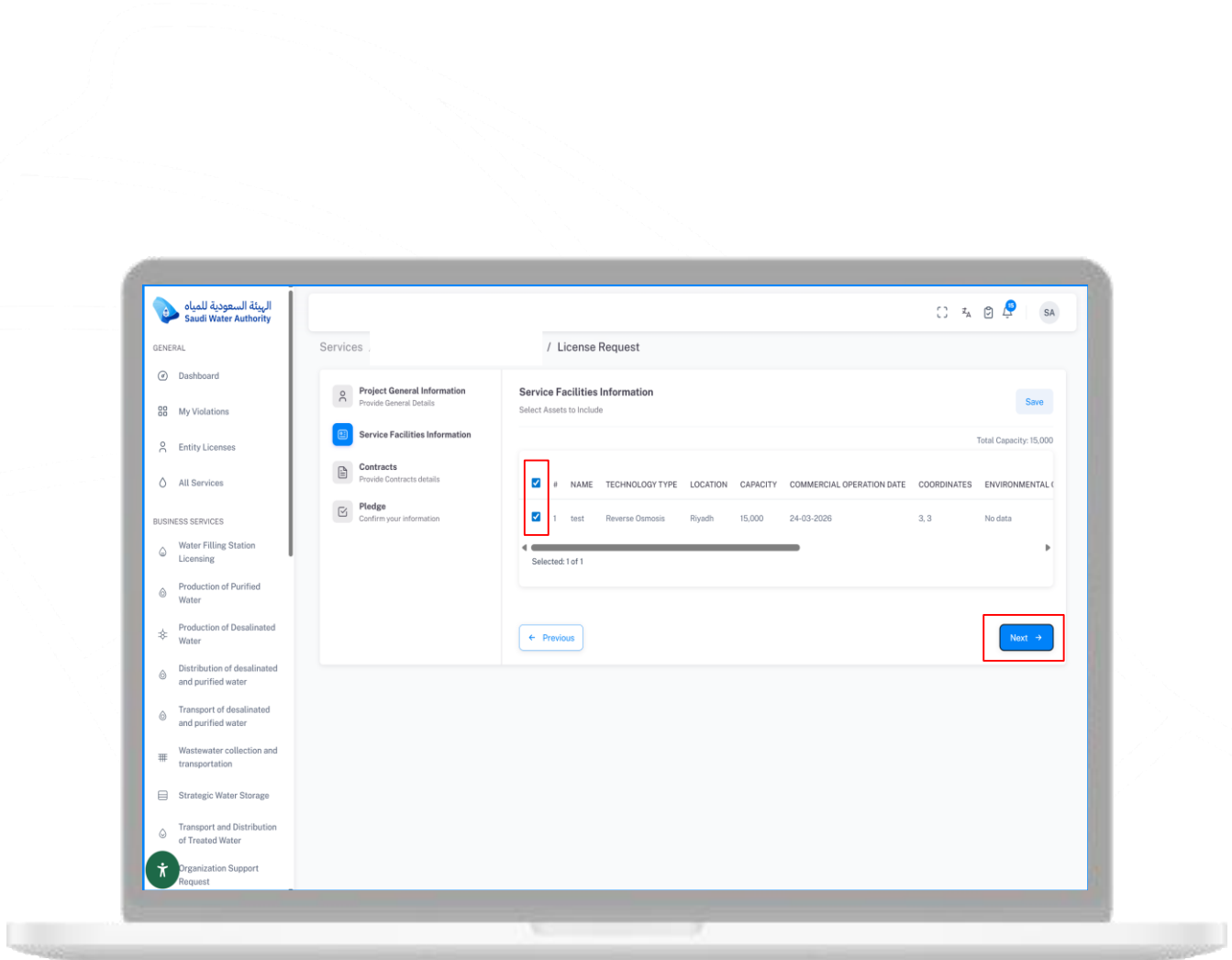
## Third: Steps to Access the Service

### 8. Attach the required files and documents.



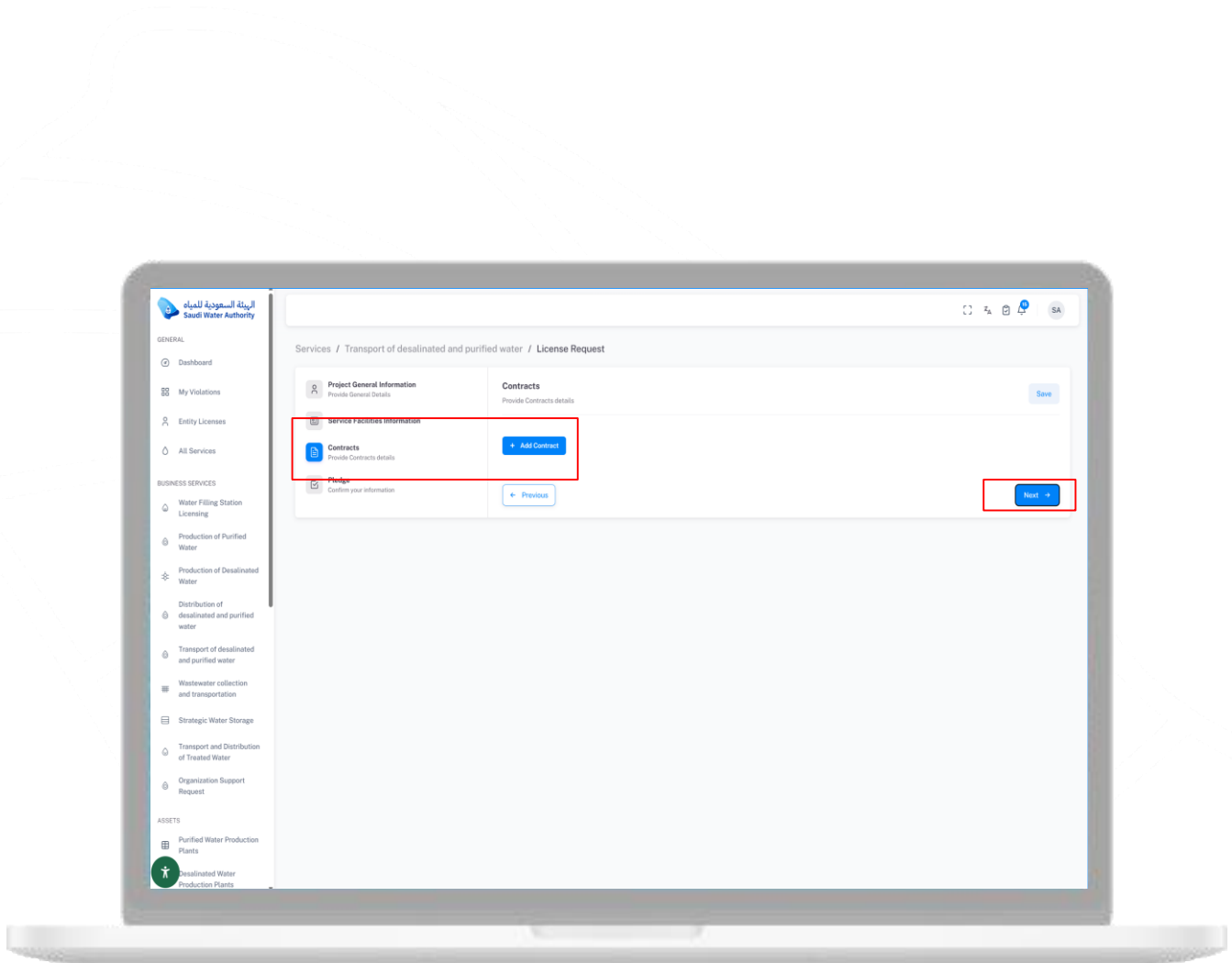
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



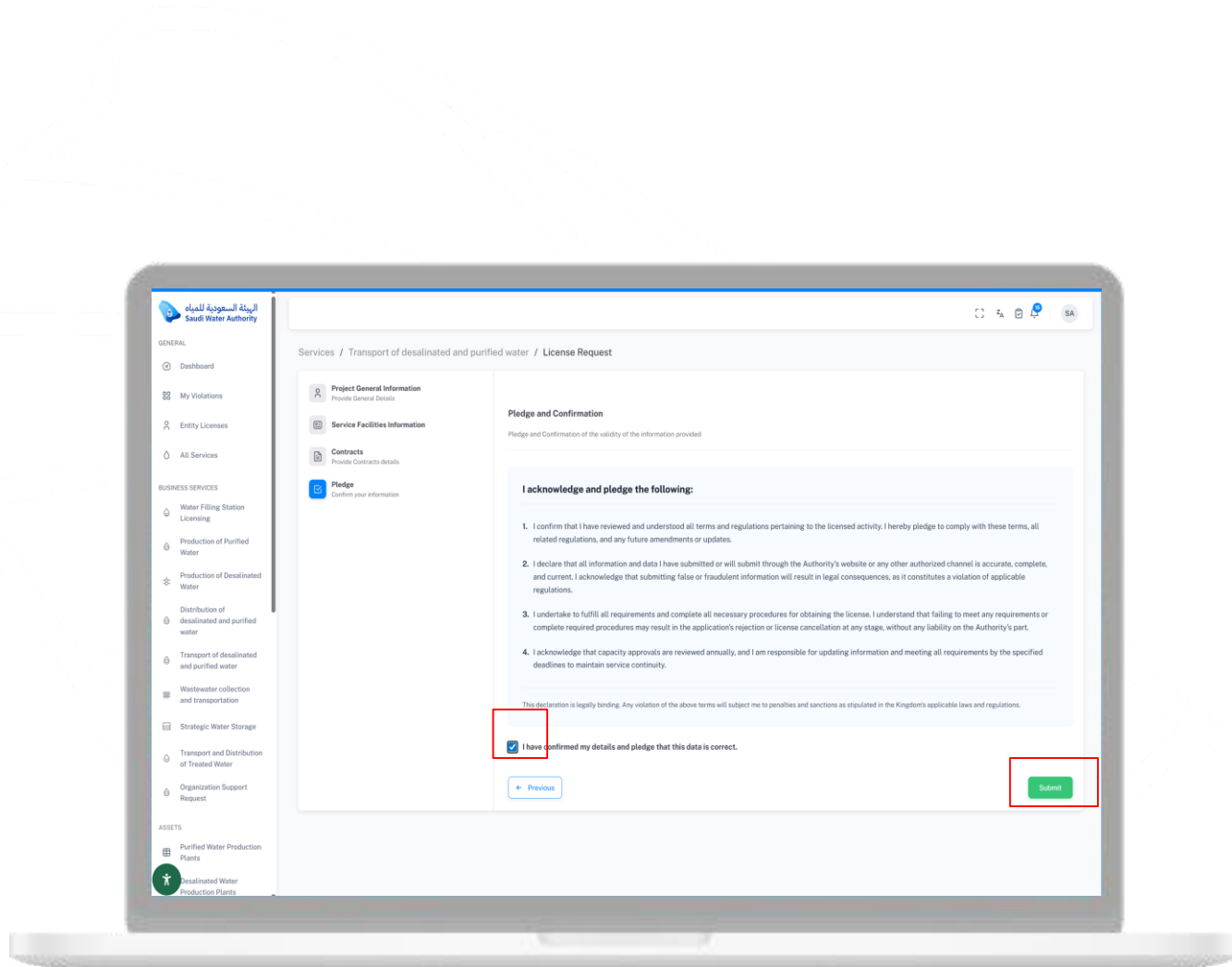
## Third: Steps to Access the Service

### 10. Enter contract details (if applicable).



## Third: Steps to Access the Service

### 11. Acknowledge the accuracy of the information and click “Submit.”



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Distribution of Desalinated and Purified Water Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Licensing Service for the Distribution of Desalinated and Purified Water.

### Service Description:

This service enables applicants to submit a request for a license to practice the activity of distributing desalinated and purified water, in accordance with the regulations and bylaws approved in the water sector. The service ensures that the activity is conducted within the approved regulatory and technical frameworks.

### Service Objectives:

- Regulate and oversee the distribution of desalinated and purified water.
- Verify that facilities comply with approved technical and regulatory requirements.
- Ensure the quality and safety of distributed water.
- Protect consumers within the water distribution system.

### Target Groups:

Facilities wishing to practice the activity of distributing desalinated or purified water.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved regulatory and technical requirements for practicing desalinated water distribution activities.
2. Obtaining relevant approvals or licenses from competent authorities.
3. Disclosure of any other licensed water service activities practiced by the Facility.

### Service Requirements:

- Provide the applicant facility's information.
- Enter distribution locations or points.
- Provide technical data related to the distribution mechanism and systems.
- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Specify the accounting system or standard used and the basis of accounting.
- Provide information on other licensed water service activities and attach copies of the relevant licenses.
- Enter the national address of the project/facility.



## Second: Terms and Requirements

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Site plan for the land and buildings where the project/facility will operate (if there are fixed operational facilities).
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Operational permit issued by the National Center for Environmental Compliance (NCEC).
- Financial statements for the past three years (for existing projects/facilities).
- Copies of licenses for other water service activities practiced by the entity (if any).
- Technical documents related to the distribution activity.

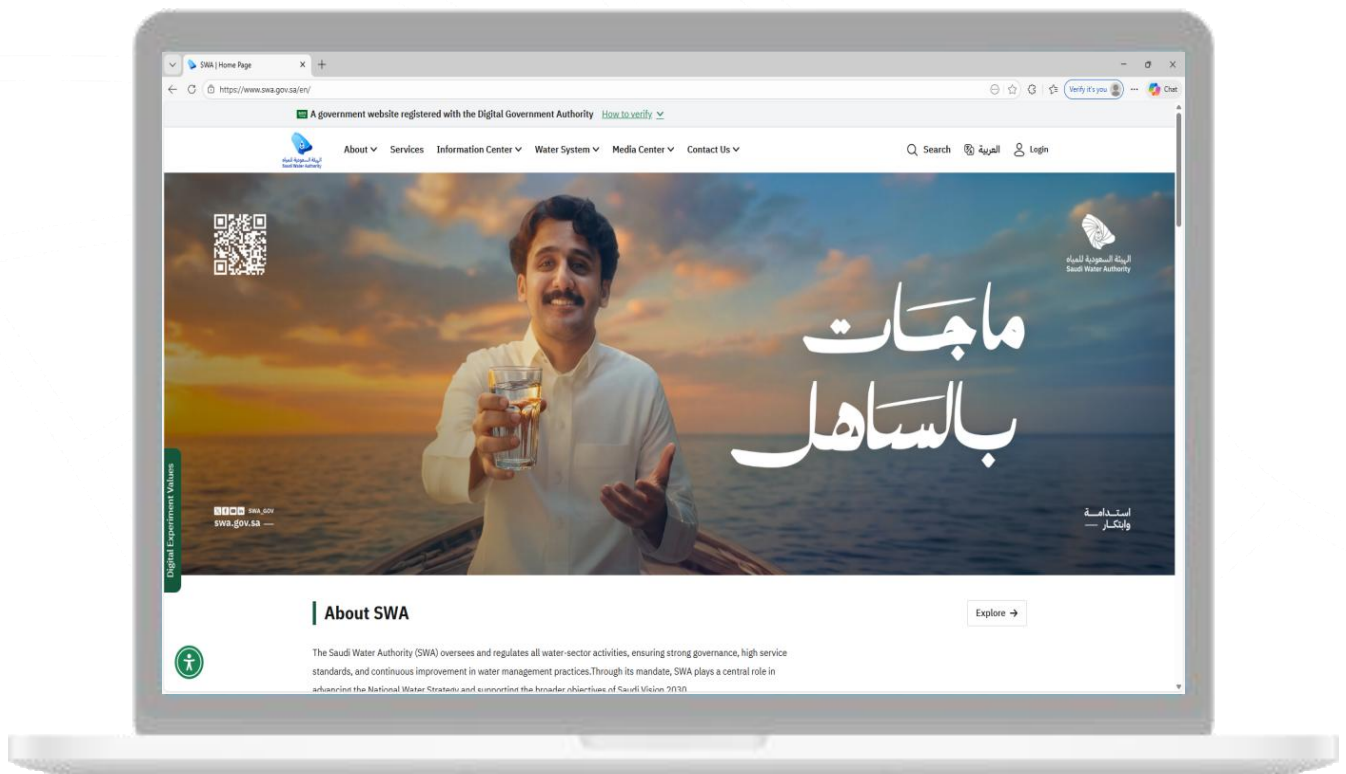
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

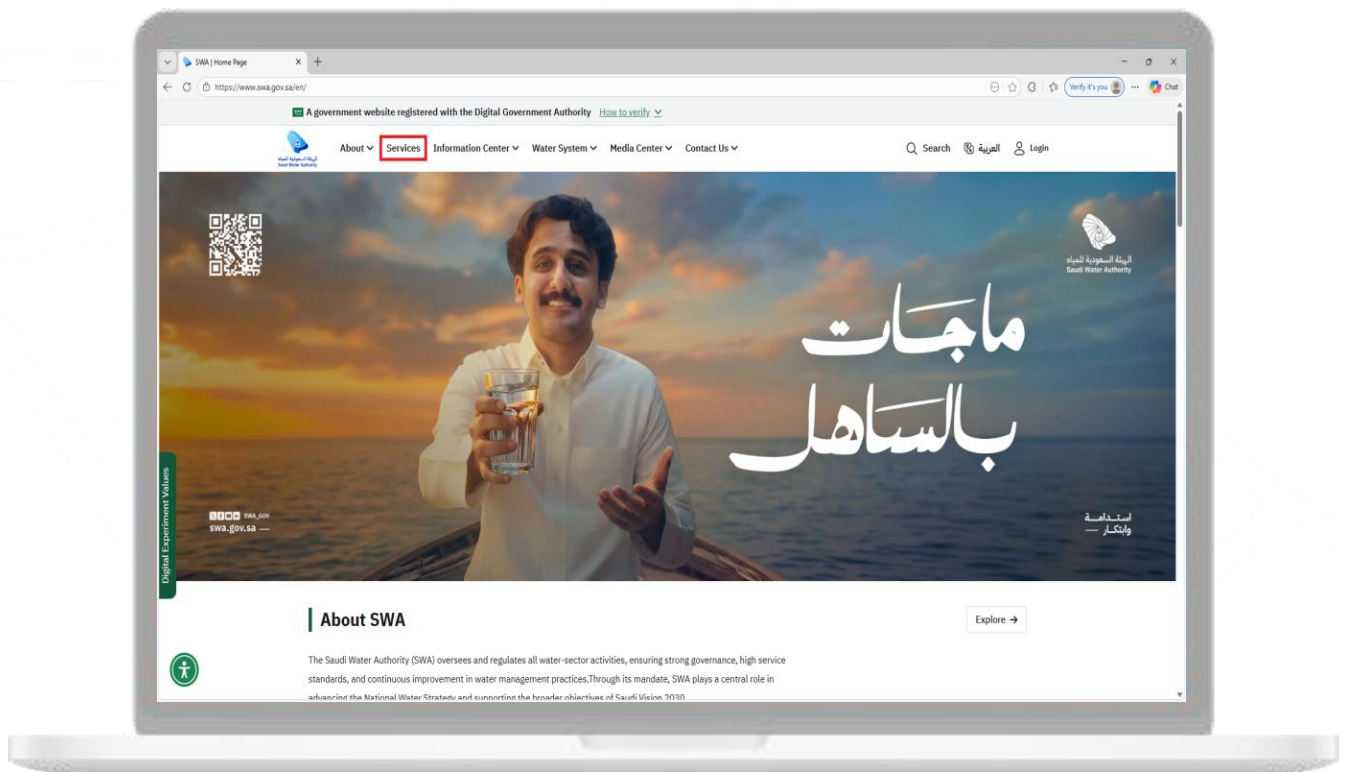


[Click here to visit the website](https://www.swa.gov.sa/en/)



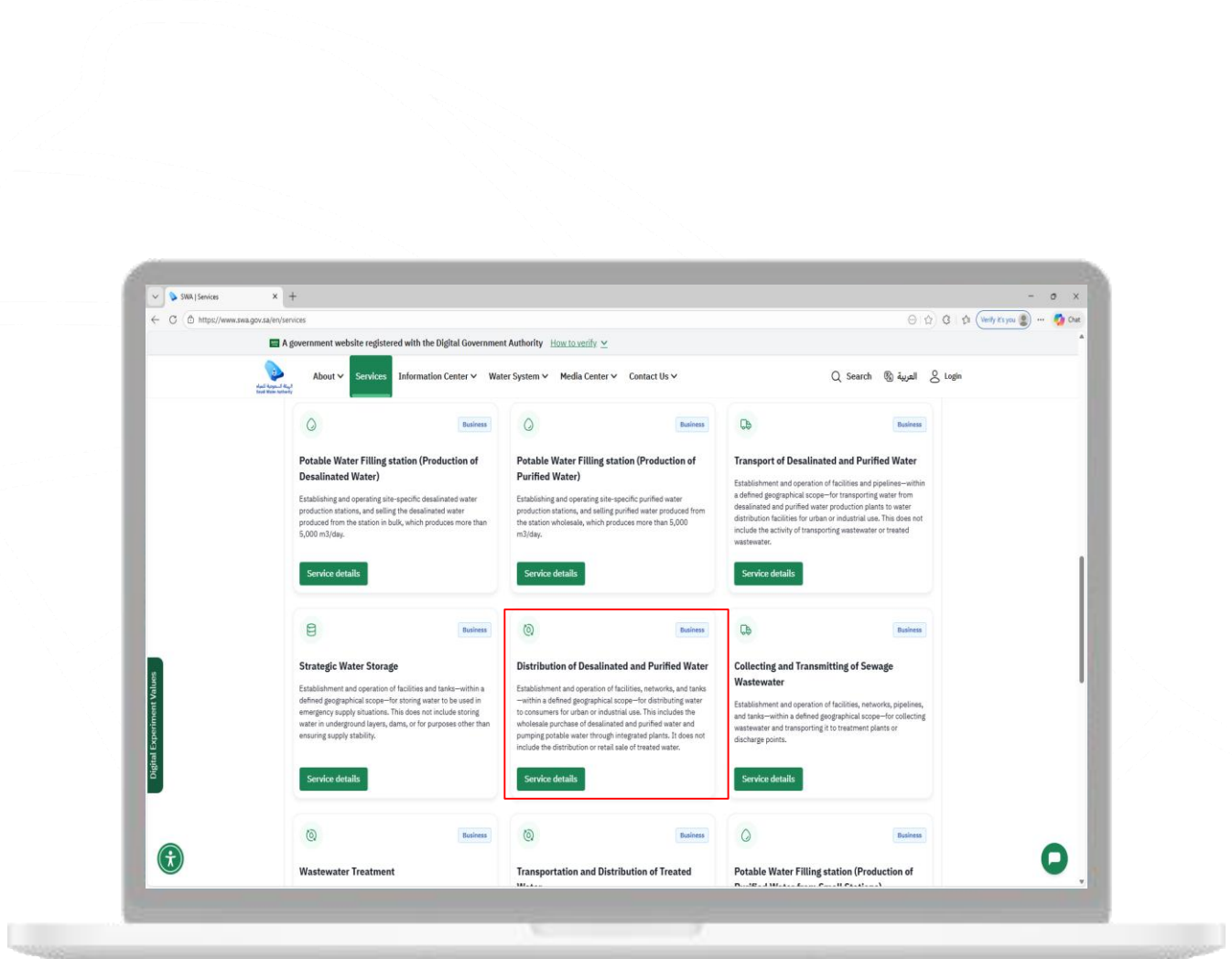
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



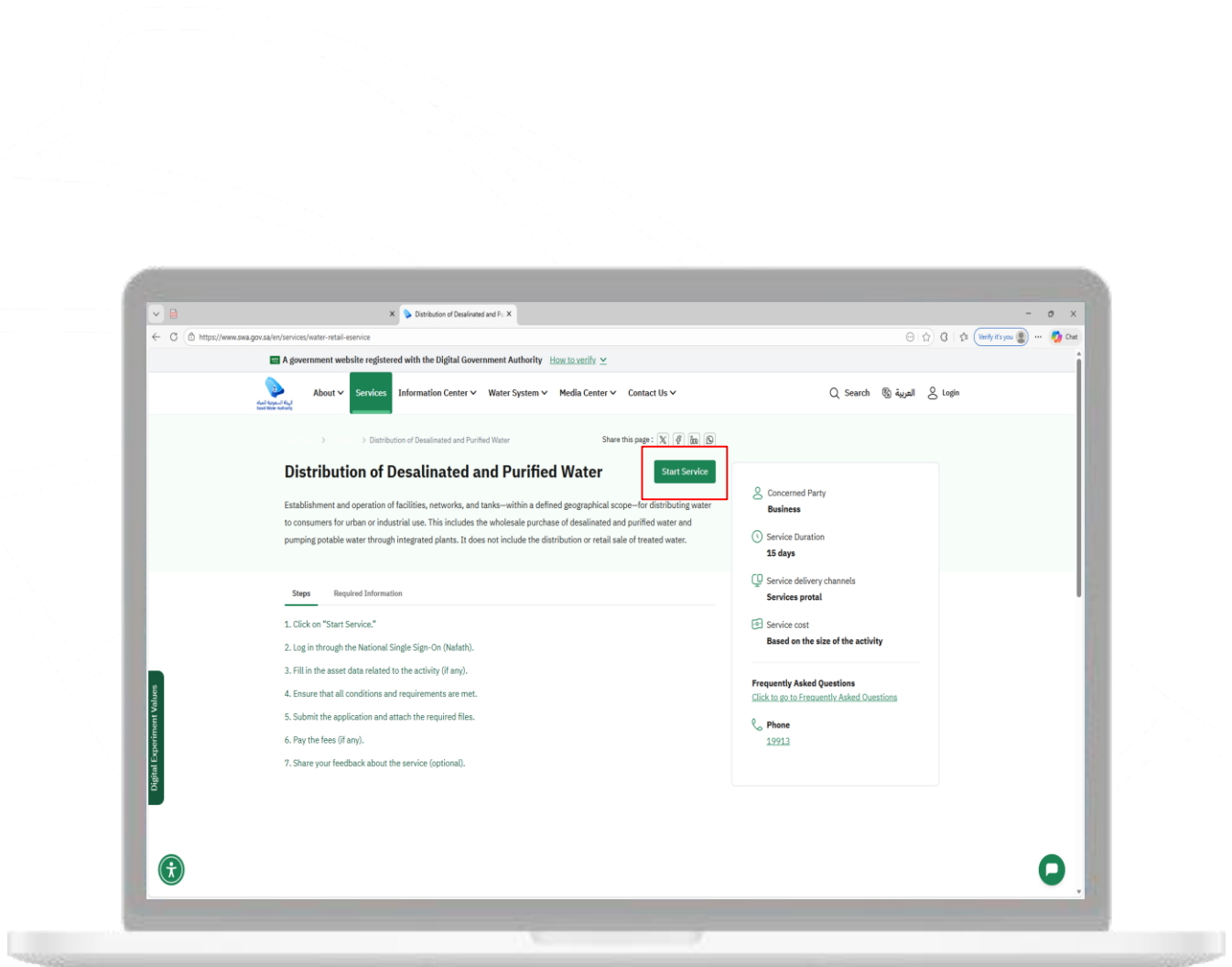
## Third: Steps to Access the Service

3. Select the “Distribution of Desalinated and Purified Water” service.



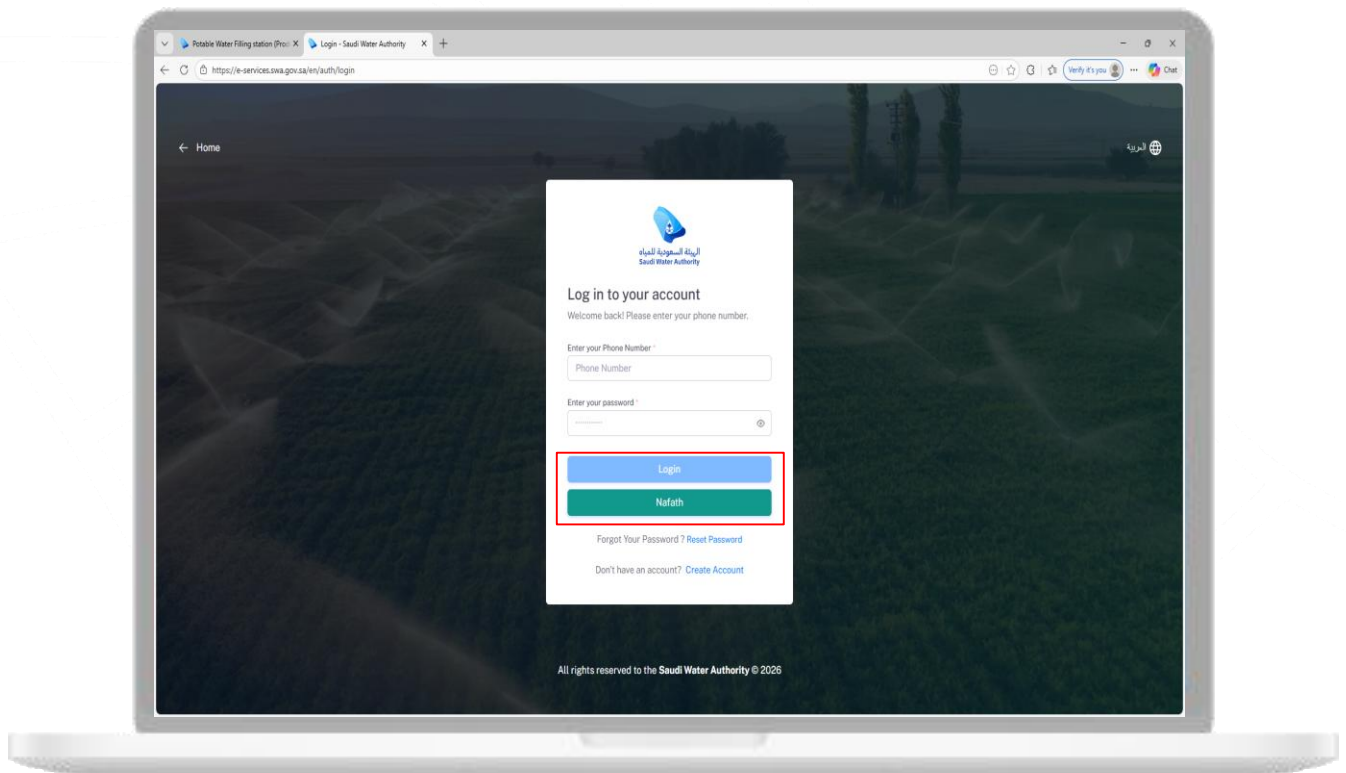
## Third: Steps to Access the Service

### 4. Click on "Start Service."



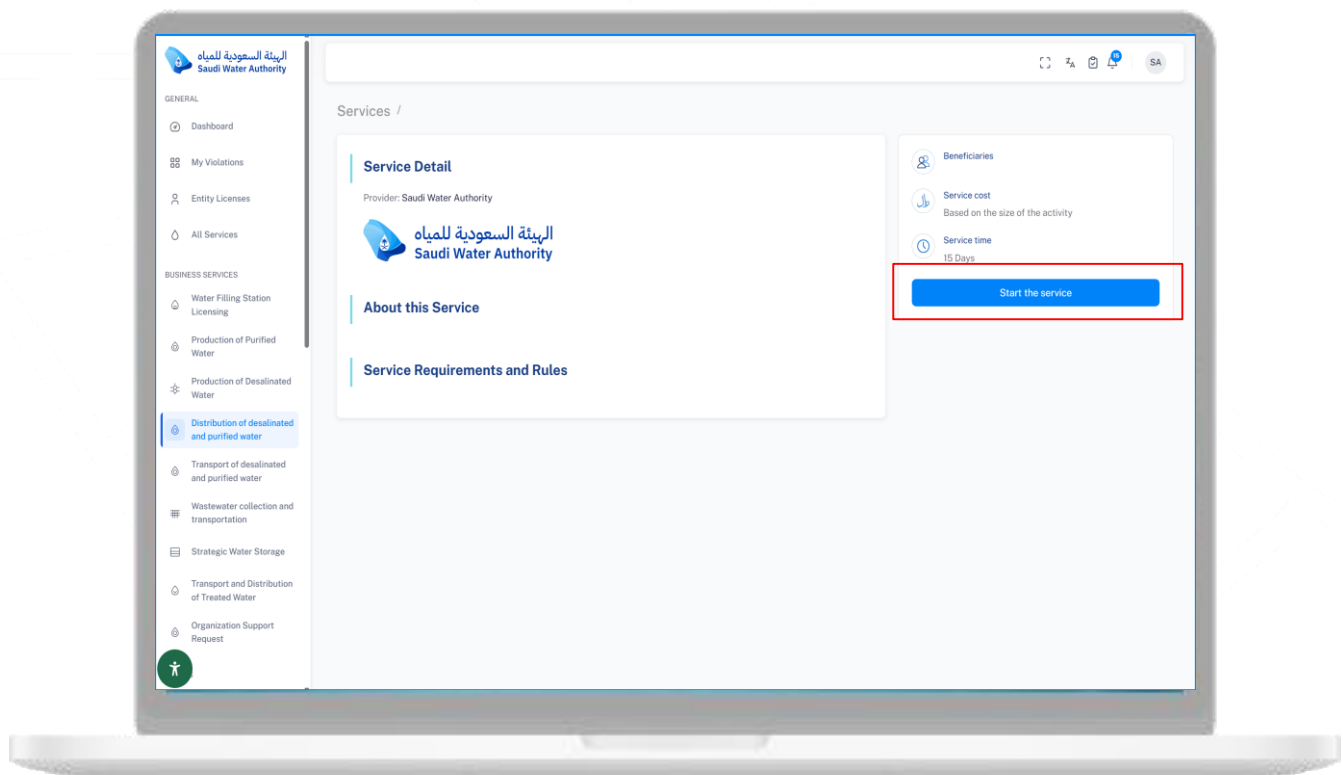
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



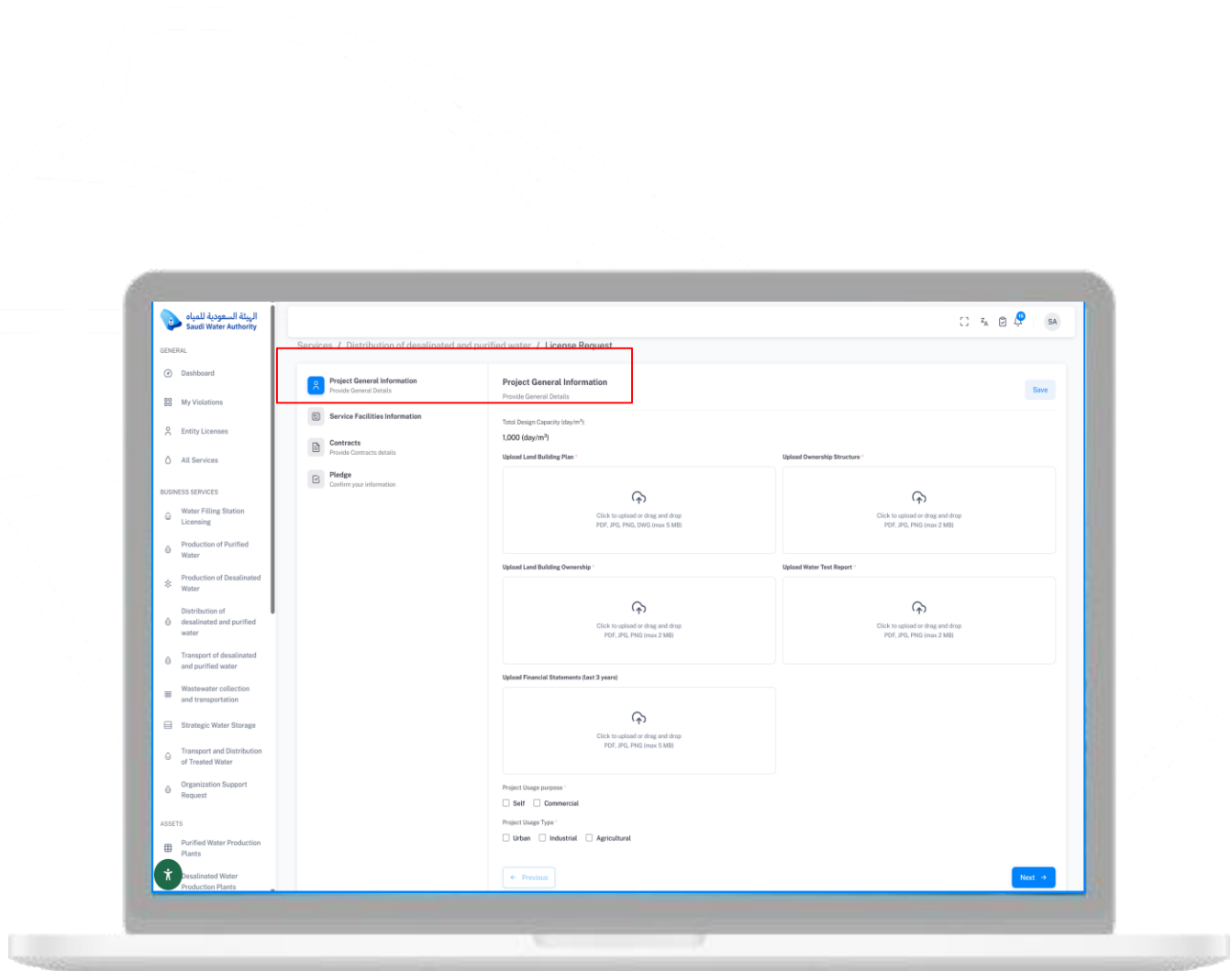
## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



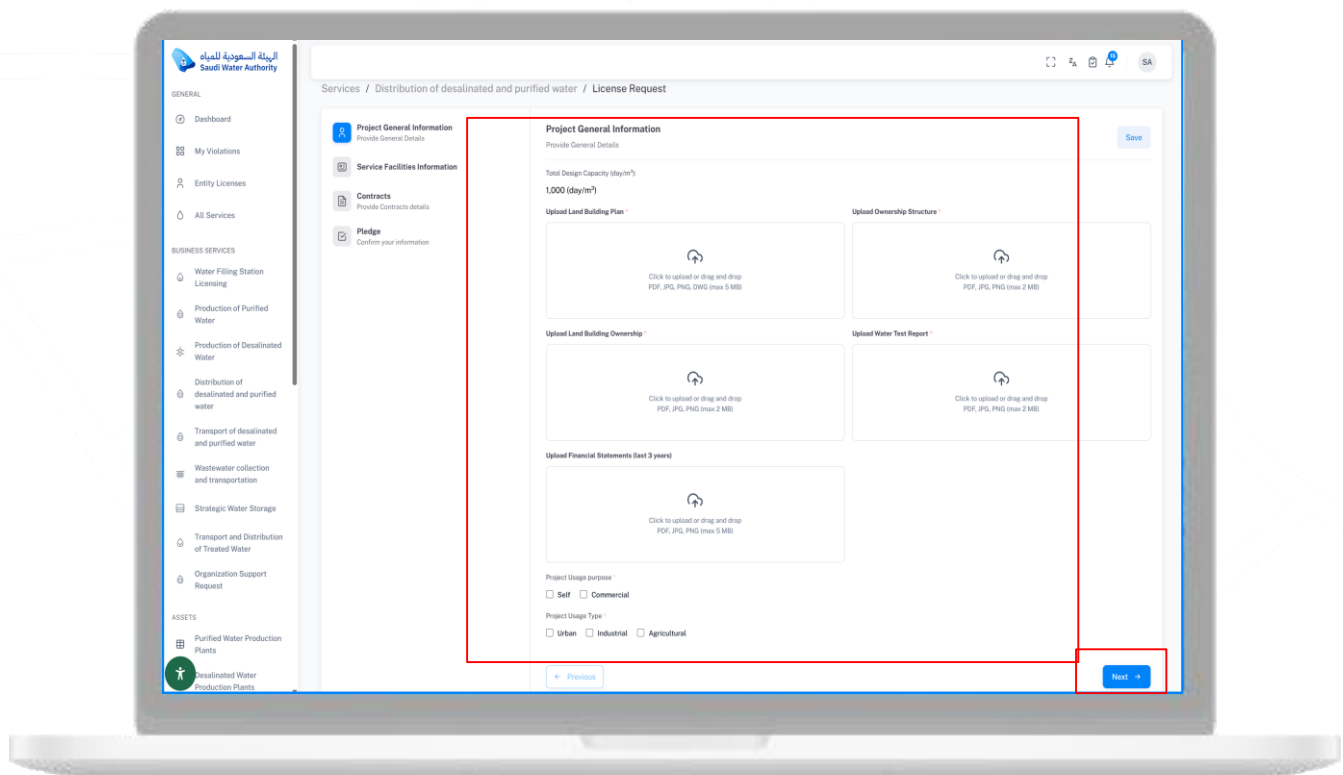
## Third: Steps to Access the Service

7. Fill out the licensing application form with the required data.



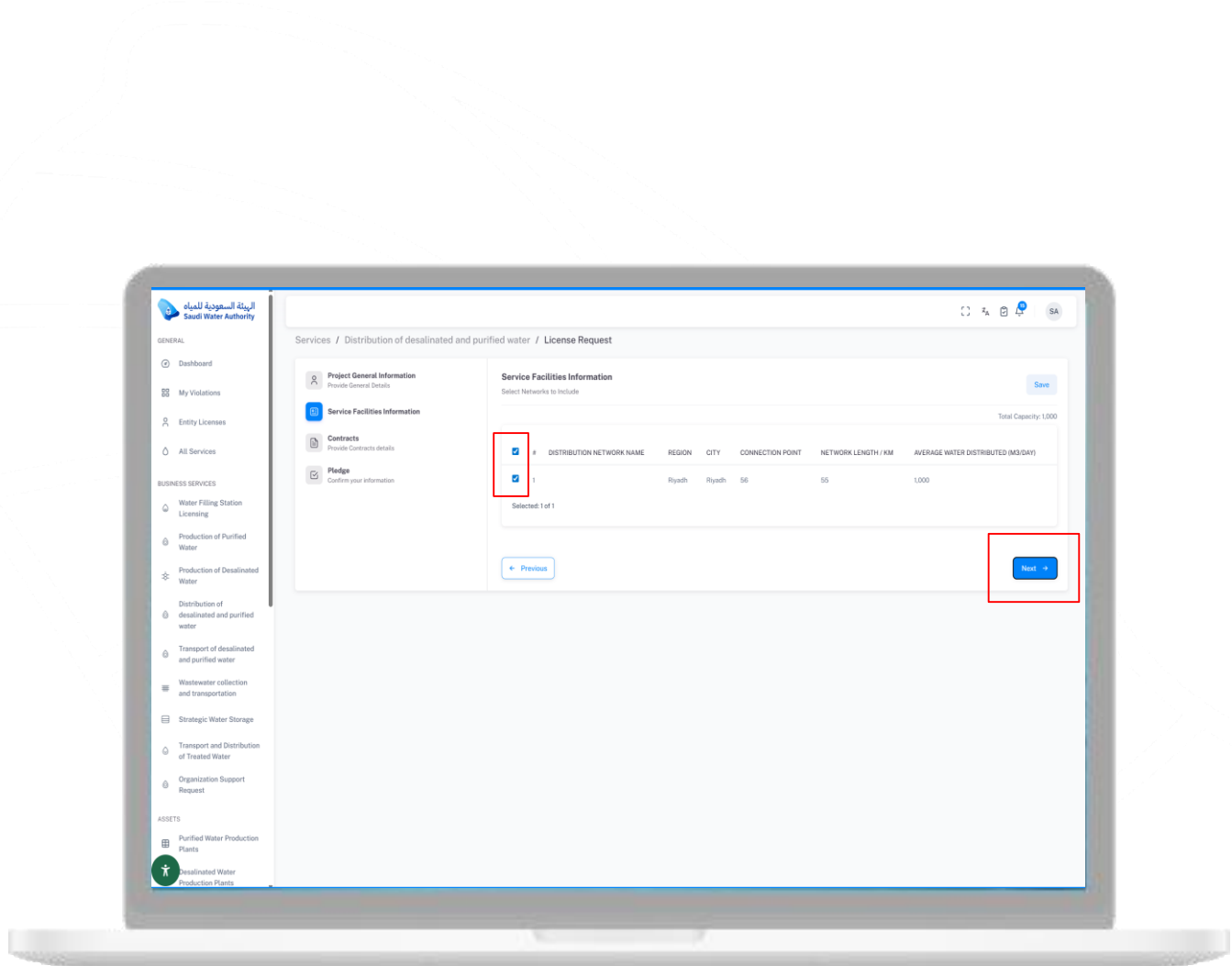
## Third: Steps to Access the Service

### 8. Attach the required files and documents.



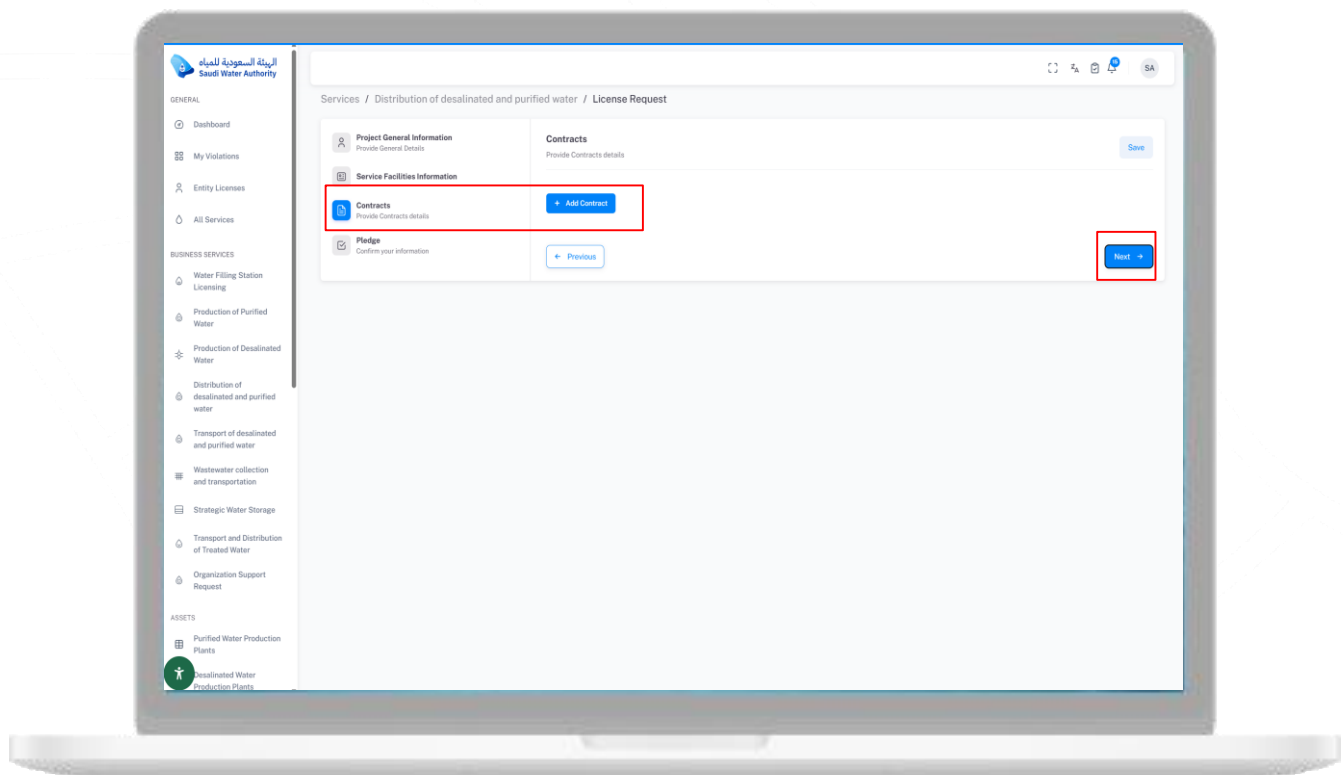
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



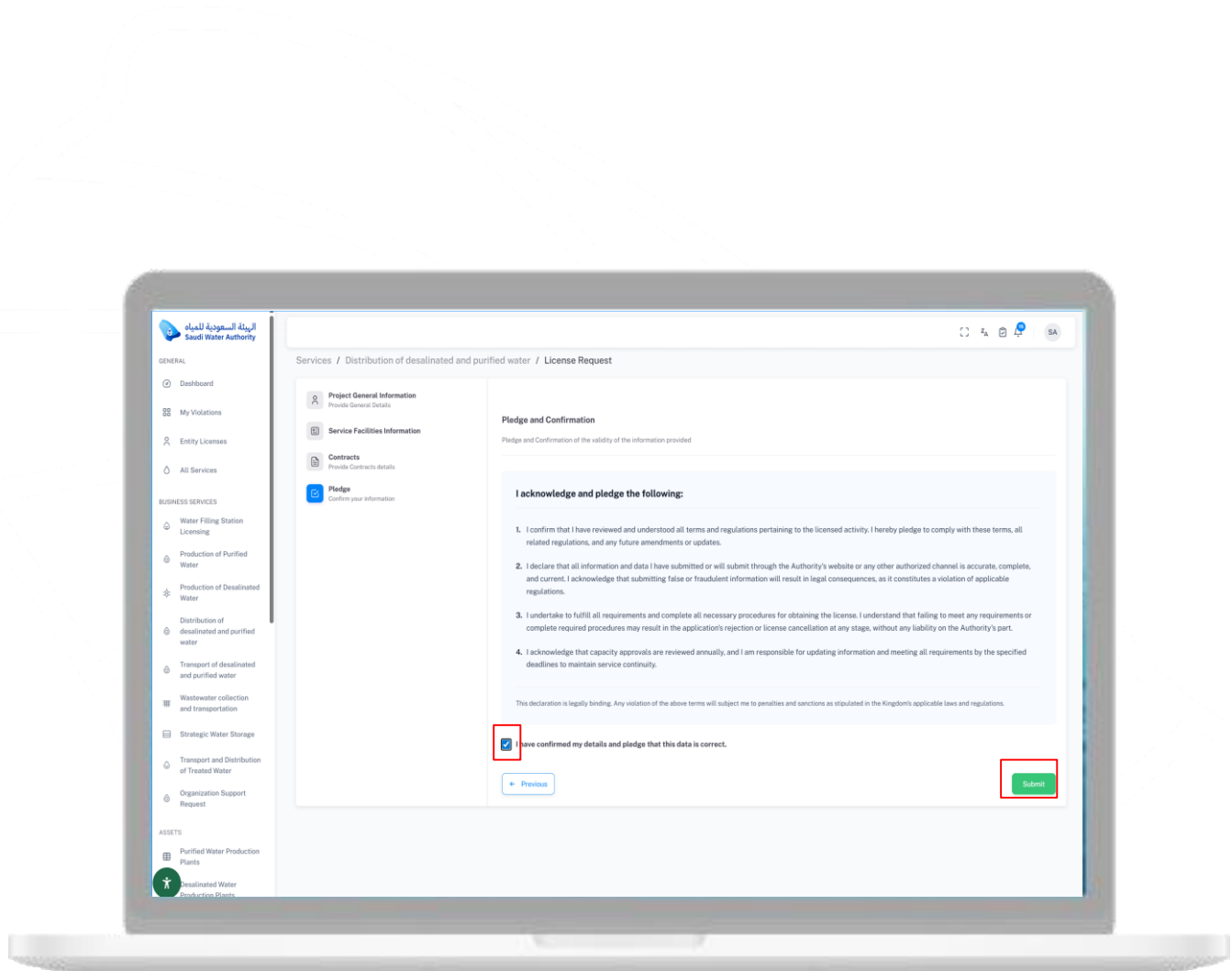
## Third: Steps to Access the Service

### 10. Enter contract details (if applicable)



## Third: Steps to Access the Service

### 11. Acknowledge the accuracy of the information and click “Submit”



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

User Guide:

# Collecting and Transmitting of Sewage Wastewater Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Sewage Wastewater Collection and Transportation License Request Service.

### Service Description:

This service enables applicants to submit a request for a license to practice the activity of collecting and transporting sewage wastewater. The service is provided in accordance with the regulations and regulatory frameworks governing the water sector, ensuring that the activity is conducted within the approved legal and technical requirements.

### Service Objectives:

- Regulate and oversee the activity of sewage wastewater collection and transportation.
- Verify that facilities comply with approved technical and regulatory requirements.
- Protect the environment and public health from risks associated with the activity.
- Enhance compliance with approved environmental and health standards in the water sector.

### Target Groups:

Facilities seeking to practice the activity of sewage wastewater collection and transportation.



## Second: Terms and Requirements

### Service Prerequisites:

1. Fulfillment of the approved legal and technical requirements for practicing the activity of sewage wastewater collection and transportation.
2. Compliance with environmental, health, and regulatory standards related to the activity.
3. Compliance with approved controls governing the use of collection equipment and transportation vehicles designated for sewage wastewater.
4. Obtaining any relevant approvals or licenses from competent authorities (where applicable).
5. Compliance with regulations governing the use of land or operational sites associated with the activity.

### Service Requirements:

- Provide the applicant facility's information.
- Enter the data of transportation vehicles or collection equipment.
- Enter the scope of activity and work location details.
- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Specify the accounting system or standard used and the basis of accounting.
- Provide details of contracts related to the activity.
- Enter the national address of the project/facility.



## Second: Terms and Requirements

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Technical documents related to transportation vehicles or collection equipment.
- Site plan for the land and buildings where the project/facility will operate (if there is a fixed operational site).
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Financial statements for the past three years (for existing projects/facilities).
- Any relevant approvals or permits from competent authorities (where applicable).

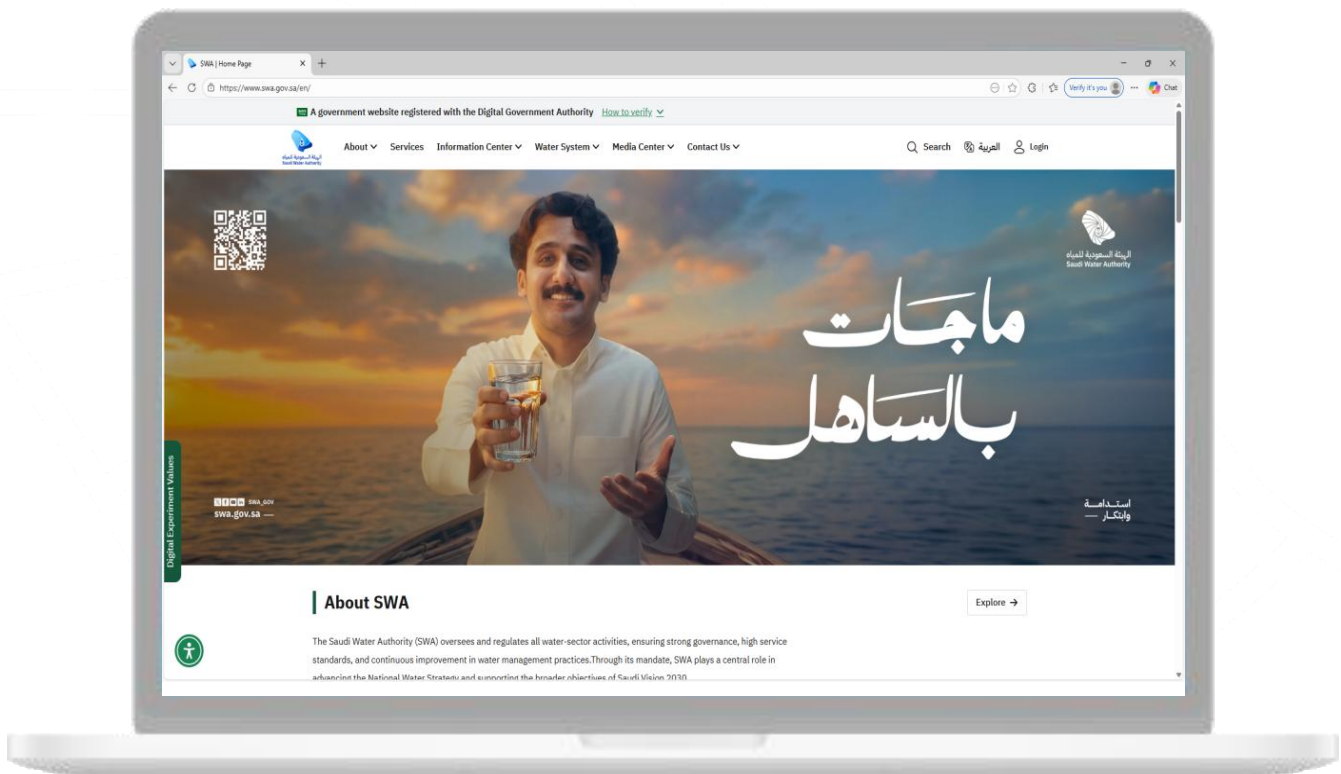
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:



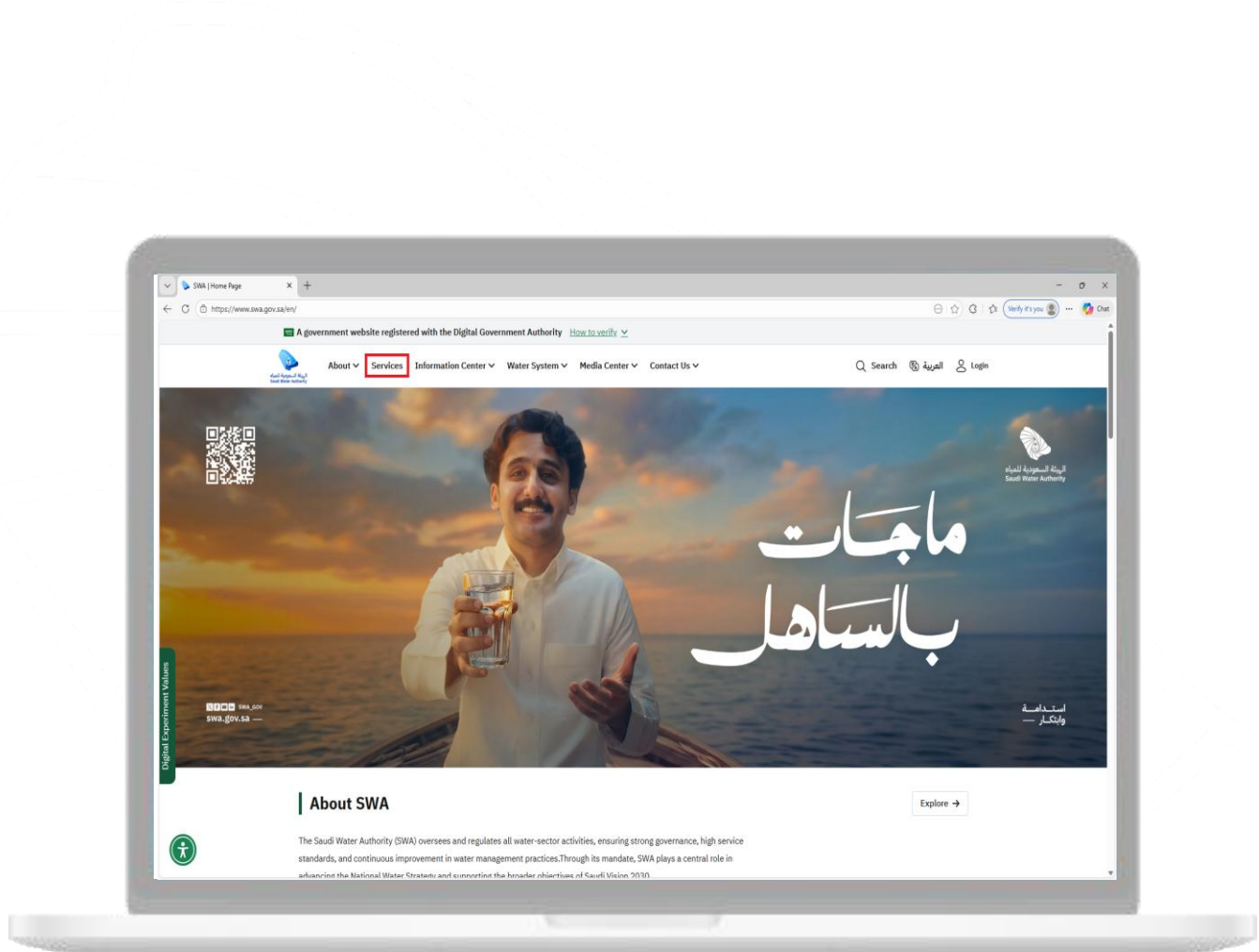
Click here to visit the website

Public عام



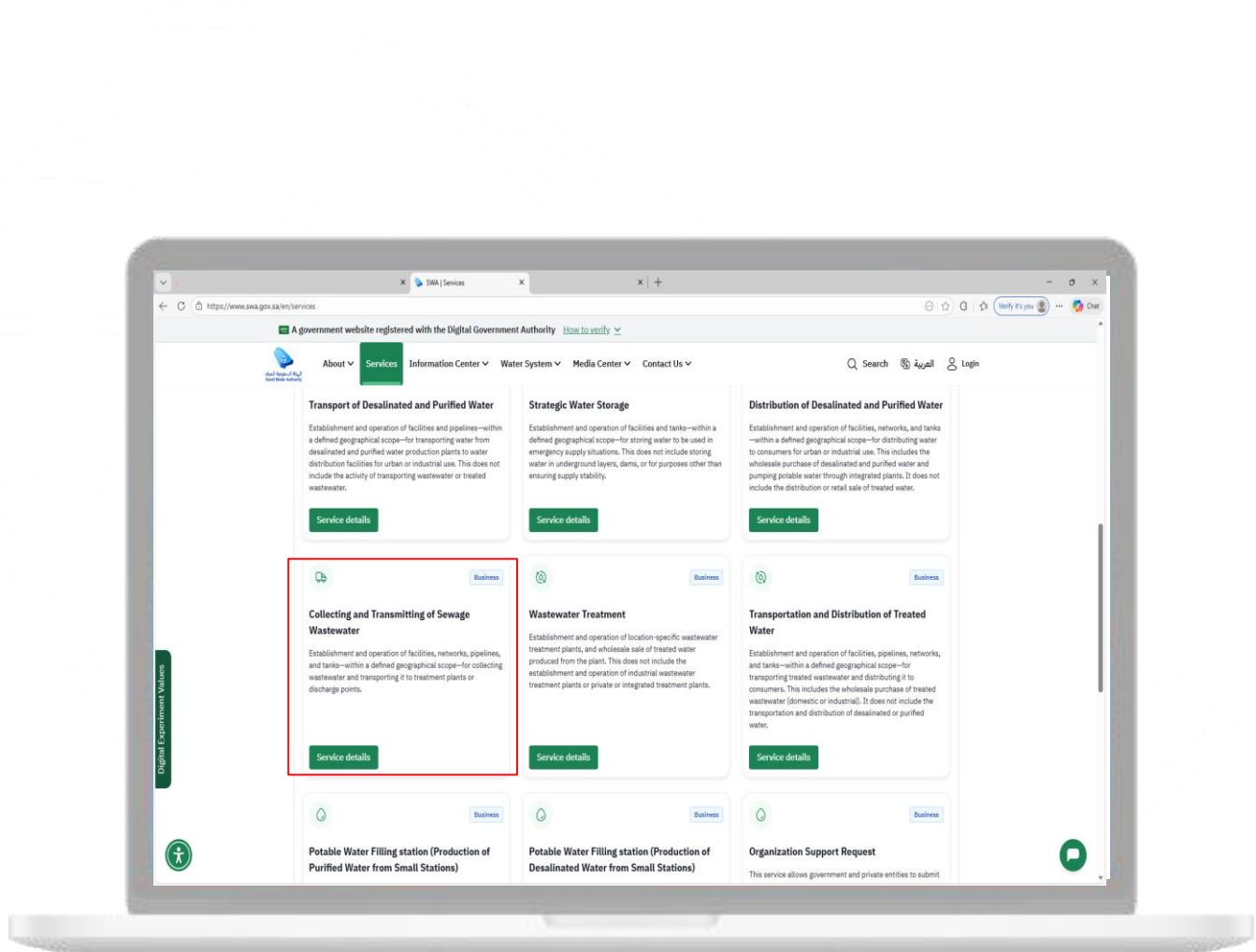
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



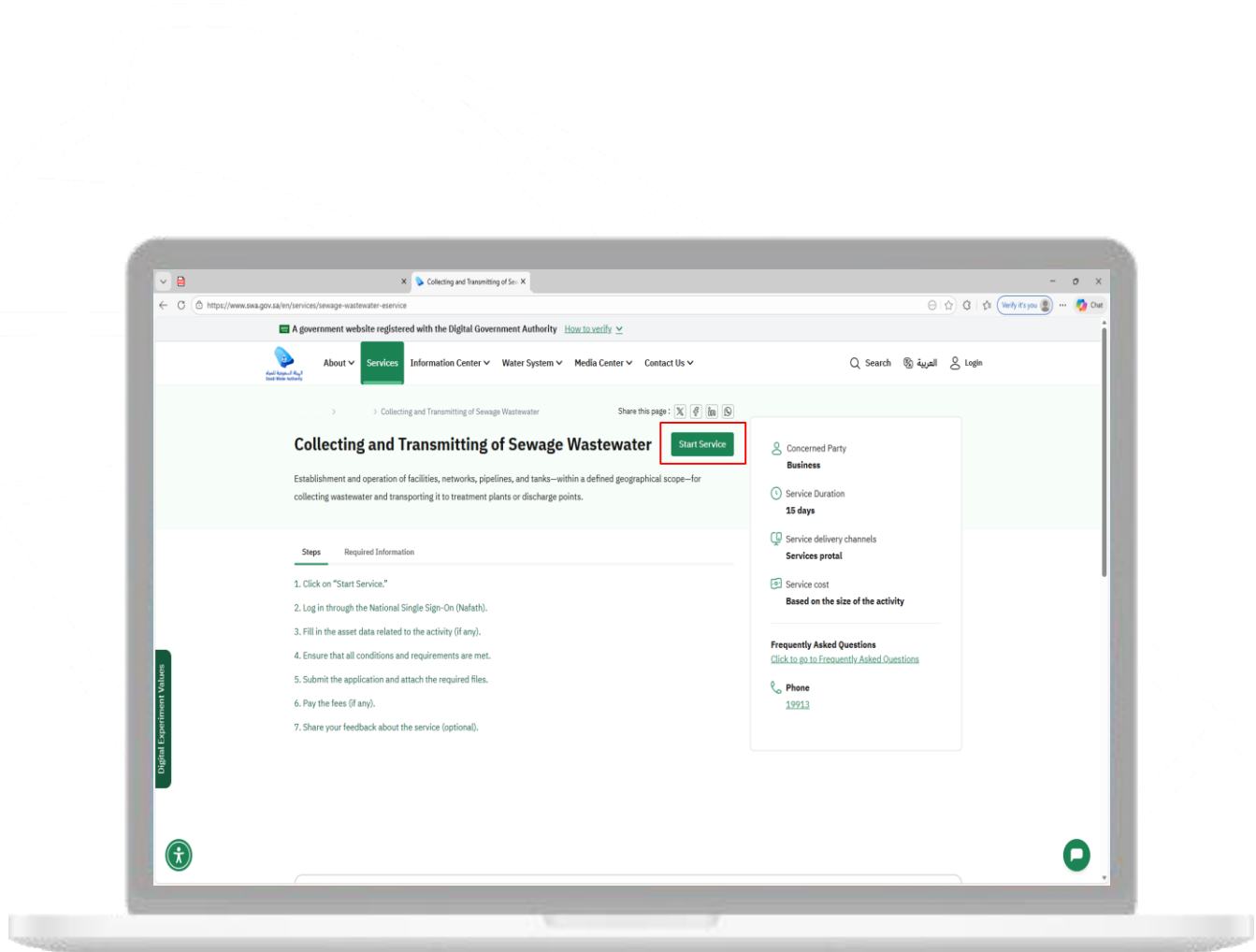
## Third: Steps to Access the Service

3. Select the “Collecting and Transmitting of Sewage Wastewater” Service.



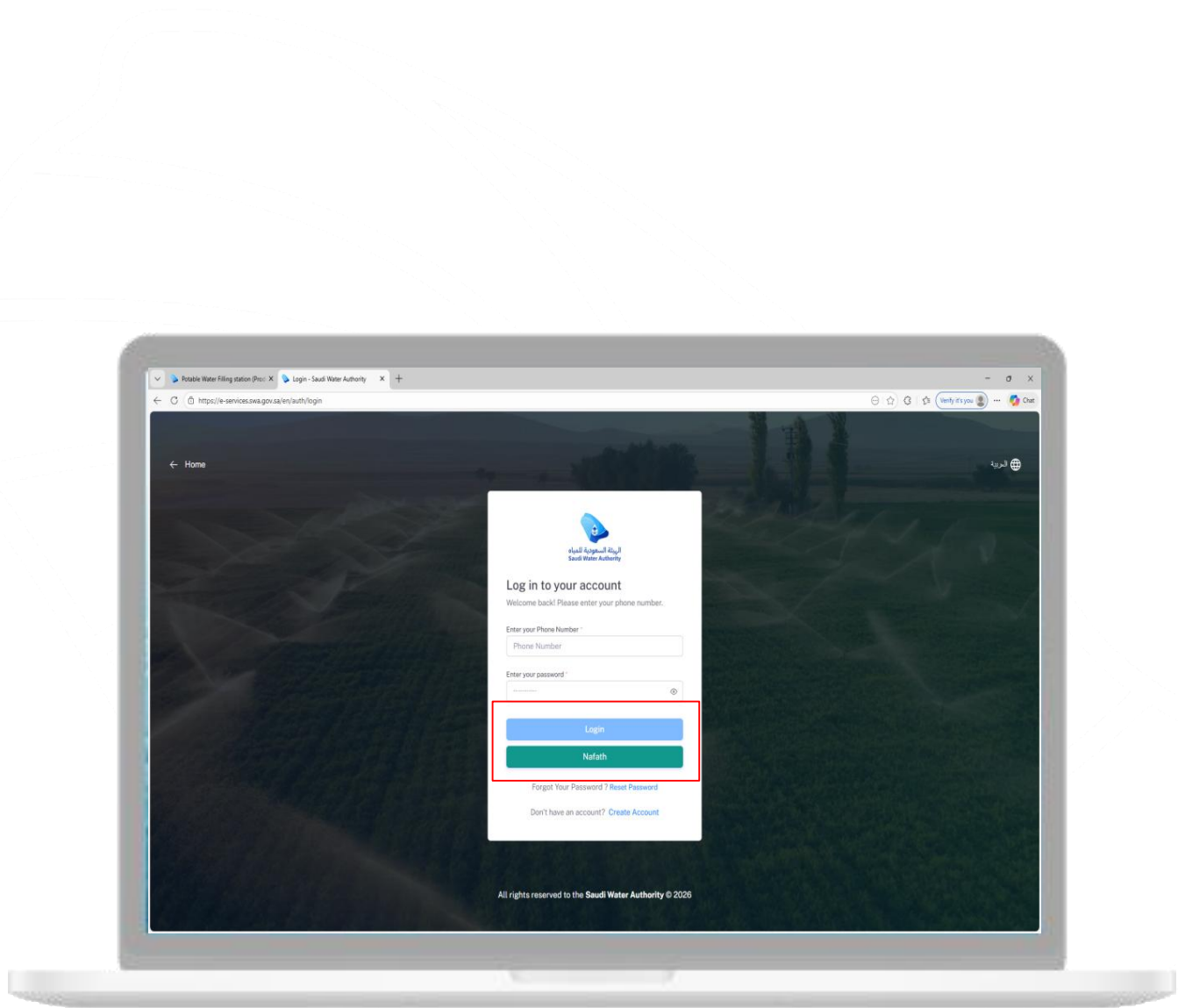
## Third: Steps to Access the Service

### 4. Click on "Start Service"



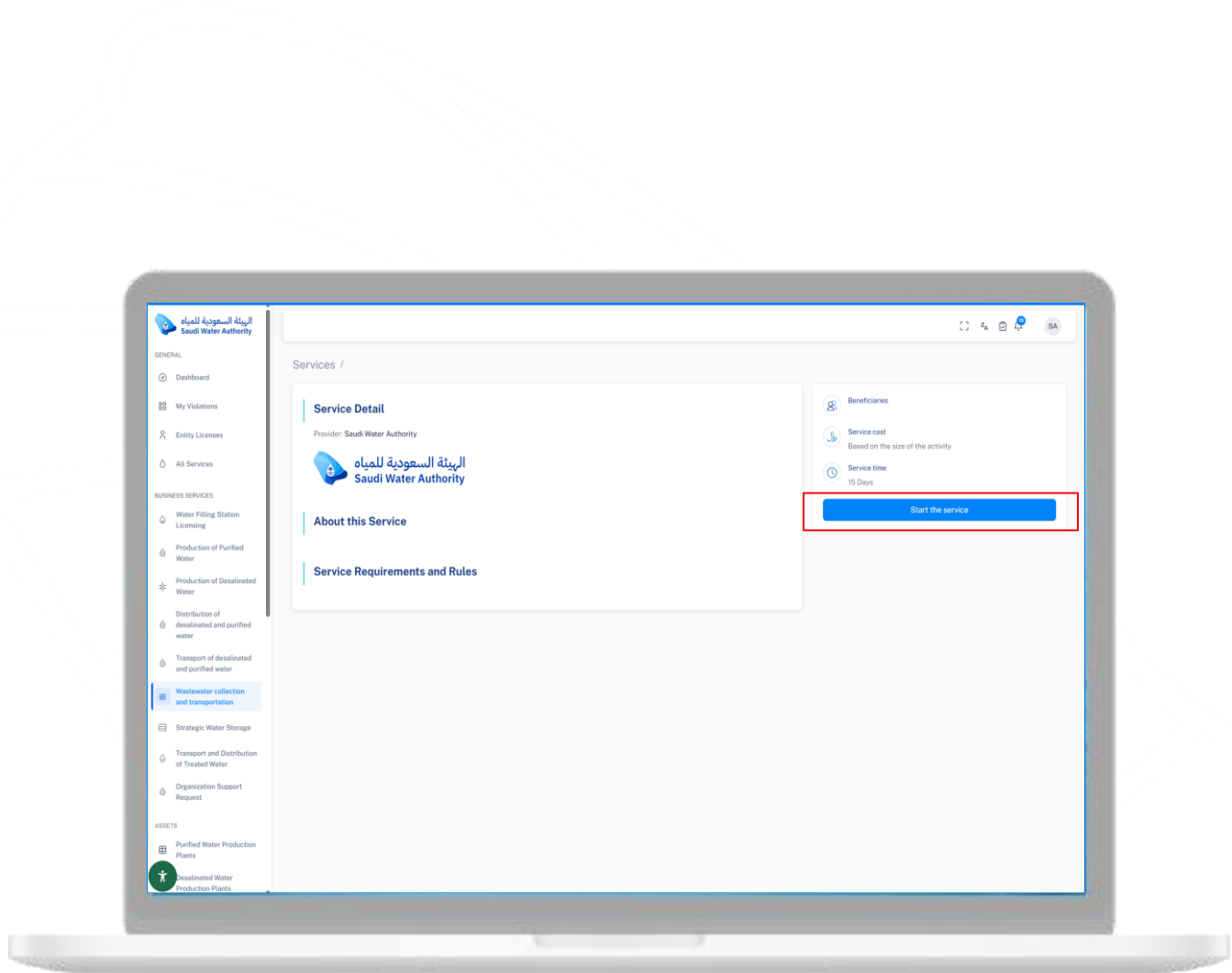
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



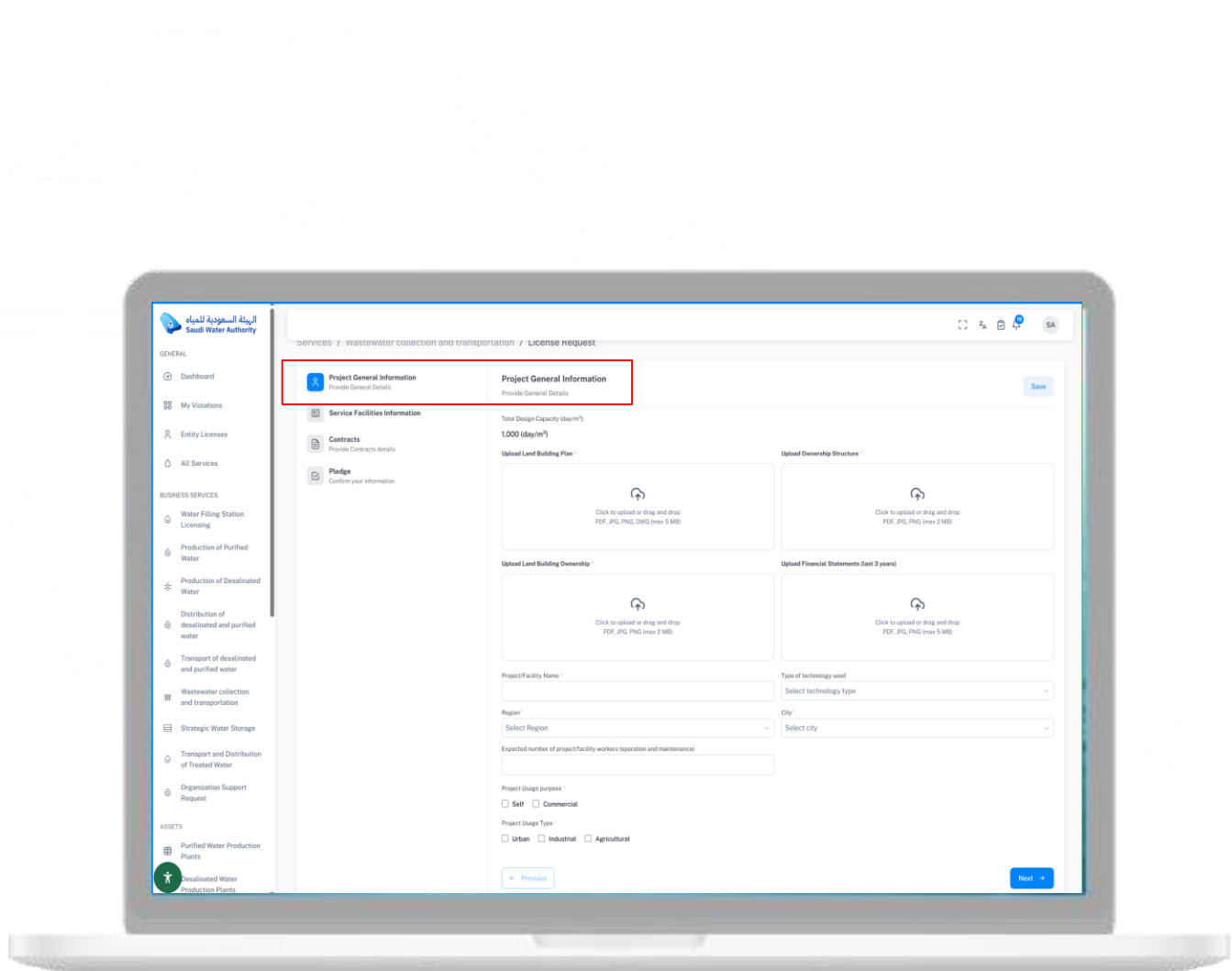
## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



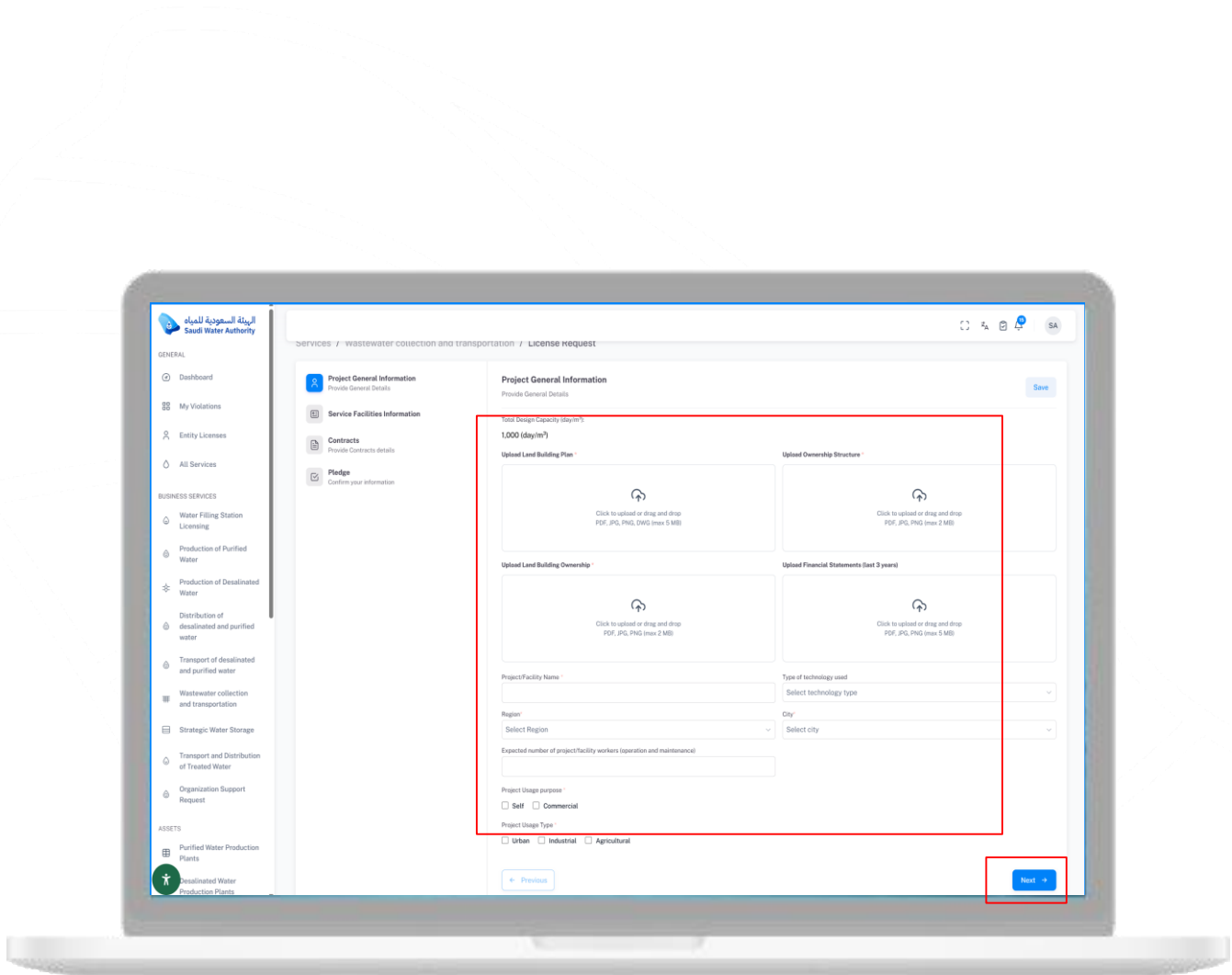
## Third: Steps to Access the Service

7. Fill out the licensing application form with the required data.



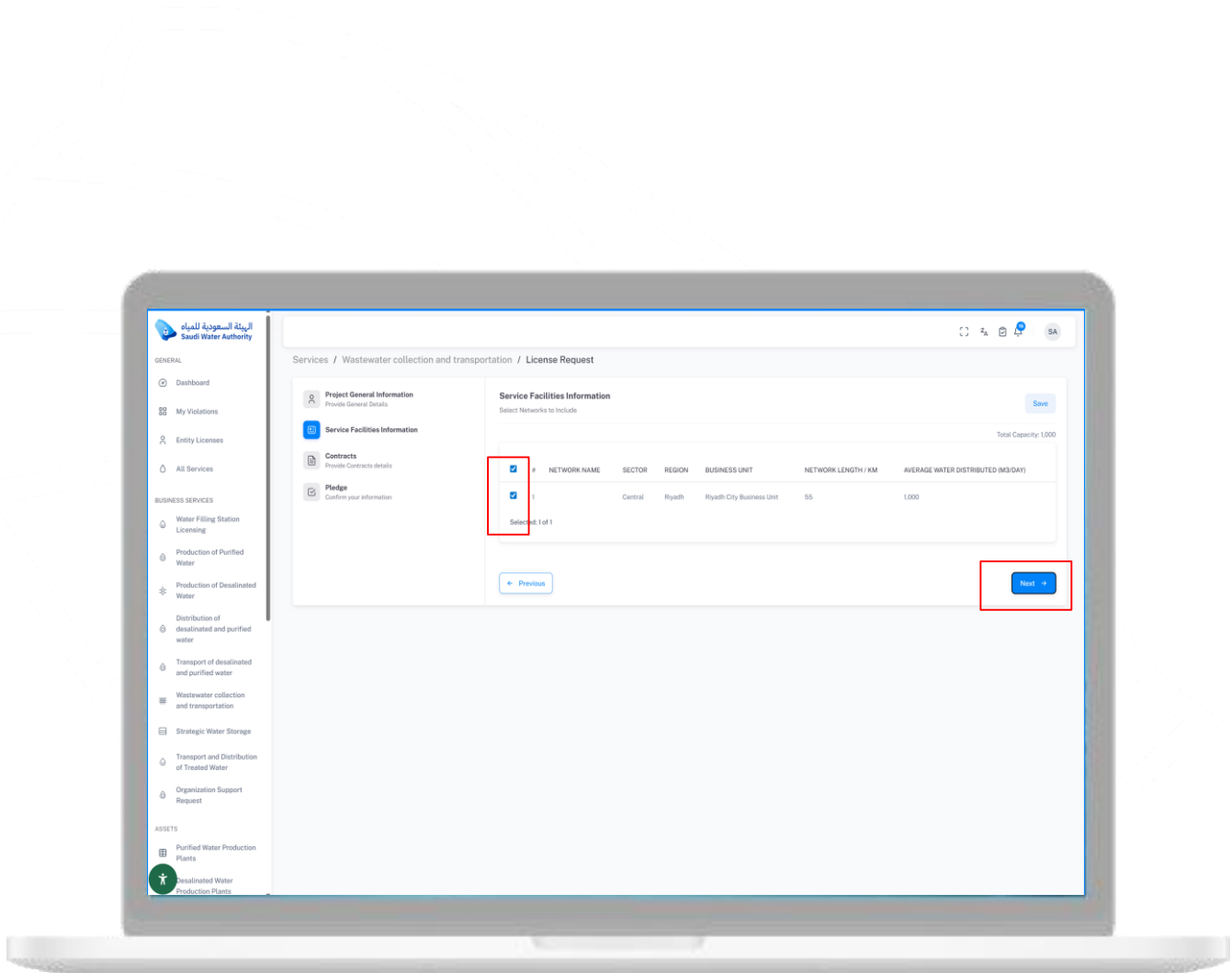
## Third: Steps to Access the Service

8. Attach the required files and documents.



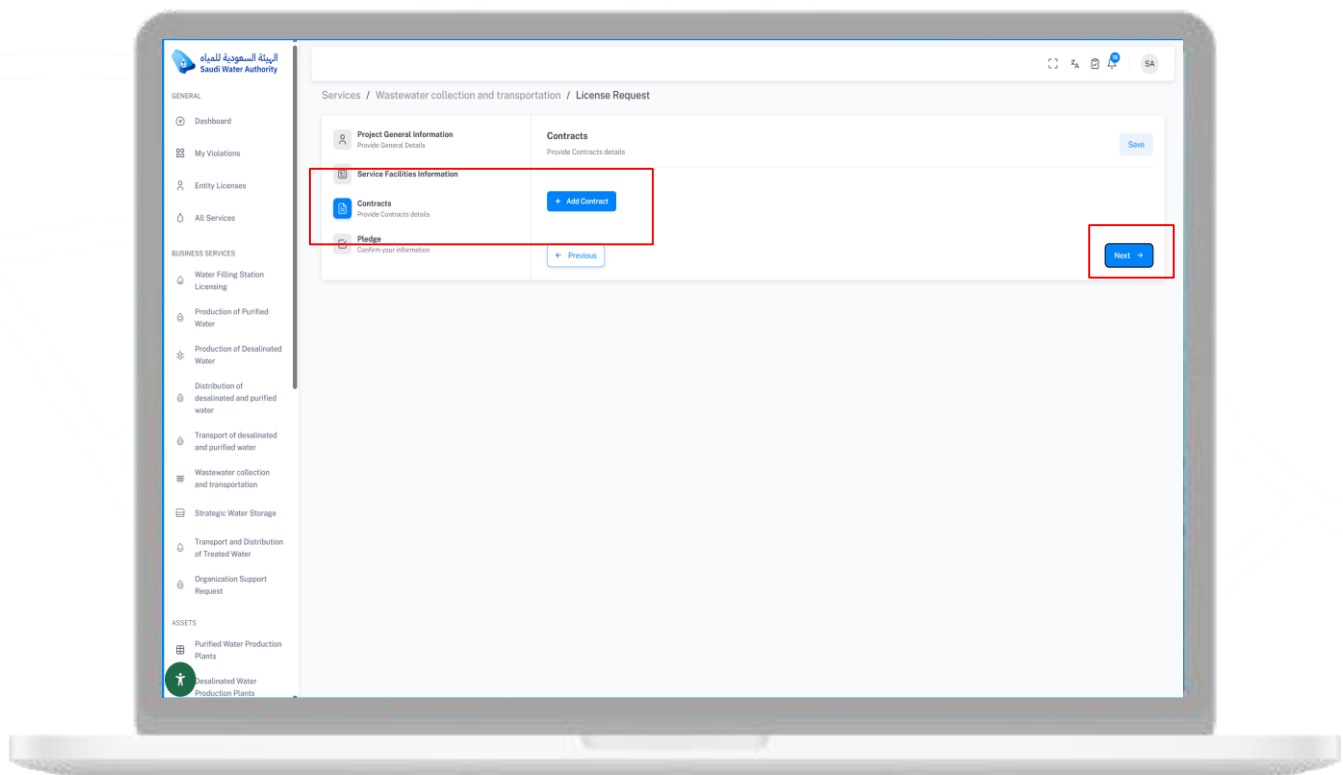
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



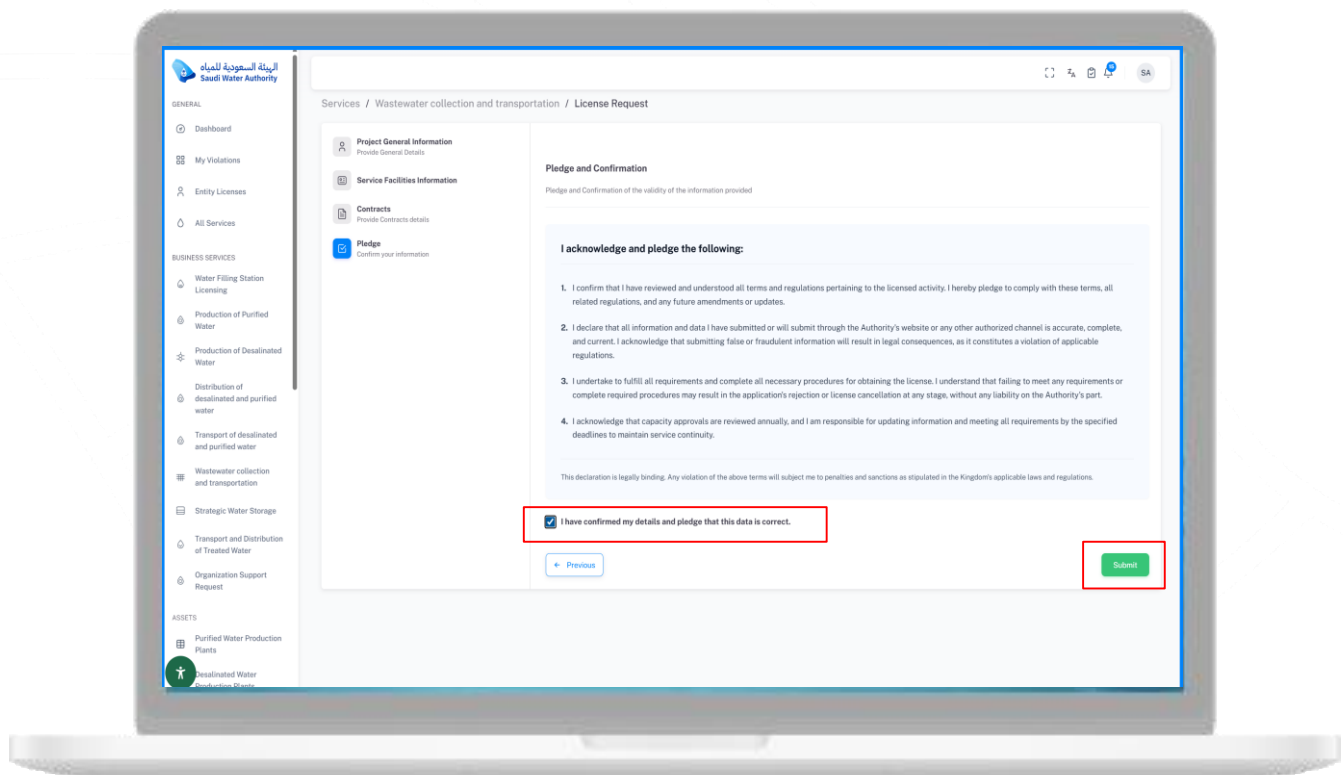
## Third: Steps to Access the Service

### 10. Enter contract details (if applicable)



## Third: Steps to Access the Service

11. Acknowledge the accuracy of the information and click “Submit”.



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Strategic Water Storage Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Strategic Water Storage Licensing Request Service.

### Service Description:

This service allows applicants to submit a request for a license to establish and operate facilities and tanks—within a designated spatial scope—for strategic water storage intended for use during supply emergencies. The service is provided in accordance with the approved regulations and bylaws governing the water sector. This service does not cover water storage in aquifers, dams, or for purposes unrelated to ensuring supply stability.

### Service Objectives:

- Regulate strategic water storage activities within a defined spatial scope.
- Verify that facilities comply with approved regulatory and technical requirements.
- Enhance the reliability and stability of water supply during emergencies.
- Improve the readiness of the water system to respond to supply interruptions or disturbances.

### Target Groups:

Establishments seeking to establish or operate strategic water storage facilities.



## Second: Terms and Requirements

### Service Prerequisites:

1. Compliance with the approved regulatory and technical requirements for strategic water storage activities.
2. Adherence to relevant technical and regulatory standards for storage capacities, safety measures, and facility security.
3. Fulfillment of requirements for CCTV security surveillance installation in accordance with regulations.
4. Obtaining the necessary approvals or licenses from the relevant competent authorities (where applicable).
5. Compliance with regulations and instructions governing the use of land and buildings designated for the activity.

### Service Requirements:

- Provide the applicant facility's information.
- Enter the location data and operational capacity of the storage facilities.
- Provide technical data related to the storage systems.
- Enter information of assets associated with the activity (if any).
- Provide details of the ownership structure and the shareholders' ownership percentages in the project/facility.
- Specify the total investment amount for the project/facility (in SAR).
- Specify the accounting system used and the basis of accounting.
- Provide details of contracts related to the activity.
- Enter the national address of the project/facility.



## Second: Terms and Requirements

### Required Documents:

- Commercial Registration (CR) or other proof of the facility's legal status.
- Site plan for the land and buildings where the project/facility will operate.
- Proof of ownership of land and buildings, or proof of usufruct/right of use.
- Technical plans or specifications for the storage facilities.
- Financial statements for the past three years (for existing projects/facilities).
- Certificate of compliance with CCTV security surveillance installation requirements.
- Any relevant approvals or permits from competent authorities (where applicable).

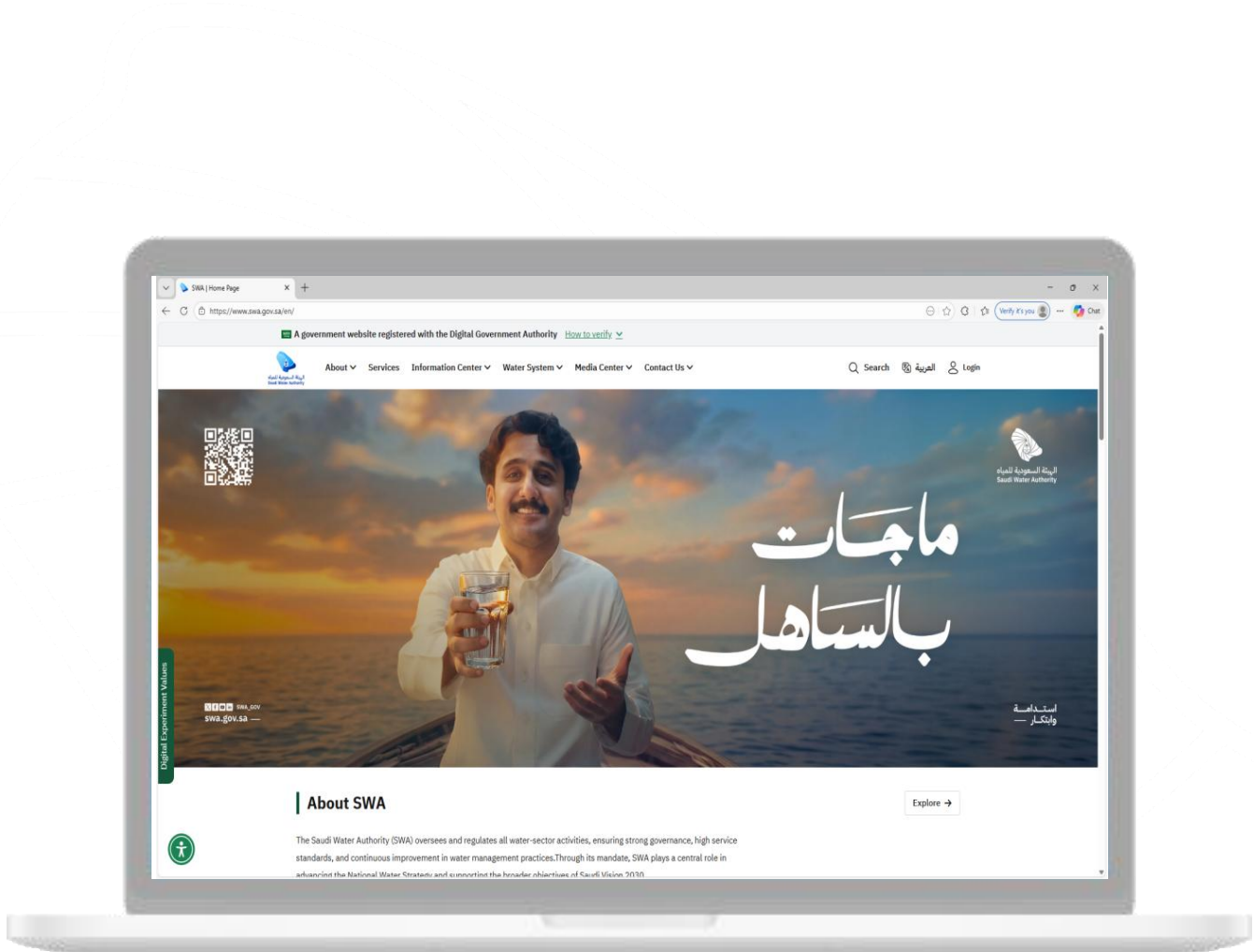
### Regulatory Notice:

The role of the Authority is limited to reviewing the application and verifying compliance with the regulatory and technical requirements prior to issuing the license. The license issued by the Authority does not replace any other approvals or permits that may be required by other competent authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

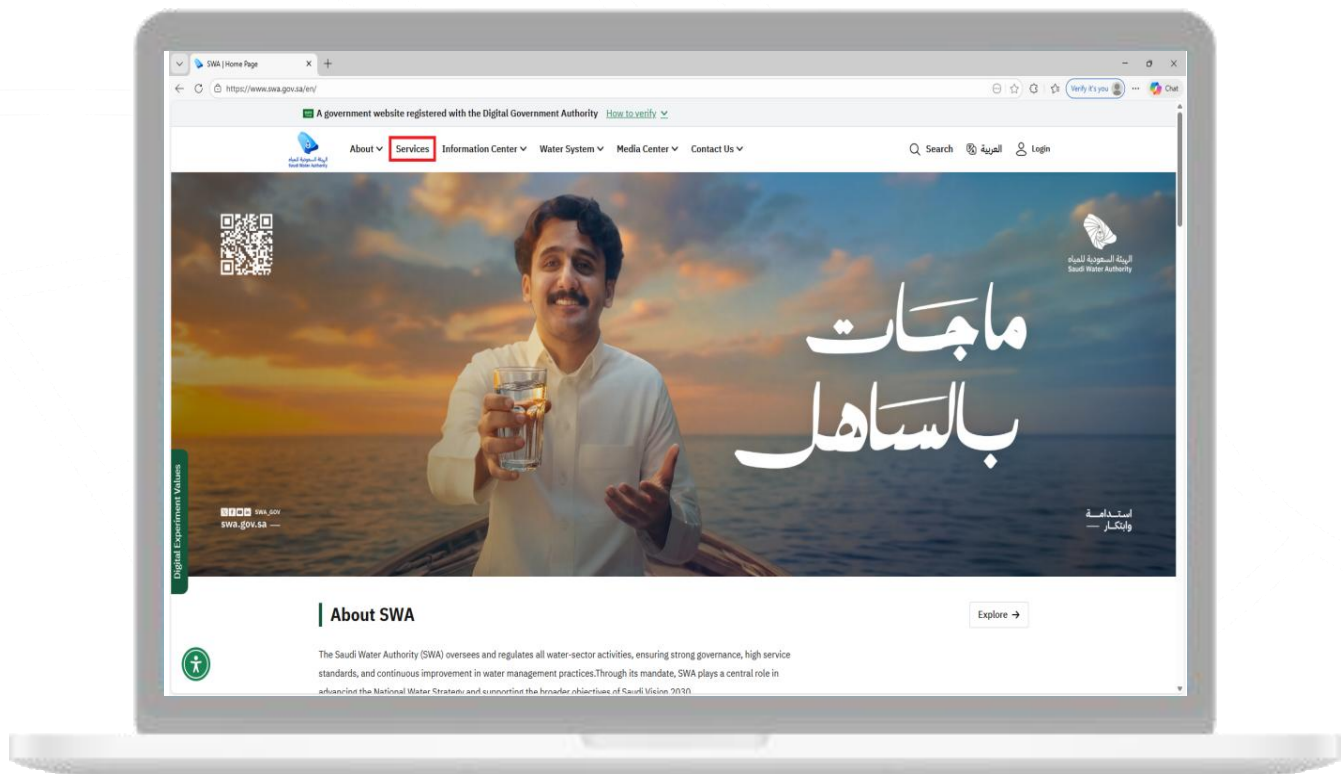


Click here to visit the website



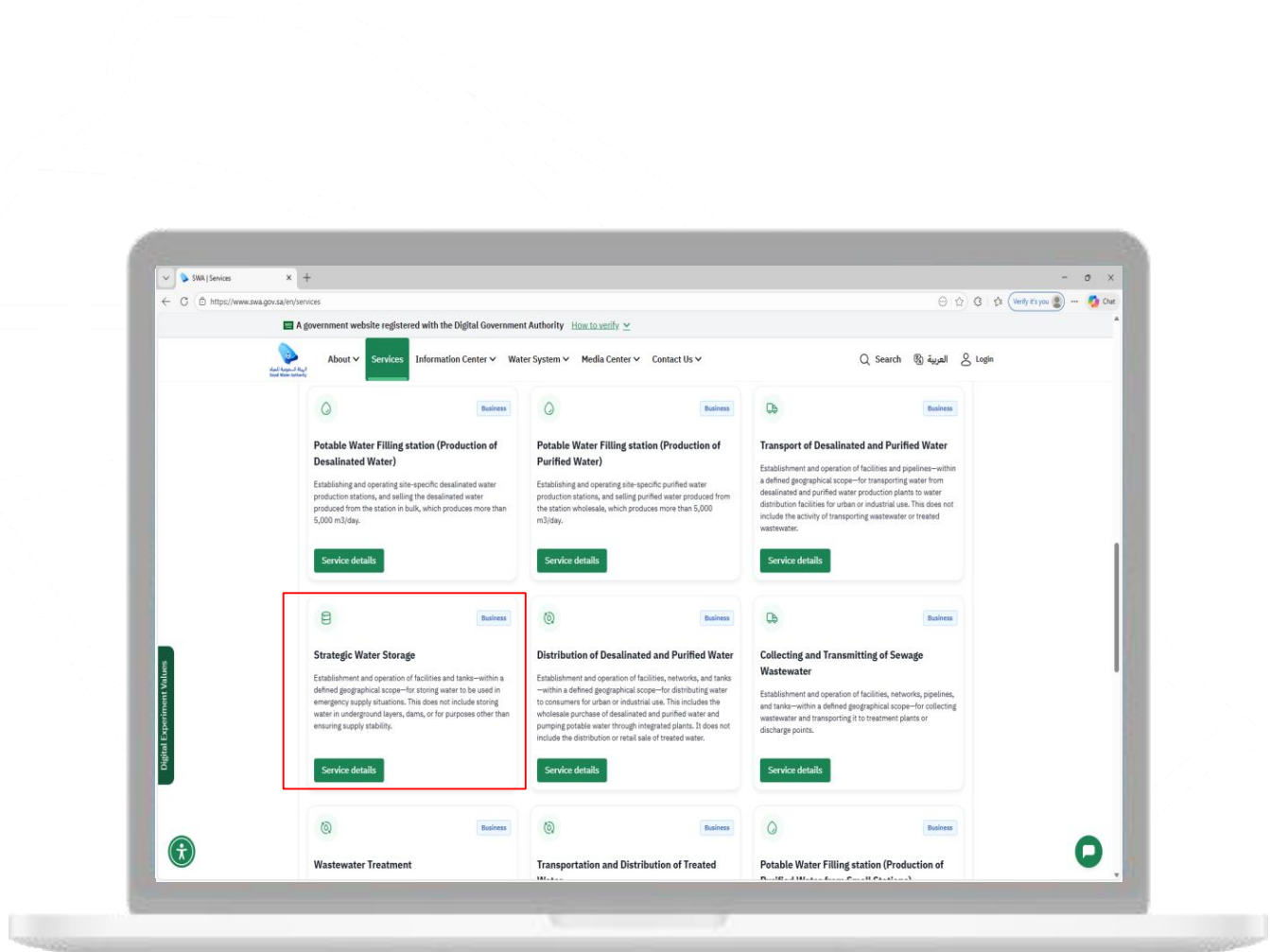
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



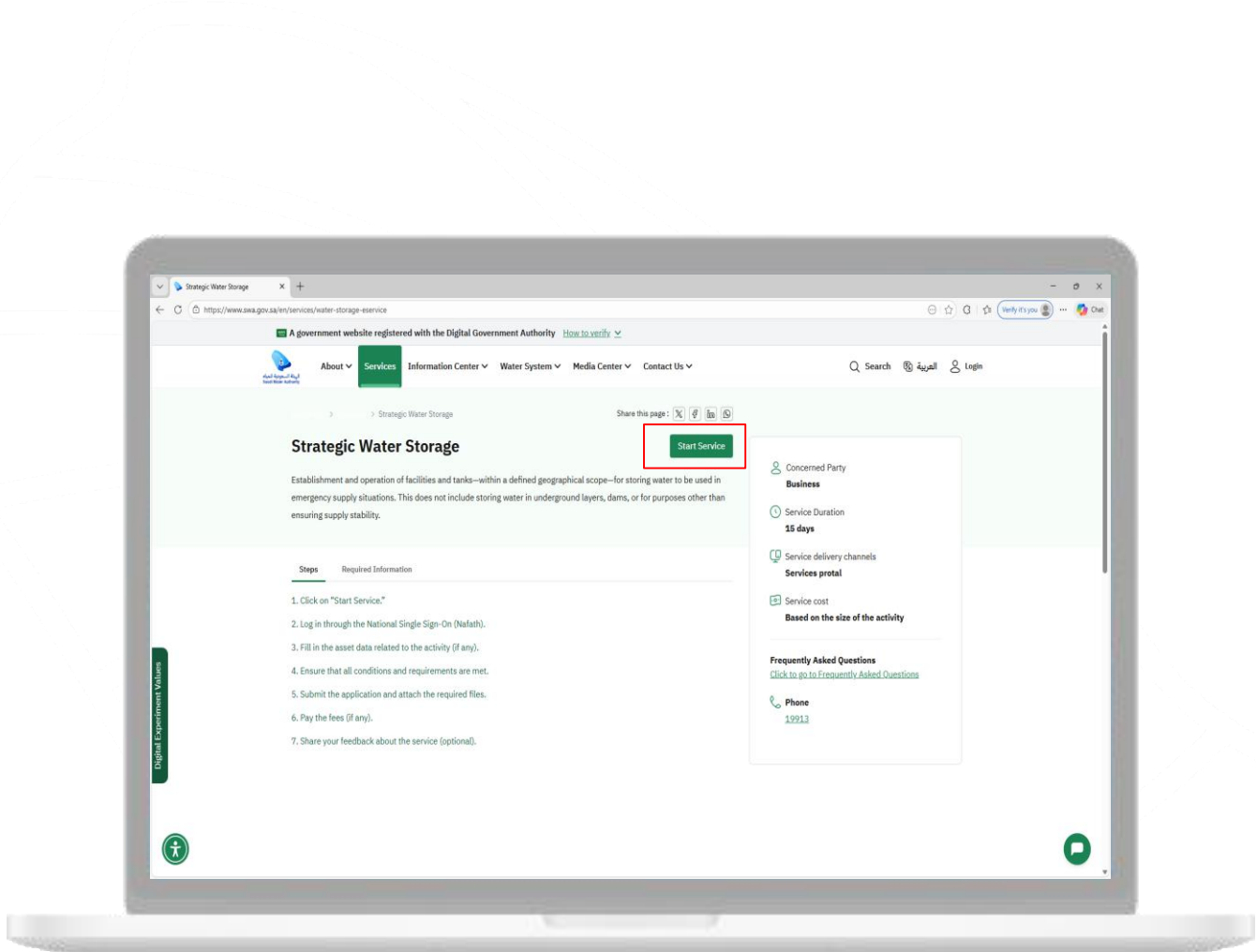
## Third: Steps to Access the Service

### 3. Select the Strategic Water Storage Service



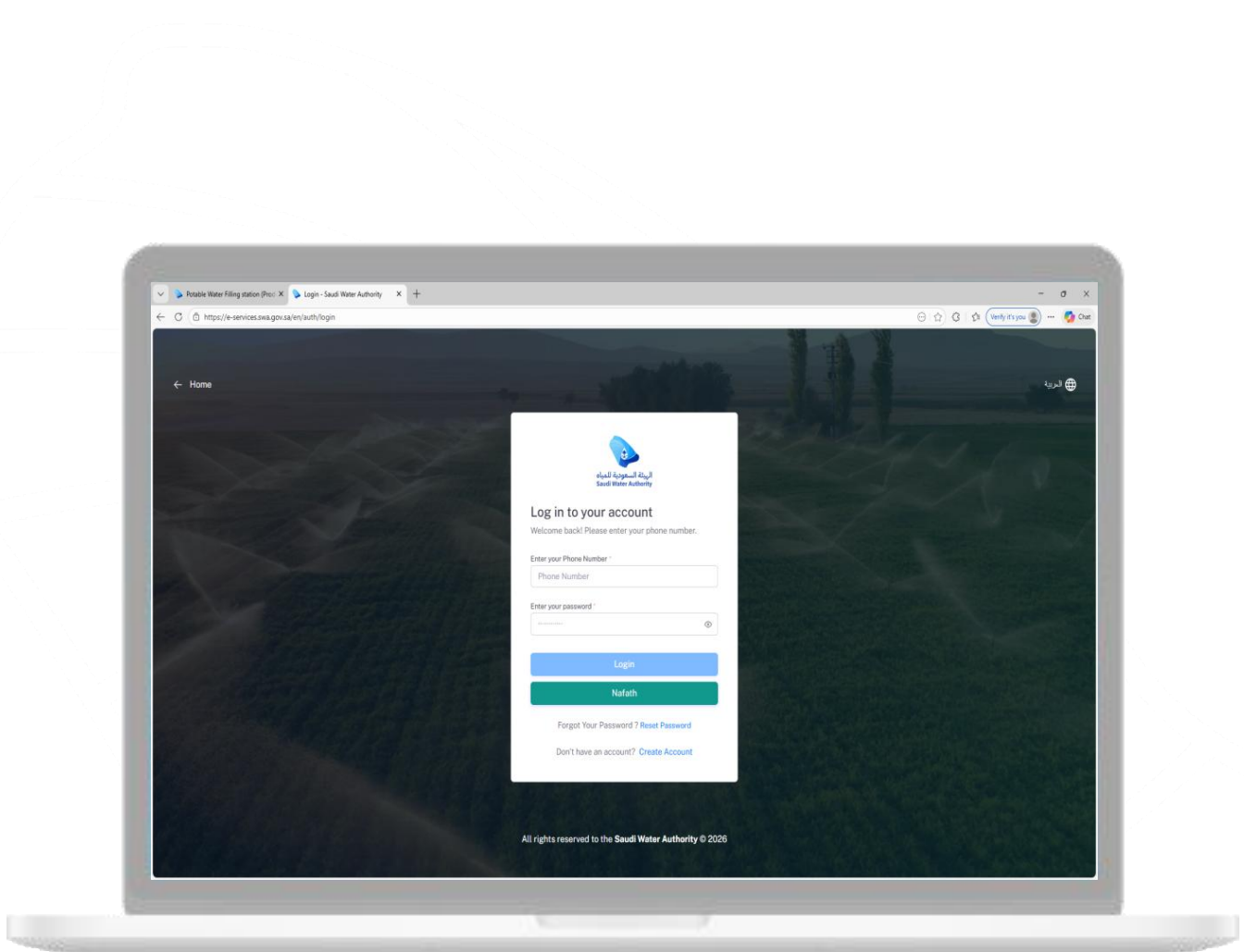
## Third: Steps to Access the Service

### 4. Click on "Start Service."



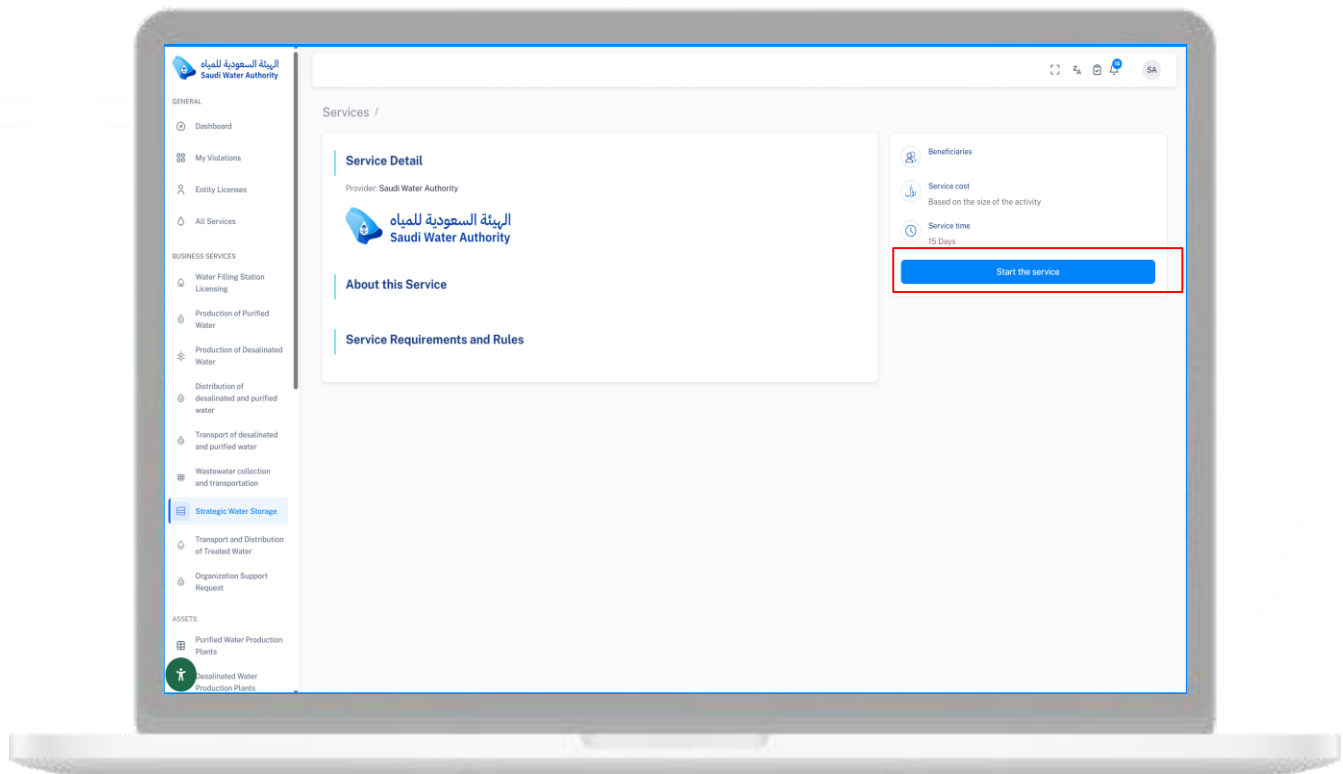
## Third: Steps to Access the Service

5. Log in via the Unified National Access (Nafath).



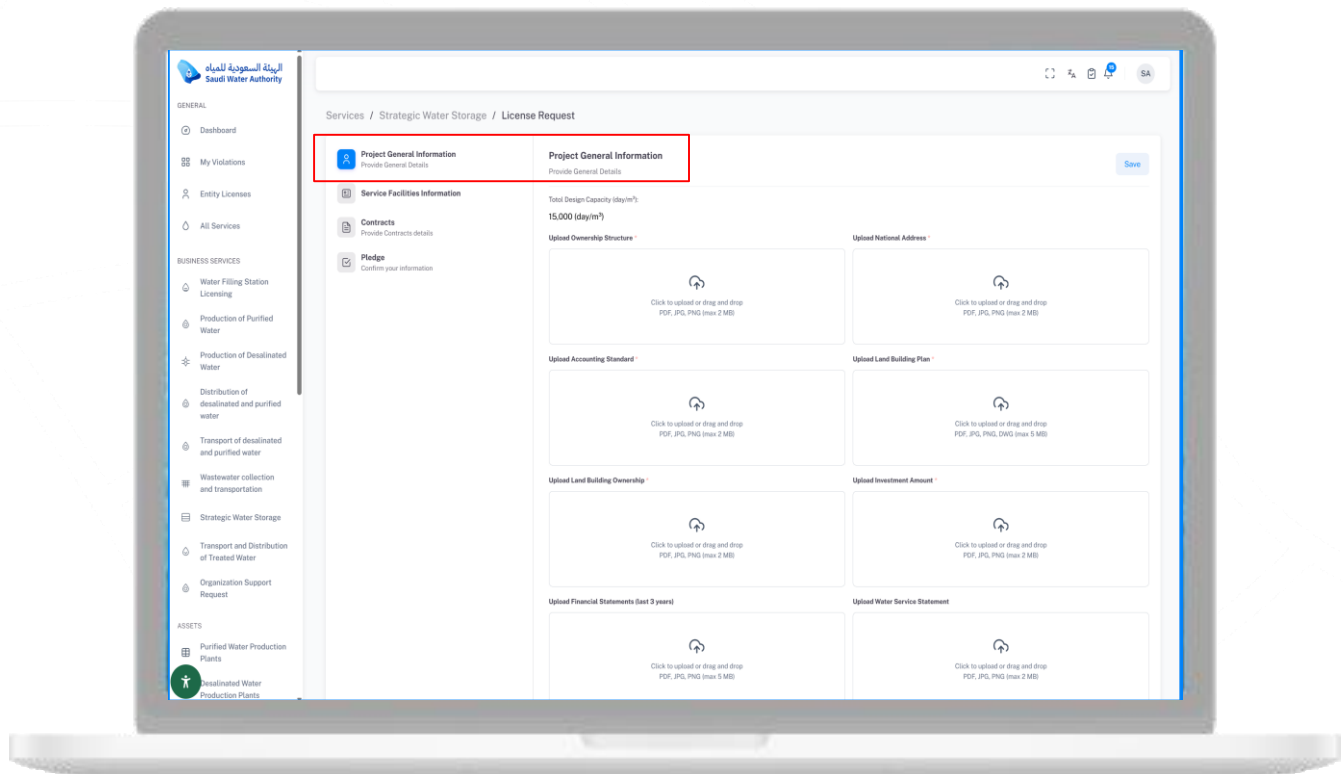
## Third: Steps to Access the Service

6. Access the portal and click “Start Service”.



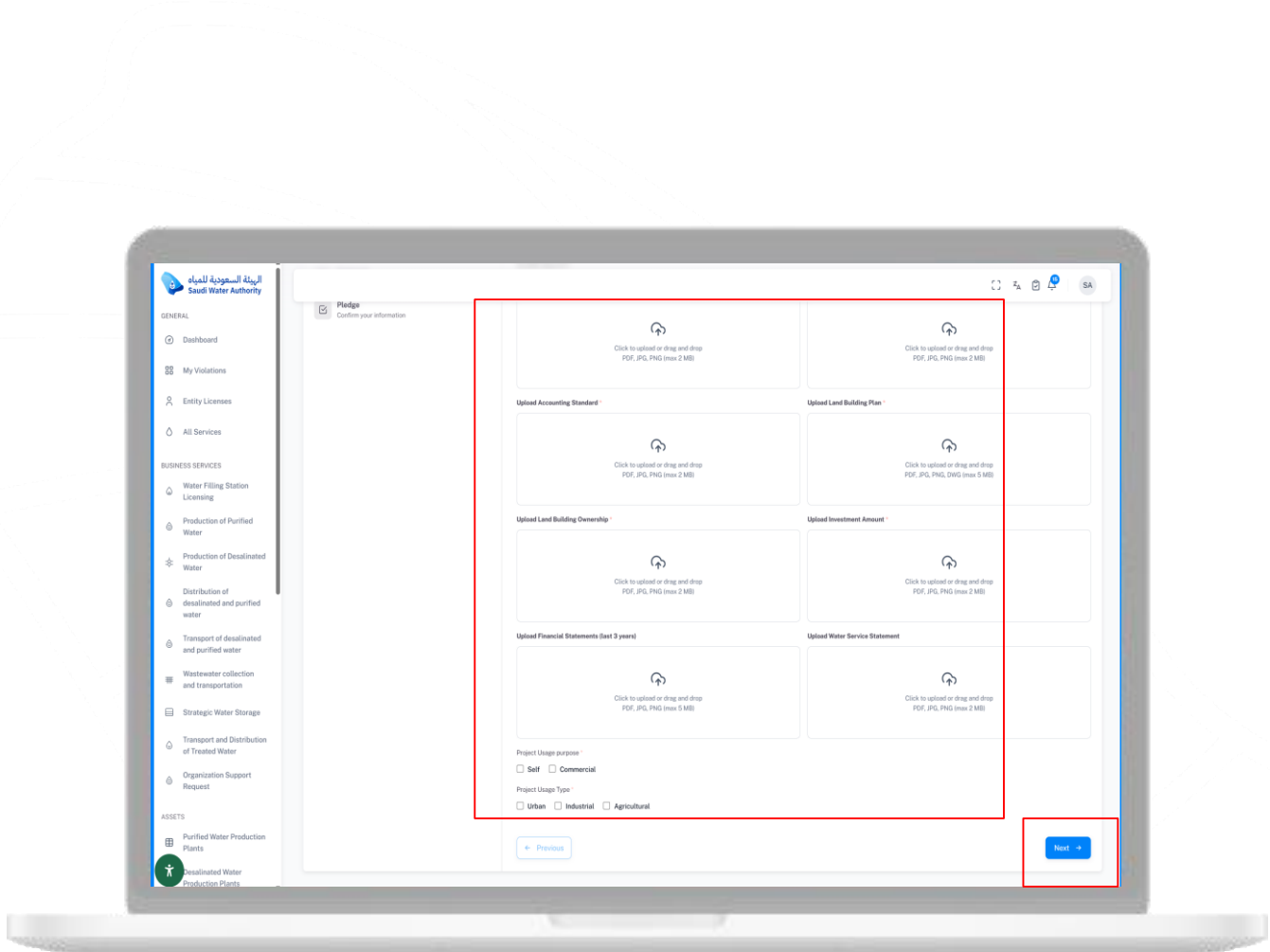
## Third: Steps to Access the Service

7. Fill out the licensing application form with the required data.



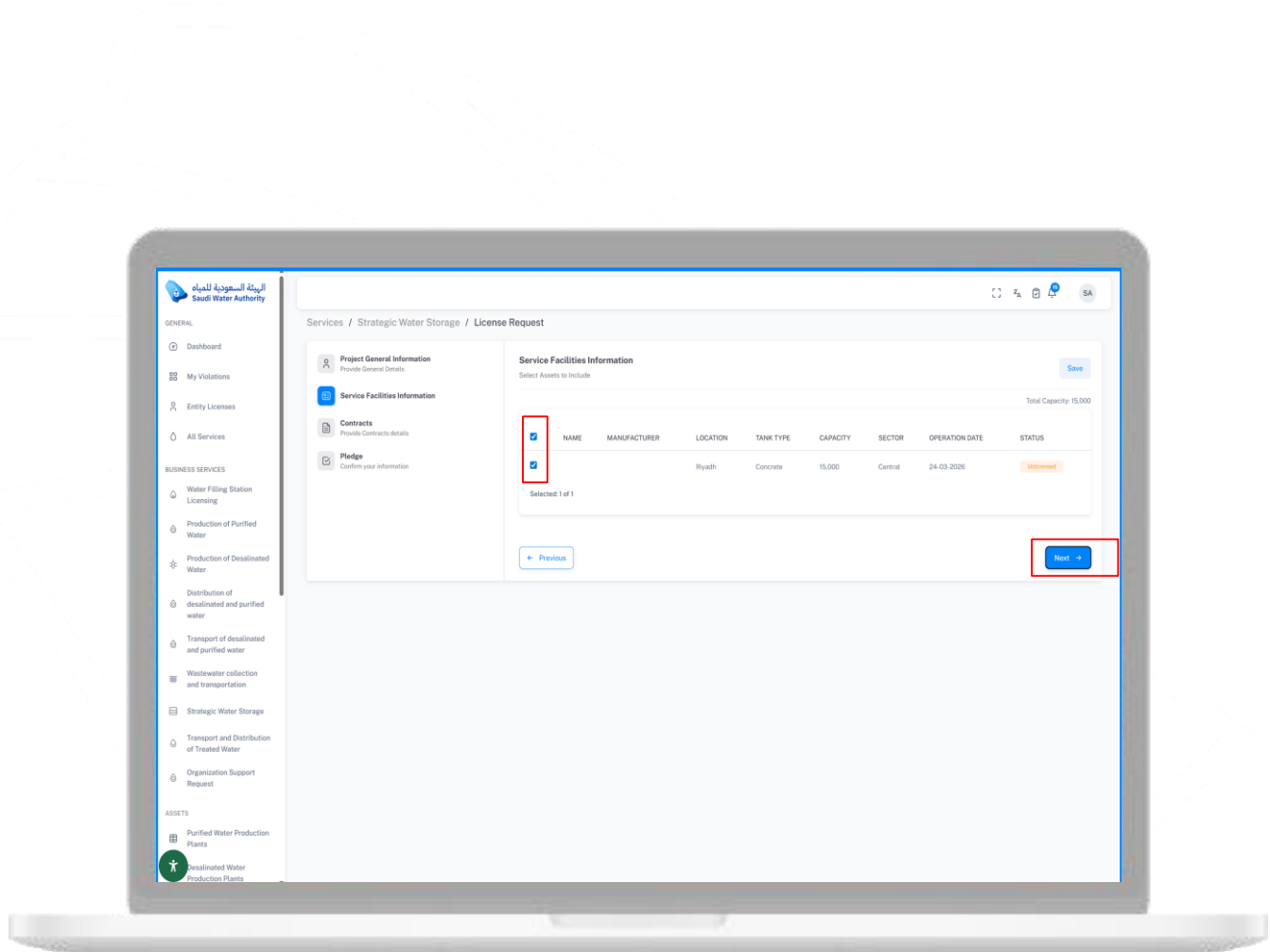
## Third: Steps to Access the Service

### 8. Attach the required files and documents



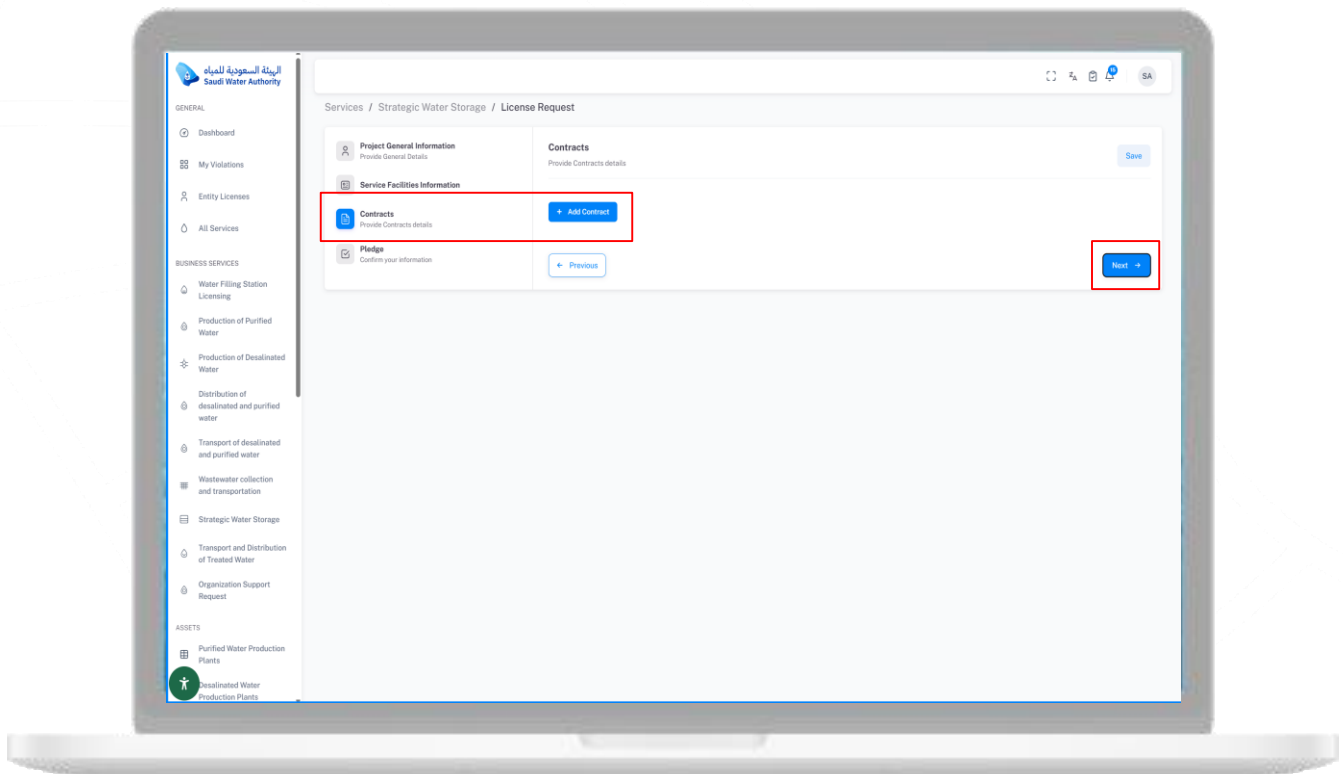
## Third: Steps to Access the Service

9. Select the assets associated with the activity.



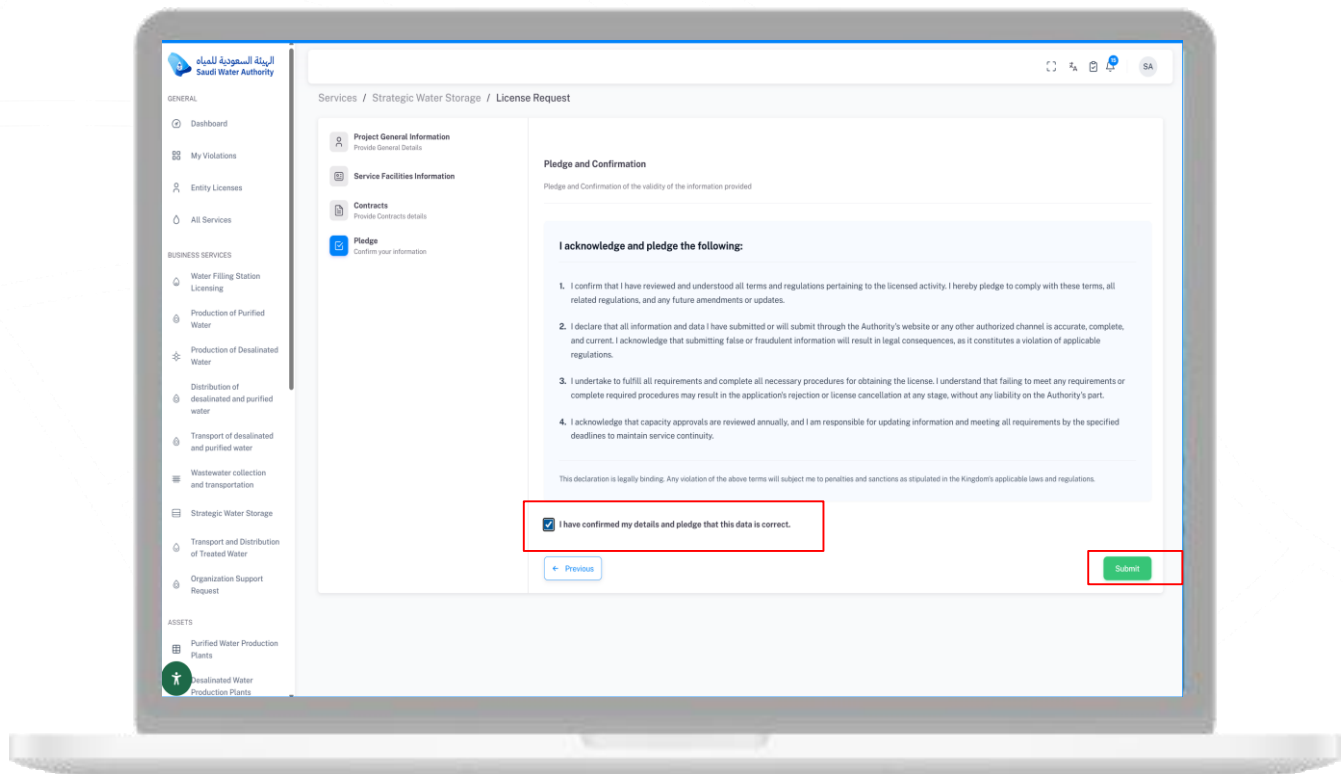
## Third: Steps to Access the Service

10. Enter contract details (if applicable).



## Third: Steps to Access the Service

### 11. Acknowledge the accuracy of the information and click “Submit.”



## Third: Steps to Access the Service

12. Pay the fees (if applicable).
13. Rate the service (optional)





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: License Inquiry Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

License Inquiry Service

### Service Description:

This service enables beneficiaries to electronically inquire about licenses issued by the Saudi Water Authority (SWA). It allows users to verify the status and validity of a license and view its key information in accordance with the regulations and bylaws governing the water sector. The service provides direct and reliable access to license data related to activities licensed under the Authority's jurisdiction.

### Service Objectives:

- Enable beneficiaries to electronically verify the status and validity of licenses.
- Enhance transparency by providing access to approved license information.
- Facilitate access to data related to activities licensed within the Authority's regulatory scope.
- Support compliance and regulatory oversight by providing an official mechanism to verify the authenticity of license data.

### Target Groups:

- Individuals and facilities holding licenses issued by the Authority.
- Entities and stakeholders wishing to verify the validity of a license.



## Second: Terms and Requirements

### Service Prerequisites:

1. The existence of a valid license issued by the Saudi Water Authority (SWA).
2. Availability of accurate license information required to complete the inquiry process.

### Service Requirements:

- Enter the license number or the required identification data.
- Provide the Unified Number (700).

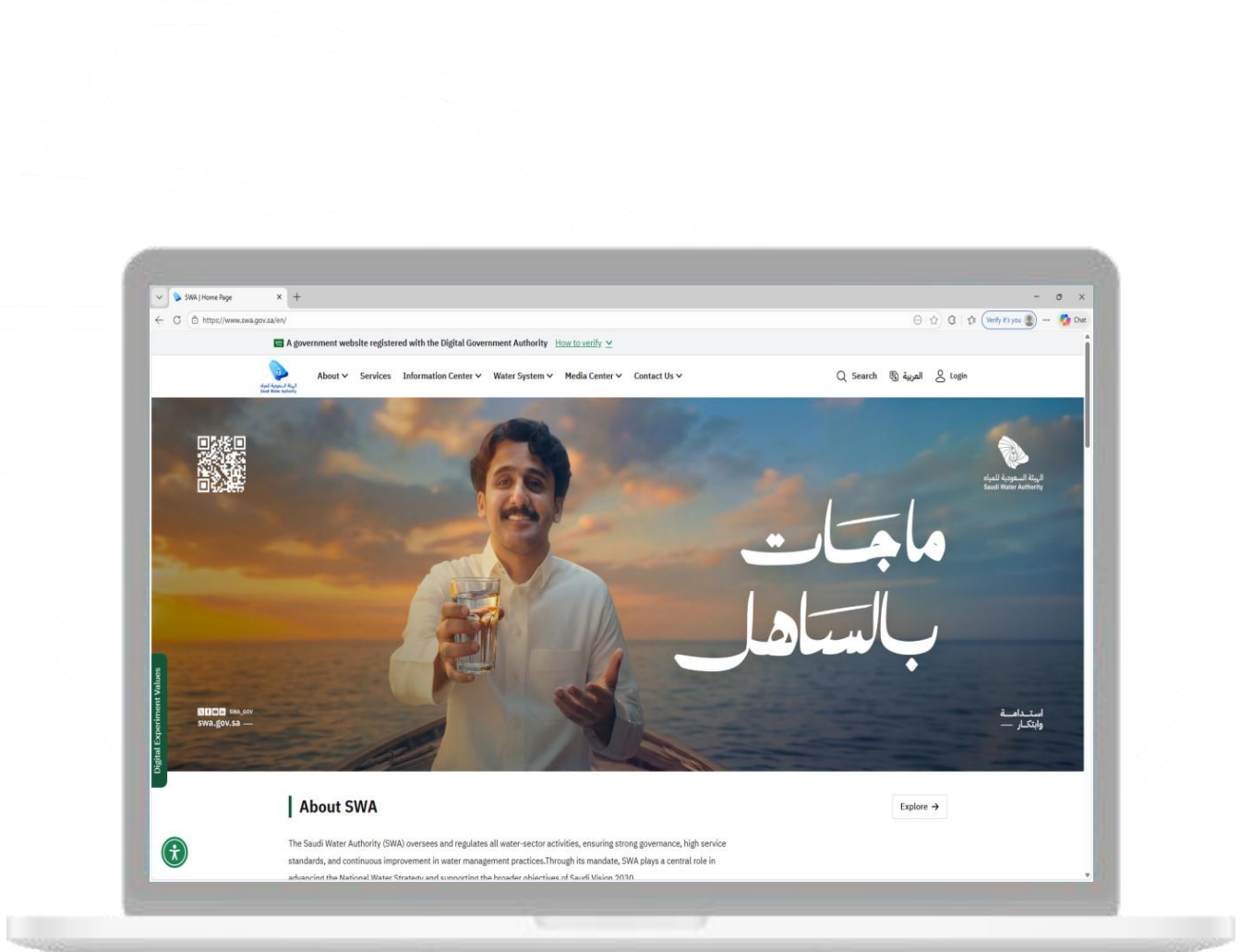
### Regulatory Notice:

Submitting a license inquiry does not constitute a request for license issuance or renewal and does not involve any regulatory action. The service is limited to displaying the available information related to the license.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:



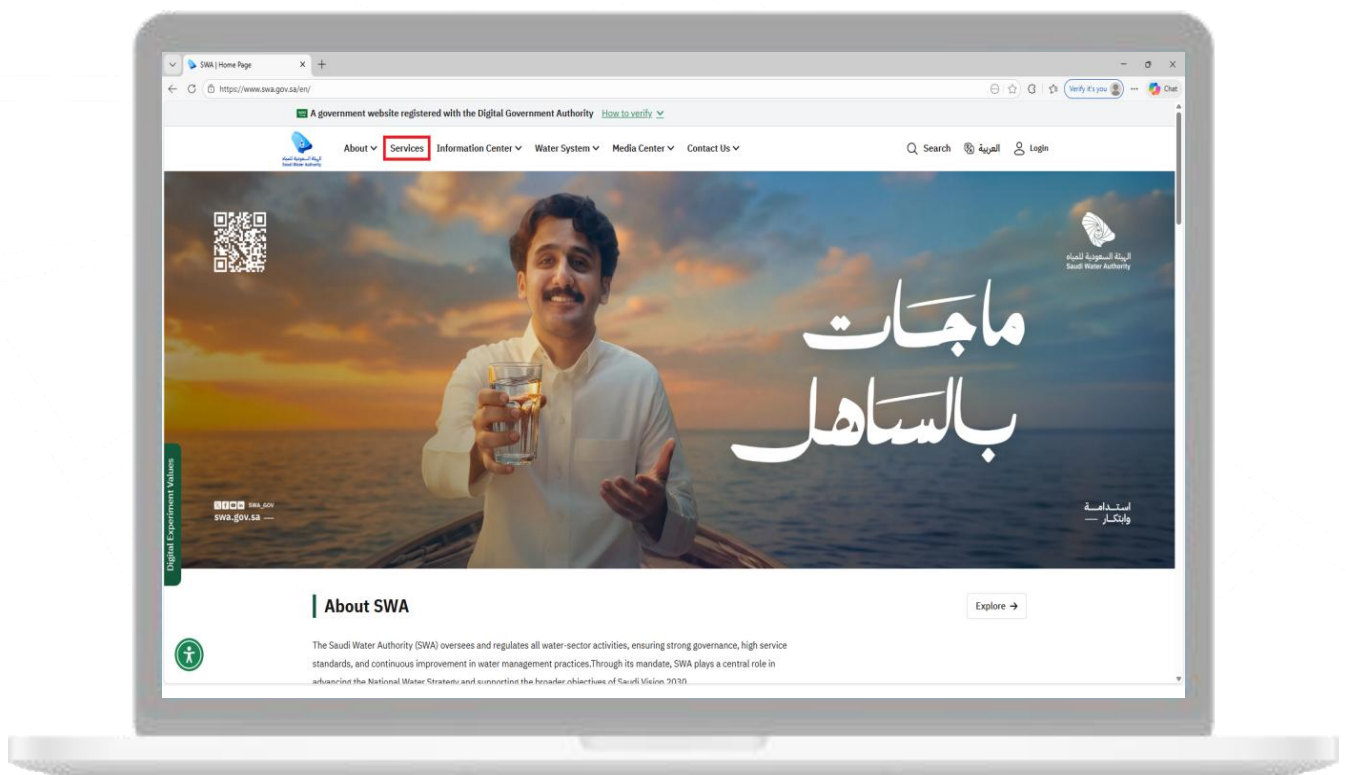
Click here to visit the website

Public عام



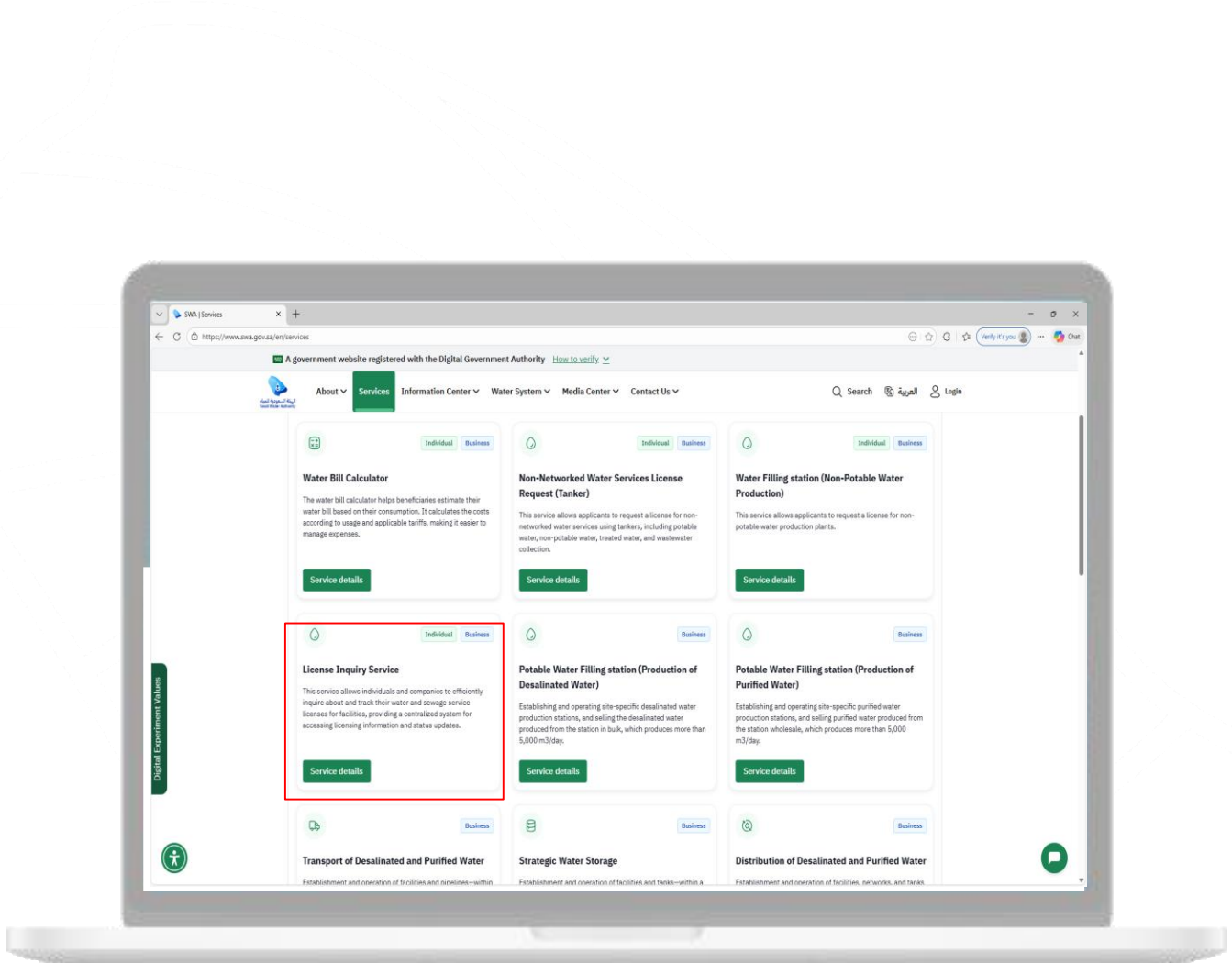
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



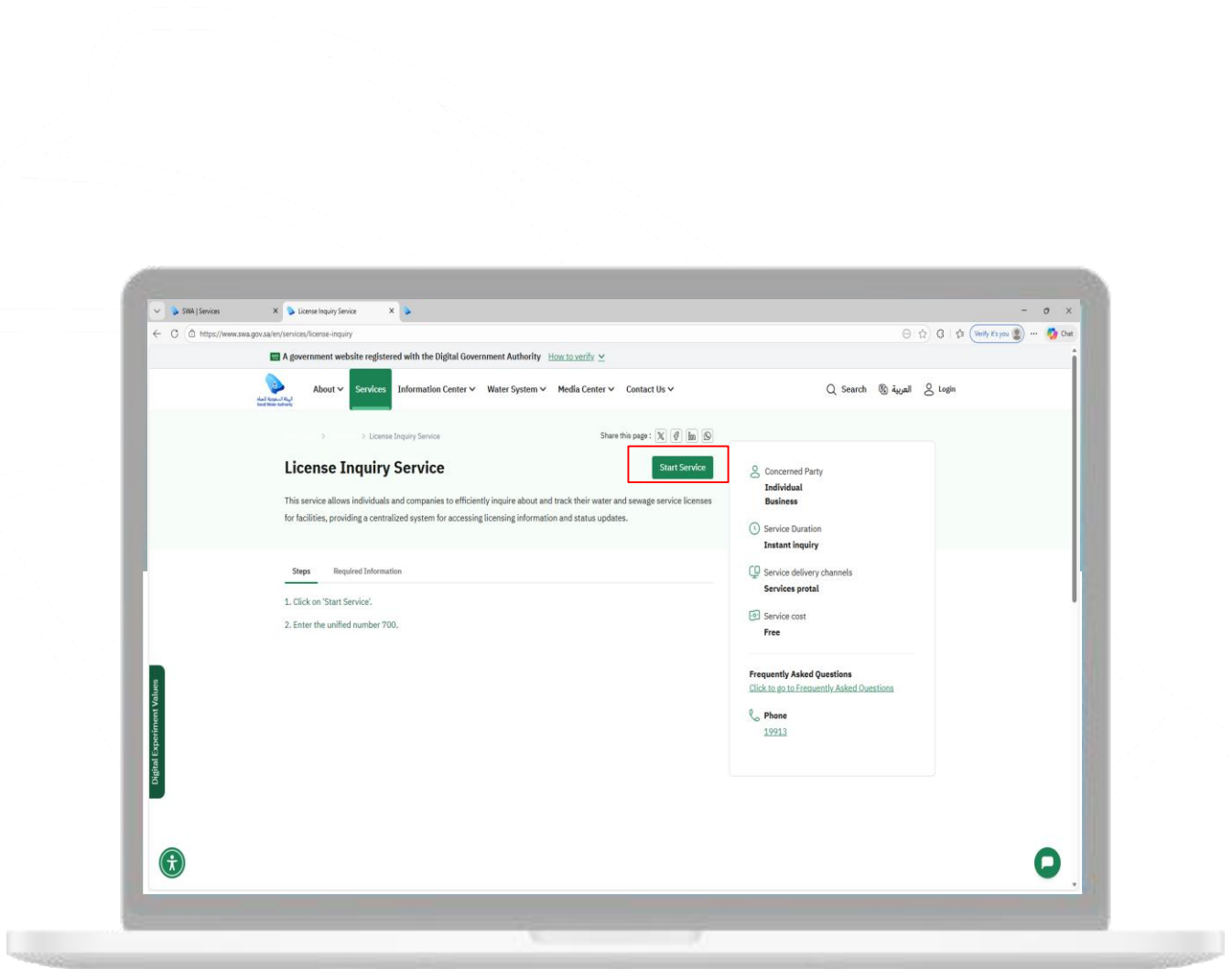
## Third: Steps to Access the Service

3. Select the “License Inquiry” service.



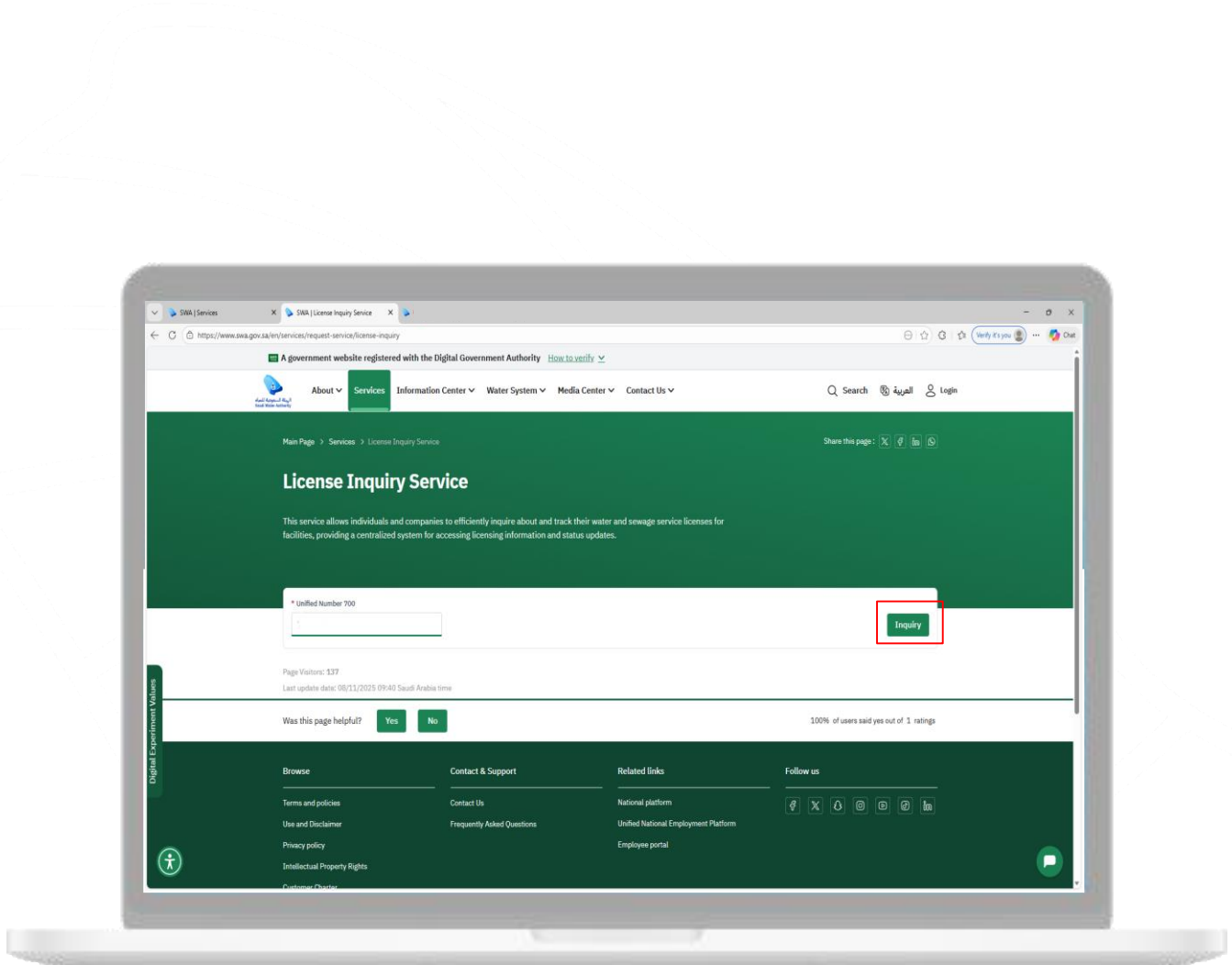
## Third: Steps to Access the Service

4. Enter the license number or the required information in the designated fields.



## Third: Steps to Access the Service

6. Click the “Inquire” button to display the license details.





الهيئة السعودية للمياه  
Saudi Water Authority

User Guide:

# Non-Networked Water Services License Request (Tanker)

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Non-Networked Water Services License Request (Tanker)

### Service Description:

This service enables applicants to submit a license application to operate non-networked water distribution activities using tankers. The service covers the transport of potable water, non-potable water, treated water, and sewage collection in accordance with the approved laws and regulations.

### Service Objectives:

- Regulate non-networked water service activities within an approved regulatory and supervisory framework.
- Ensure licensees comply with technical specifications, safety standards, and the approved visual identity.
- Improve the quality of tanker-based water transport services.
- Protect beneficiaries and reduce risks associated with irregular water transport practices.

### Target Groups:

Individuals and establishments wishing to engage in non-networked water service activities using tankers.



## Second: Terms and Requirements

### Service Prerequisites:

1. Valid vehicle registration and fulfillment of requirements from relevant government authorities.
2. The operating card must include one of the following activities:
  - Heavy transport of goods for commercial purposes (Transport – Establishments)
  - Heavy transport of goods for commercial purposes (Transport – Individuals)
  - Heavy transport of goods for commercial purposes (Tankers)
  - Heavy transport of goods for non-commercial purposes
3. Vehicle and driver uniform must comply with the approved visual identity, according to the type of activity and approved manuals.
4. Compliance with the approved technical specifications for trailers.
5. Review of the instructional guide regarding technical specifications and activity requirements.
6. Obtaining a qualification certificate from an approved trailer inspection center.

### Service Requirements:

- Enter applicant information (Individual / Establishment).
- Enter vehicle information (Tanker / Trailer).
- Specify the type of activity to be licensed (Potable – Non-potable – Treated – Sewage).
- Specify the type of use (Commercial / Non-commercial).



## Second: Terms and Requirements

### Required Documents:

- Valid vehicle registration.
- Technical qualification certificate issued by an approved trailer inspection center.
- Proof of vehicle and uniform compliance with the approved visual identity.
- Operating card including the relevant activity.
- Any additional documents required according to the approved technical specifications list.

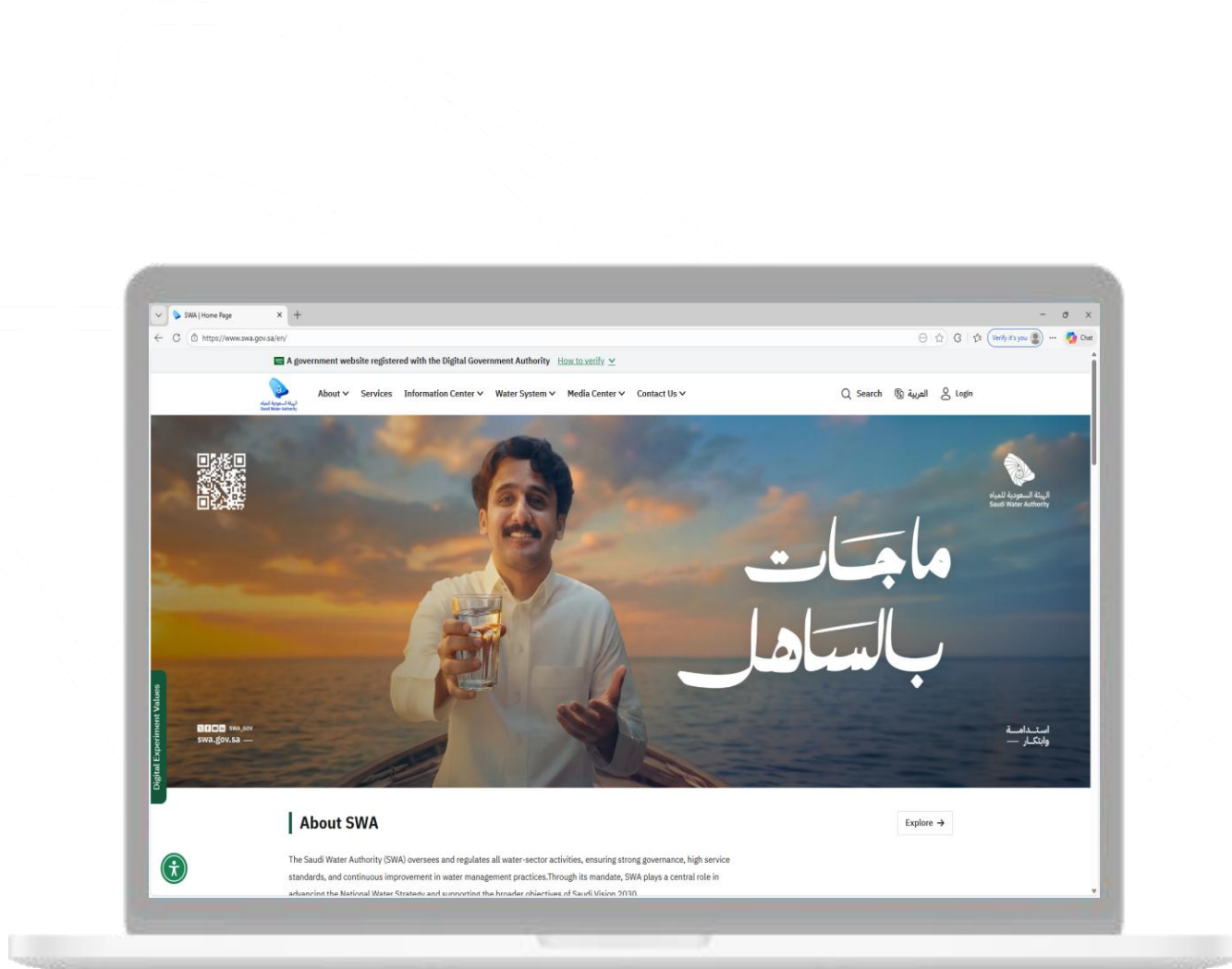
### Regulatory Notice:

The Authority's role is limited to reviewing applications and verifying compliance with regulatory requirements prior to issuing the license. This license does not replace any other approvals that may be required from specialized authorities.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

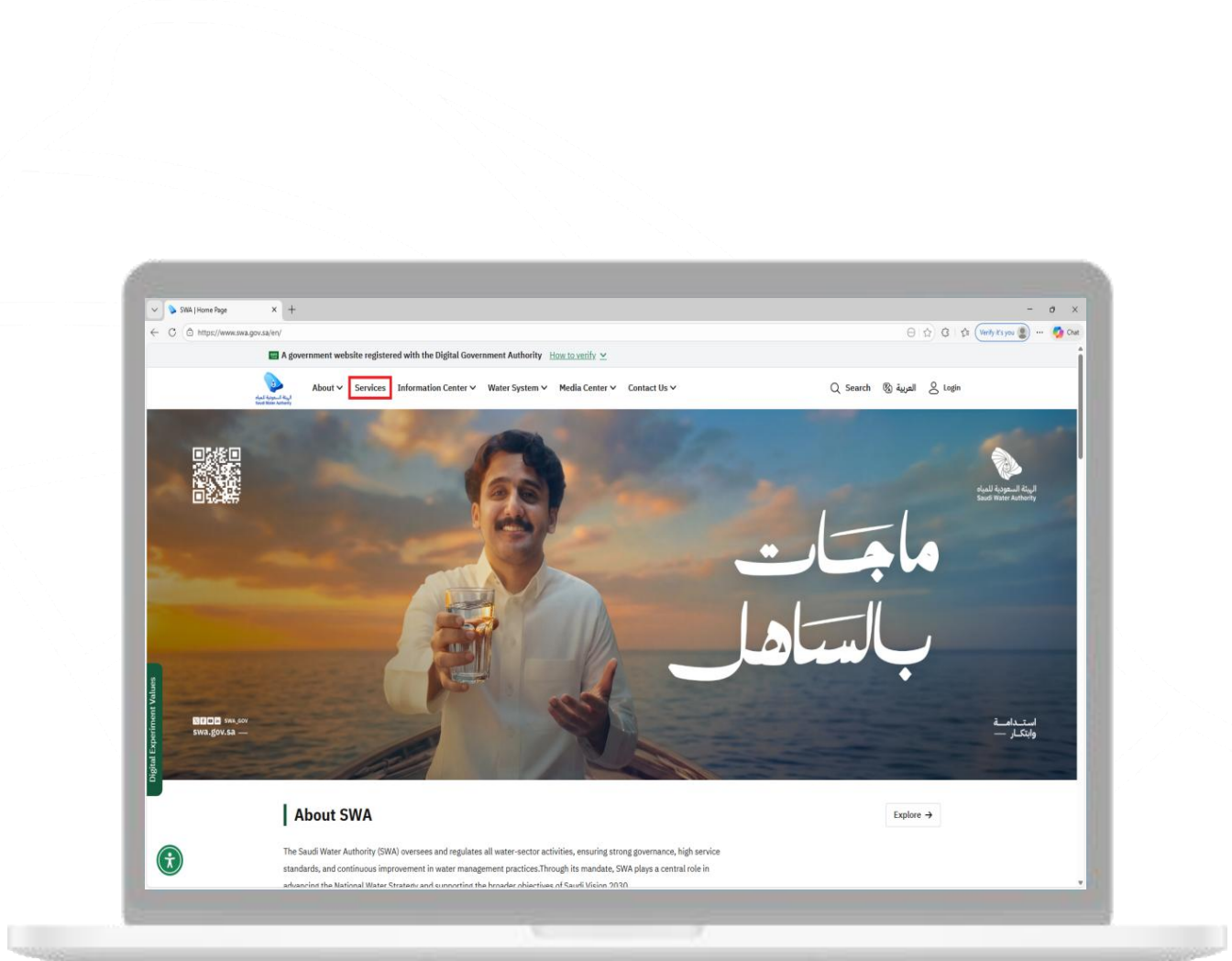


Click here to visit the website



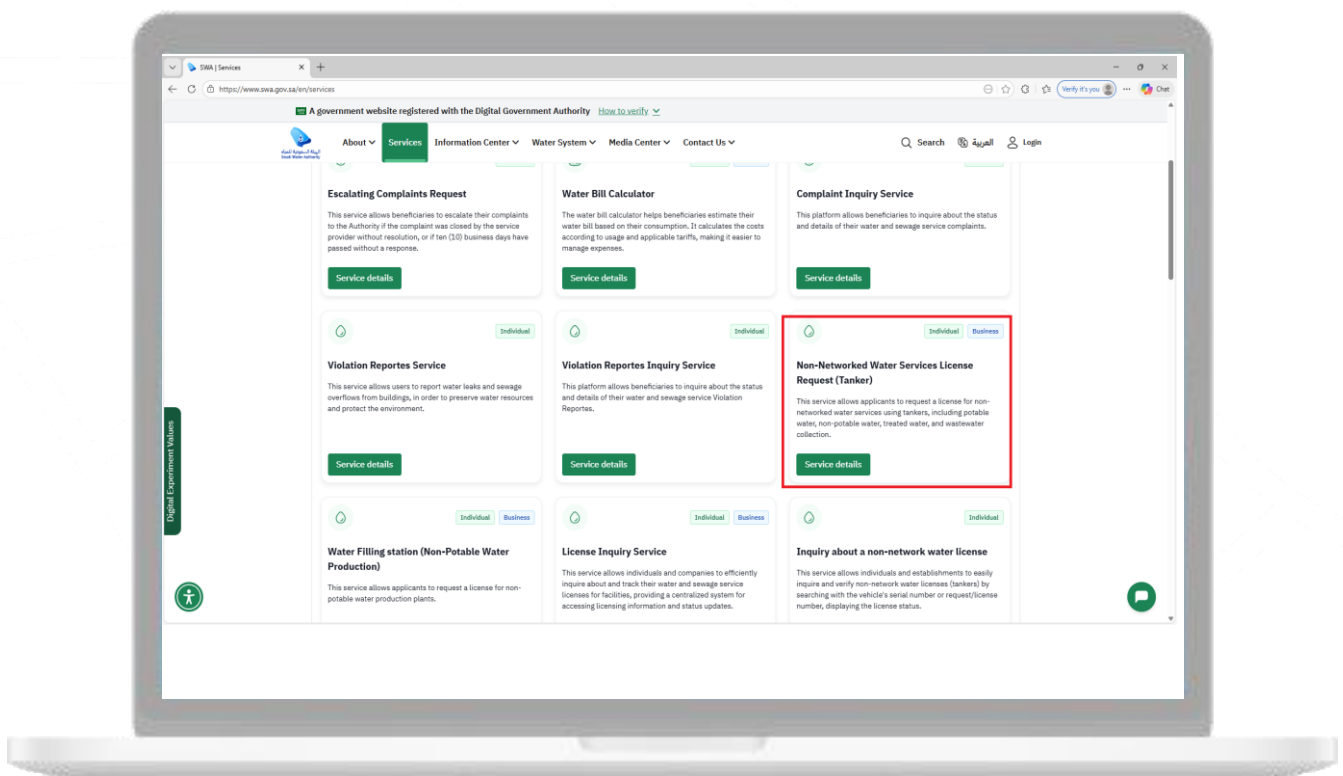
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



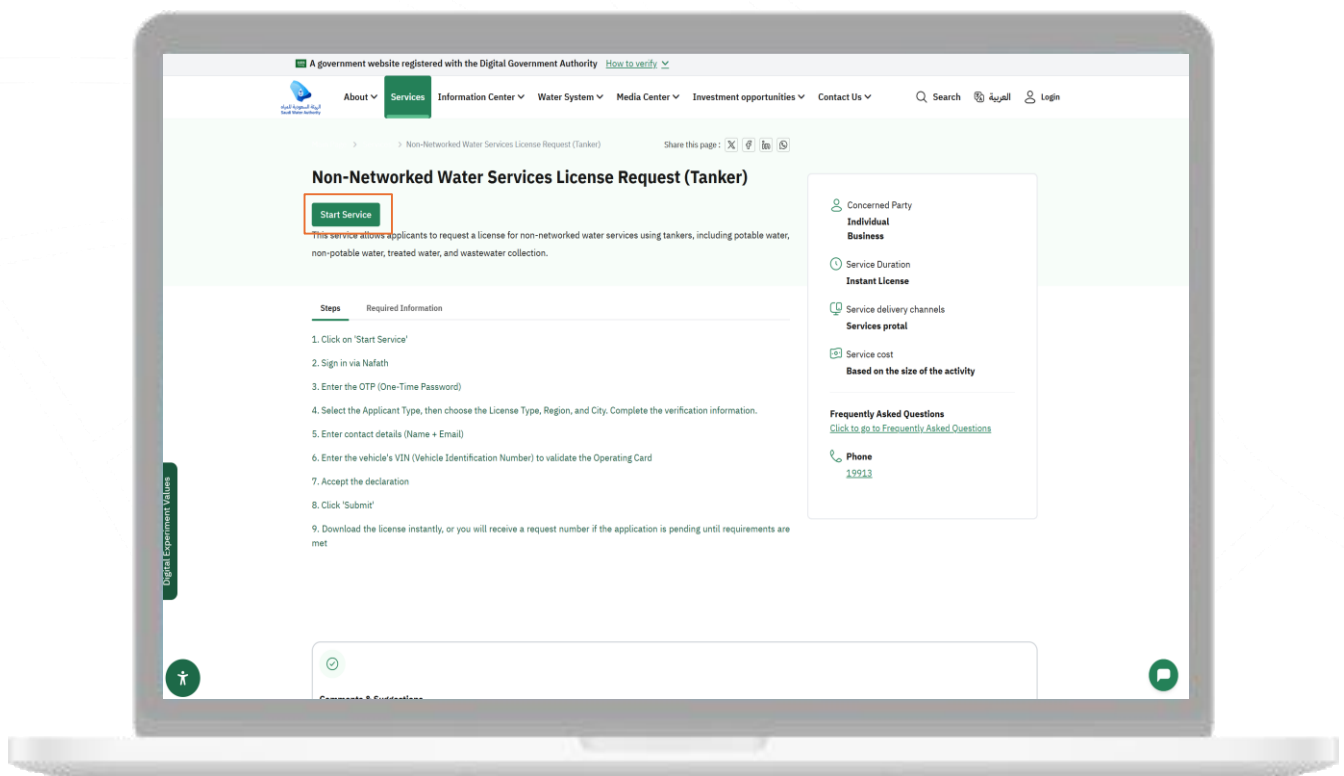
## Third: Steps to Access the Service

3. Select the service: “Non-Networked Water Services License Request (Tanker)”.



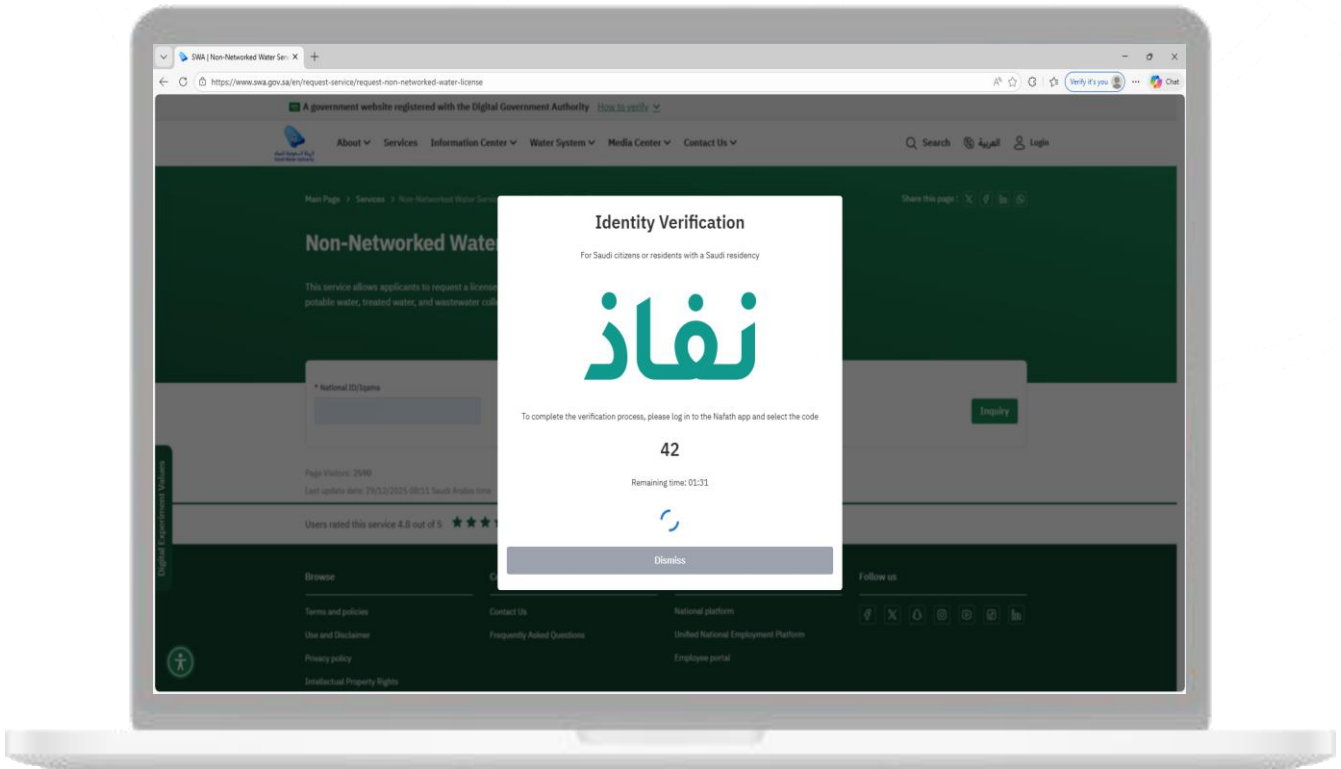
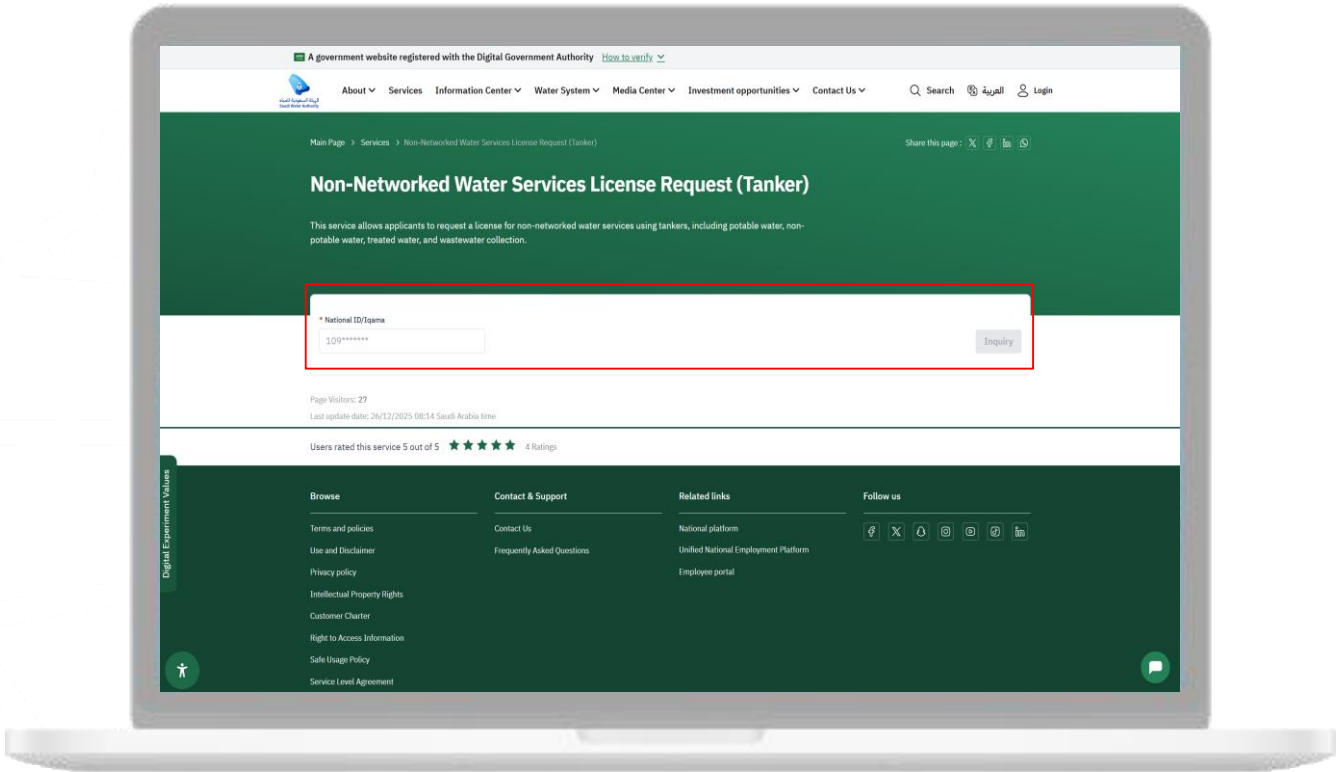
## Third: Steps to Access the Service

### 4. Click on "Start Service."



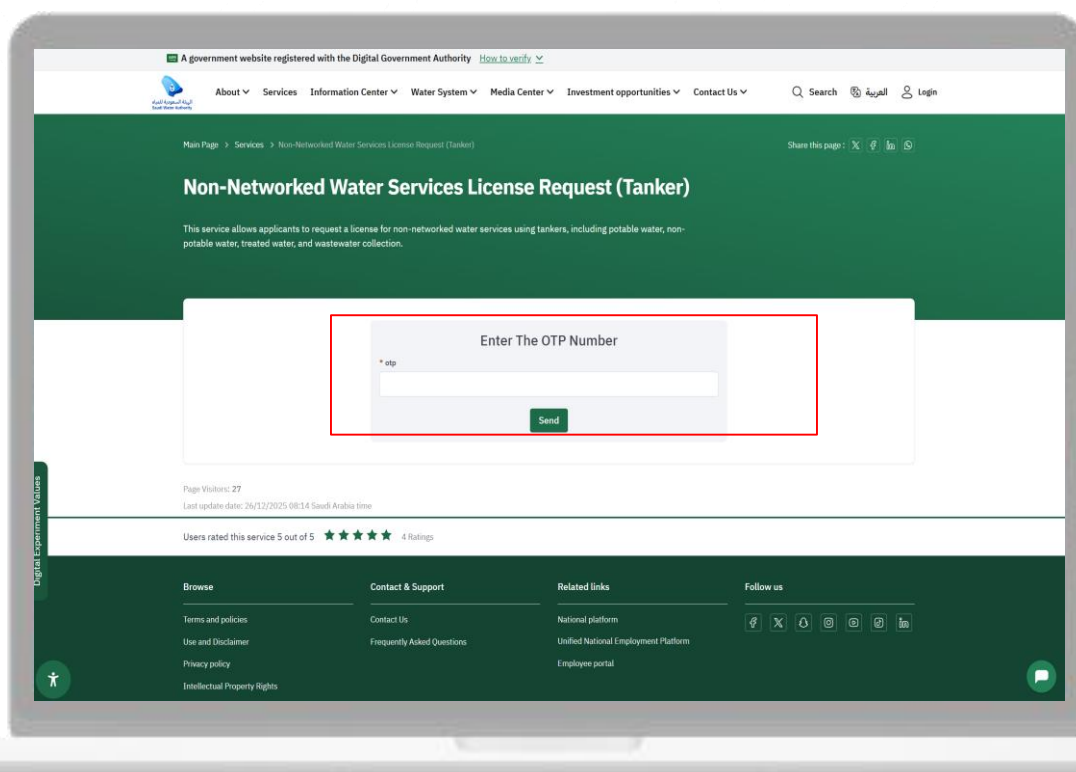
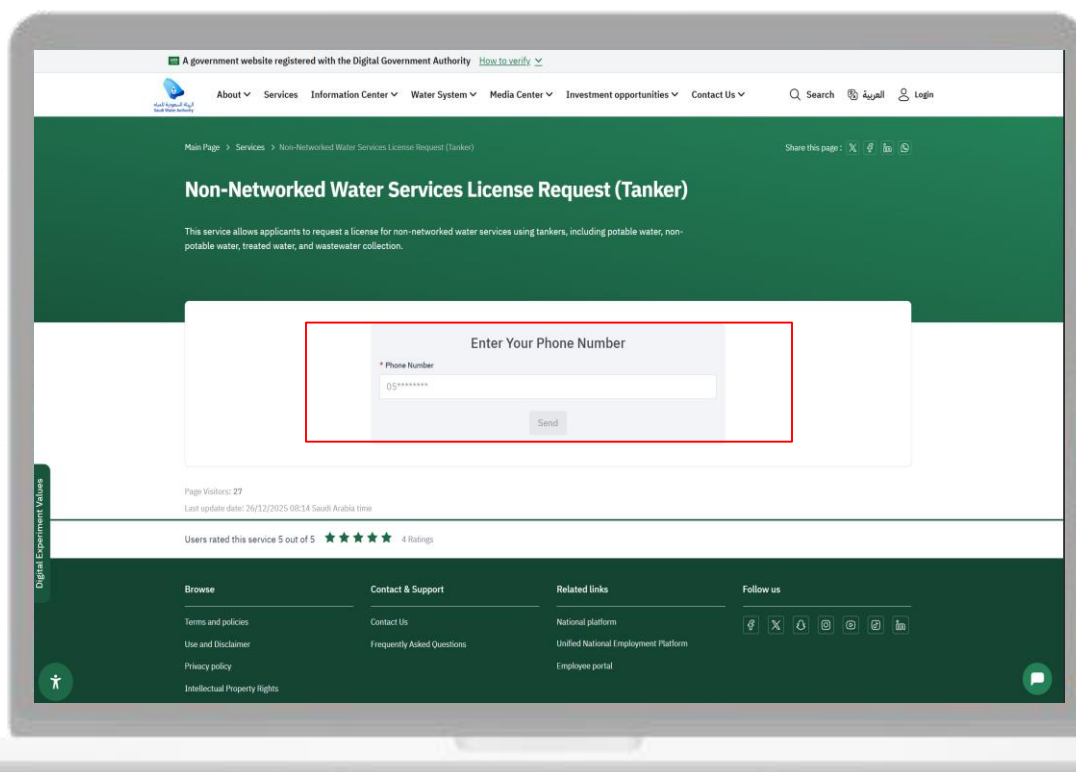
## Third: Steps to Access the Service

5. Log in to the Authority's electronic portal.



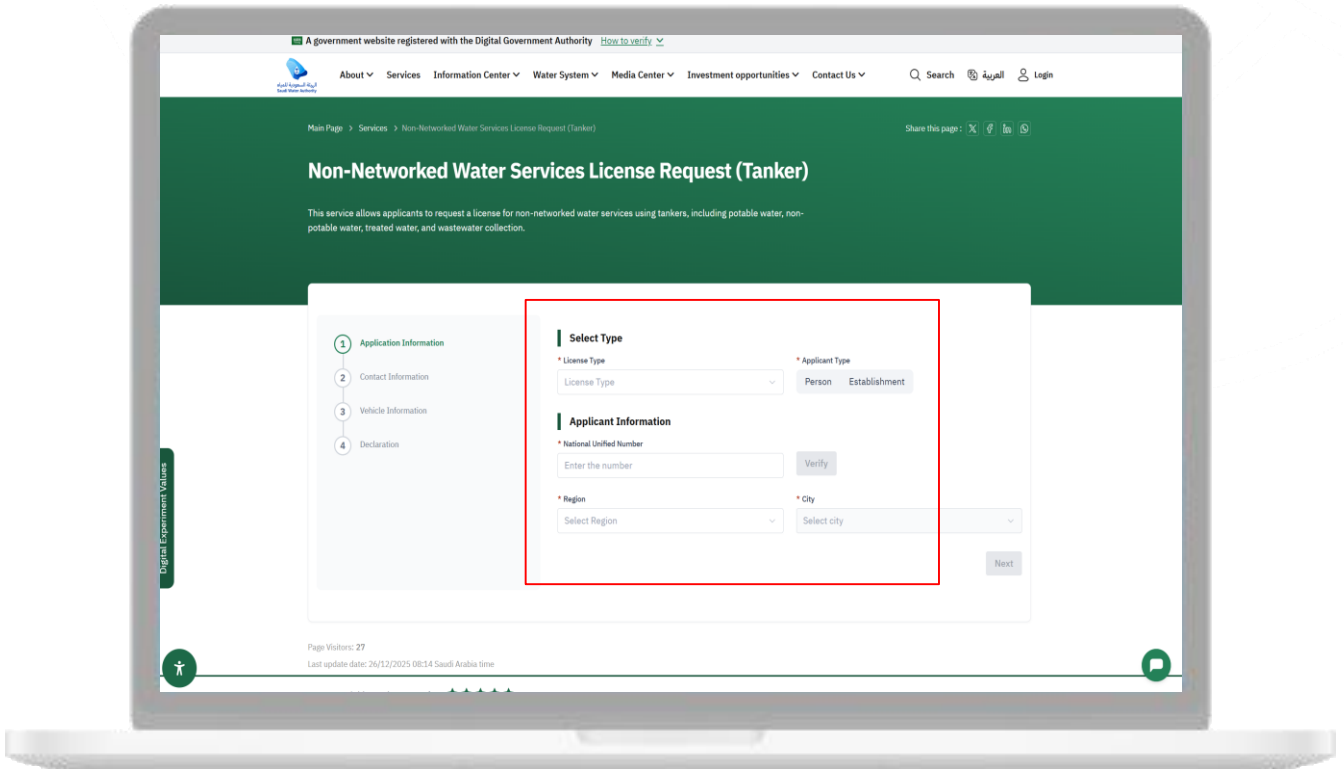
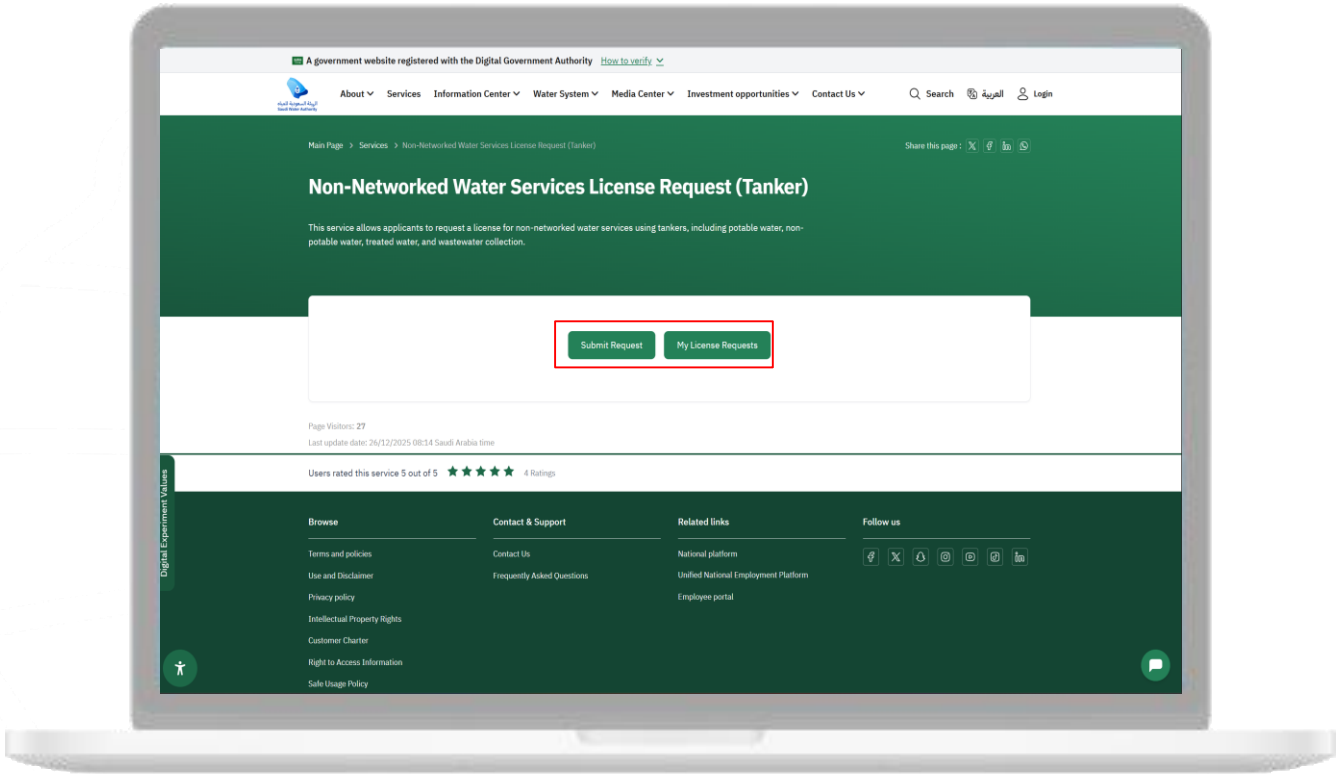
## Third: Steps to Access the Service

### 6. Fill in the applicant's information.



## Third: Steps to Access the Service

7. Enter vehicle details and specify the type of activity and use.



## Third: Steps to Access the Service

### 8. Enter contact information.

The screenshot displays a web form for requesting a license for non-networked water services using tankers. The form is titled "Non-Networked Water Services License Request (Tanker)" and includes a progress indicator with four steps: 1. Application Information, 2. Contact Information (highlighted), 3. Vehicle Information, and 4. Declaration. The "Contact Information" section contains the following fields:

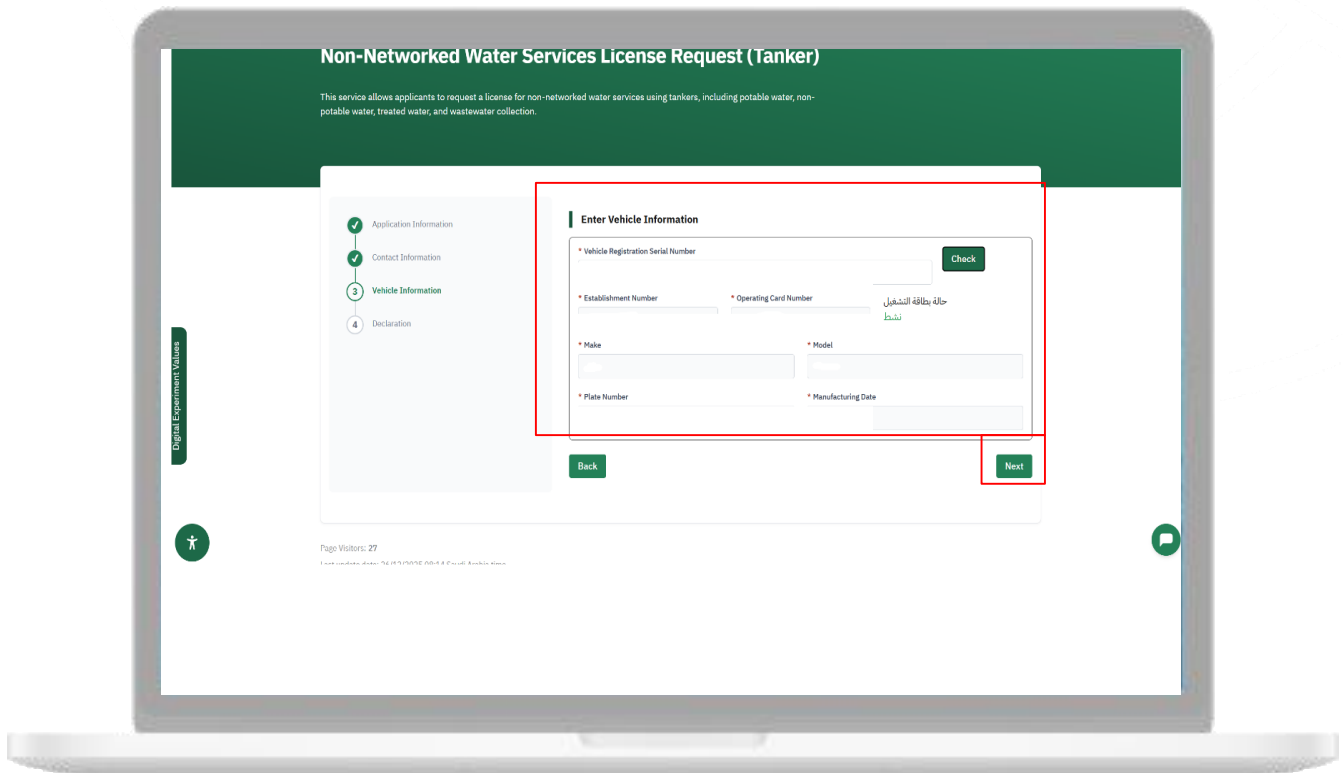
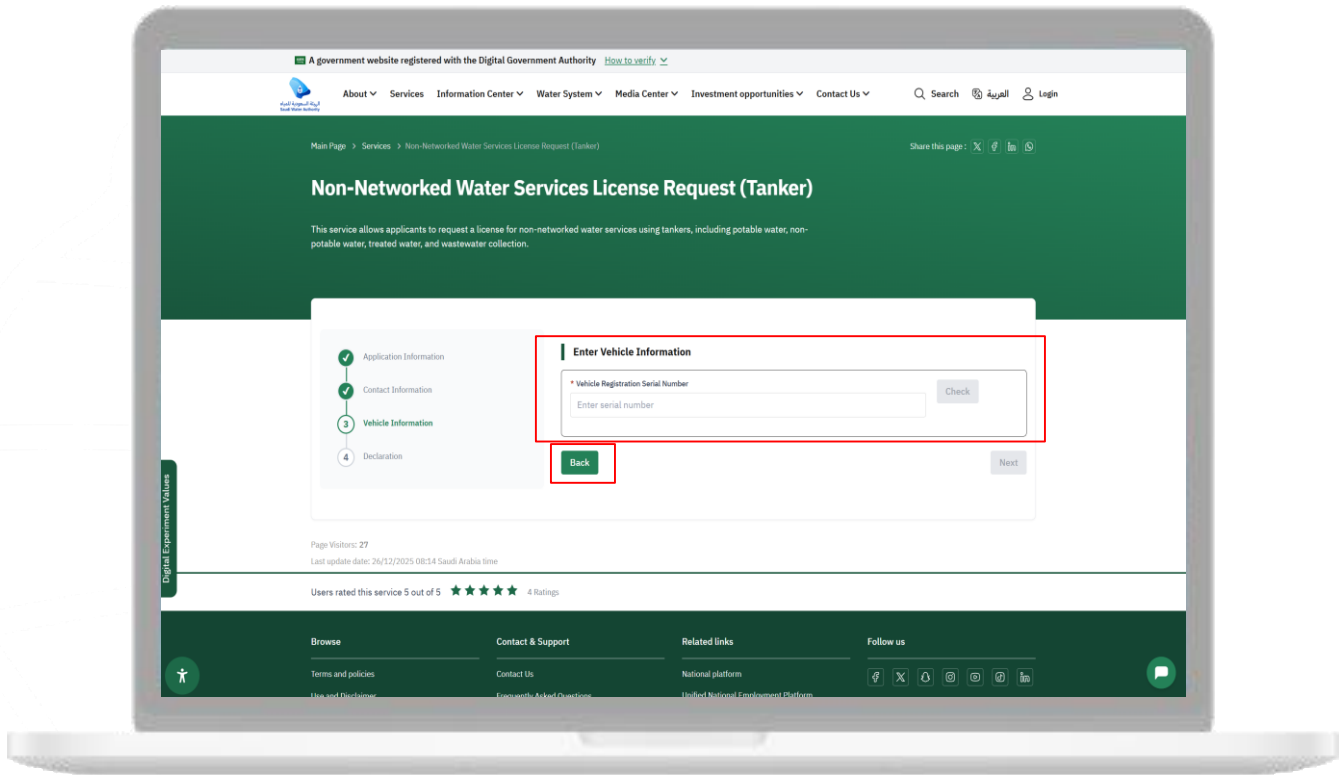
- \* National Id
- \* Phone Number
- \* Name
- \* Status
- \* Email (with placeholder text "Enter email address")

Navigation buttons "Back" and "Next" are visible at the bottom of the form. The "Back" button is highlighted with a red box. The page footer includes "Page Visitors: 27", "Last update date: 26/12/2025 08:14 Saudi Arabia time", and a rating of "Users rated this service 5 out of 5" with 4 ratings.



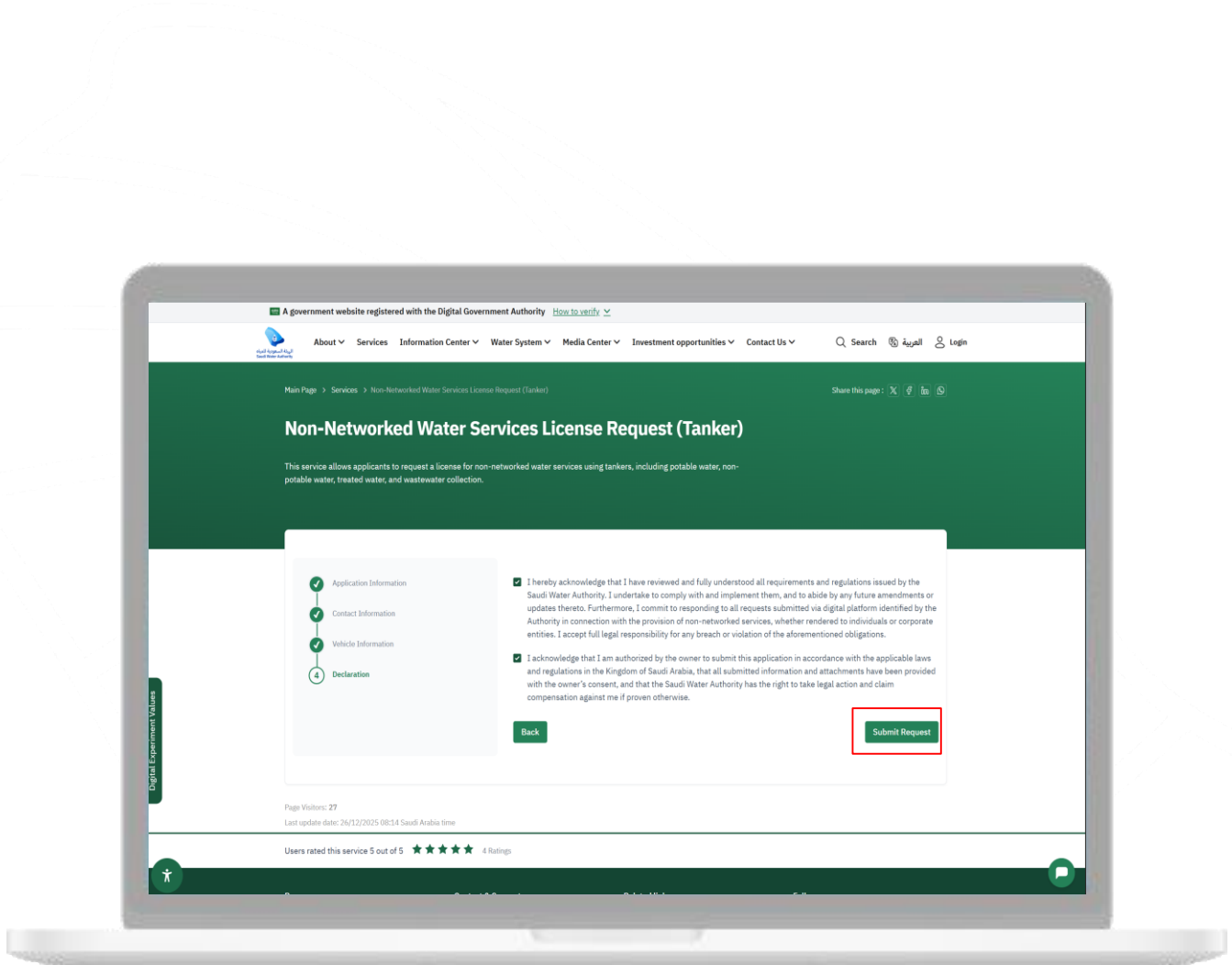
# Third: Steps to Access the Service

## 9. Enter vehicle Information.



## Third: Steps to Access the Service

### 10. Submit the request.





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Saudi Water Authority

# User Guide: Inquiry Service for Non-Network Water License (Tanker)

Date: February 2026

Version: 1

## First: Service Description

### Service Name:

Inquiry about Non-Network Water License (Tanker)

### Service Description:

This service enables beneficiaries to electronically inquire about licenses issued for non-network water services (tankers) by the Saudi Water Authority (SWA). The service allows users to verify the status and validity of a license in accordance with the regulations and bylaws governing the water sector. It also provides direct and reliable access to license information related to tanker activities that fall within the Authority's regulatory jurisdiction.

### Service Objectives:

- Enable beneficiaries to verify the status and validity of non-network water service licenses.
- Enhance transparency by providing access to approved license information related to non-network activities.
- Facilitate access to license data related to water tankers and associated activities.
- Support compliance and regulatory oversight by providing an official mechanism to verify the authenticity of License data.

### Target Groups:

- Individuals and establishments holding non-network water service licenses.
- Entities and stakeholders wishing to verify the validity of a License.



## Second: Terms and Requirements

### Service Prerequisites:

1. A previously submitted license application through the Saudi Water Authority (SWA) service platform for non-network water services (tankers).
2. Availability of accurate License information required to complete the inquiry process.

### Service Requirements:

Enter the License number or the required identification data in the inquiry form.

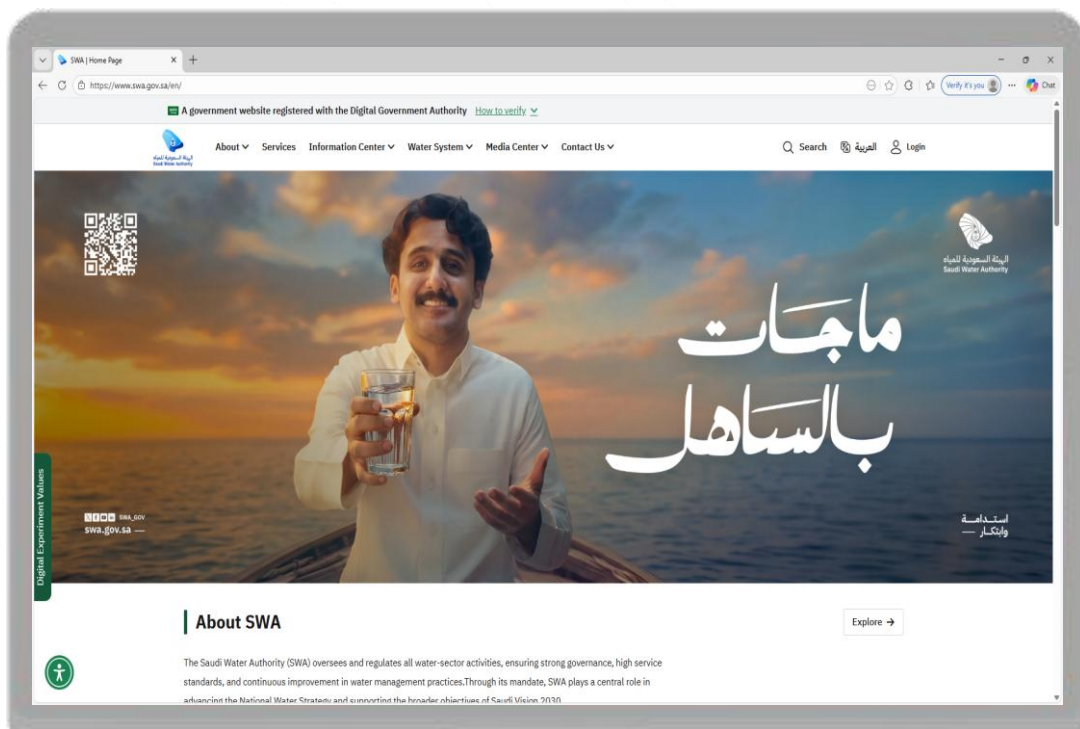
### Regulatory Notice:

Submitting a license inquiry does not constitute a request for issuance, renewal, or amendment of a license, nor does it result in any regulatory action. The service is limited to displaying the available information related to the license.



## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

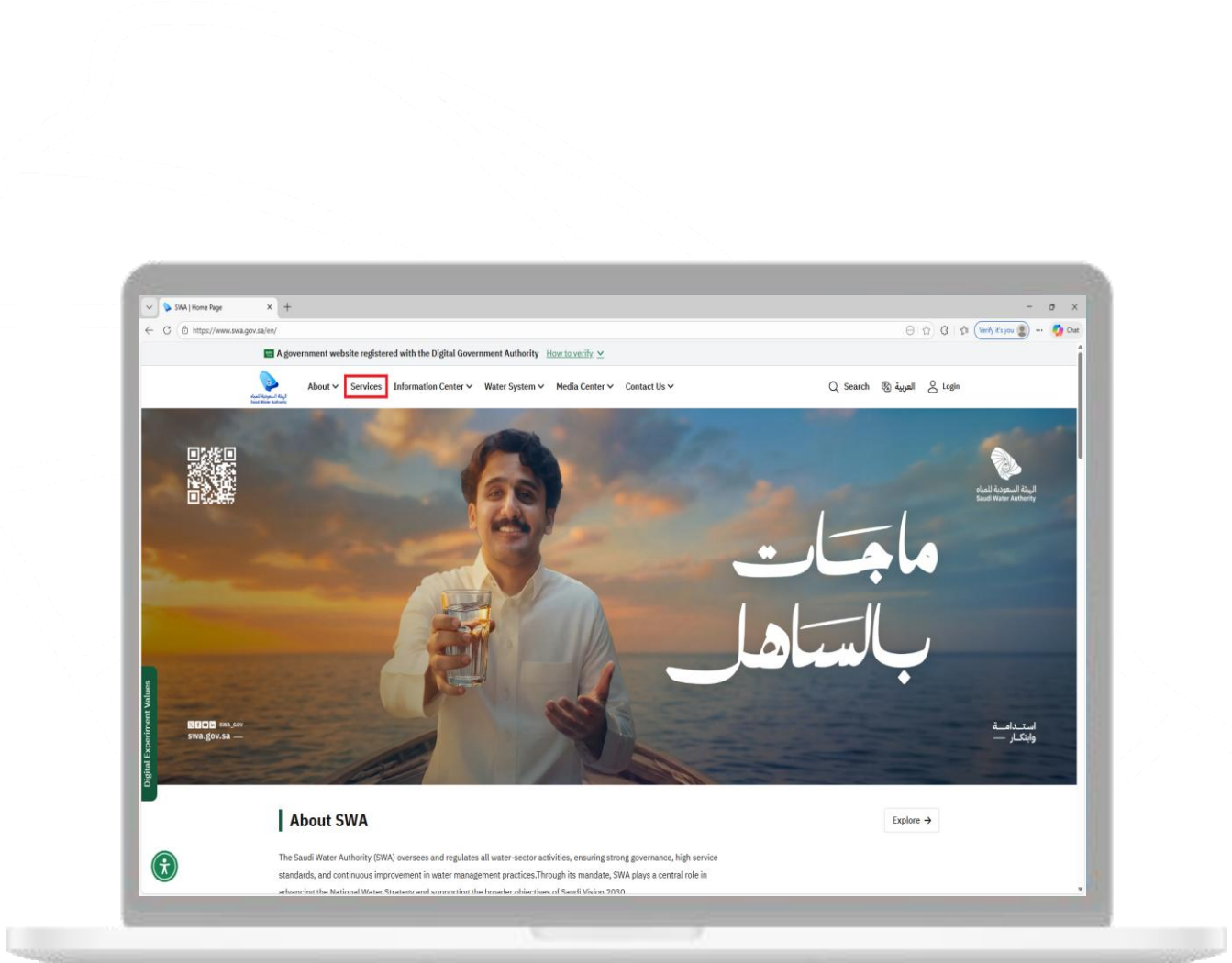


Click here to visit the website



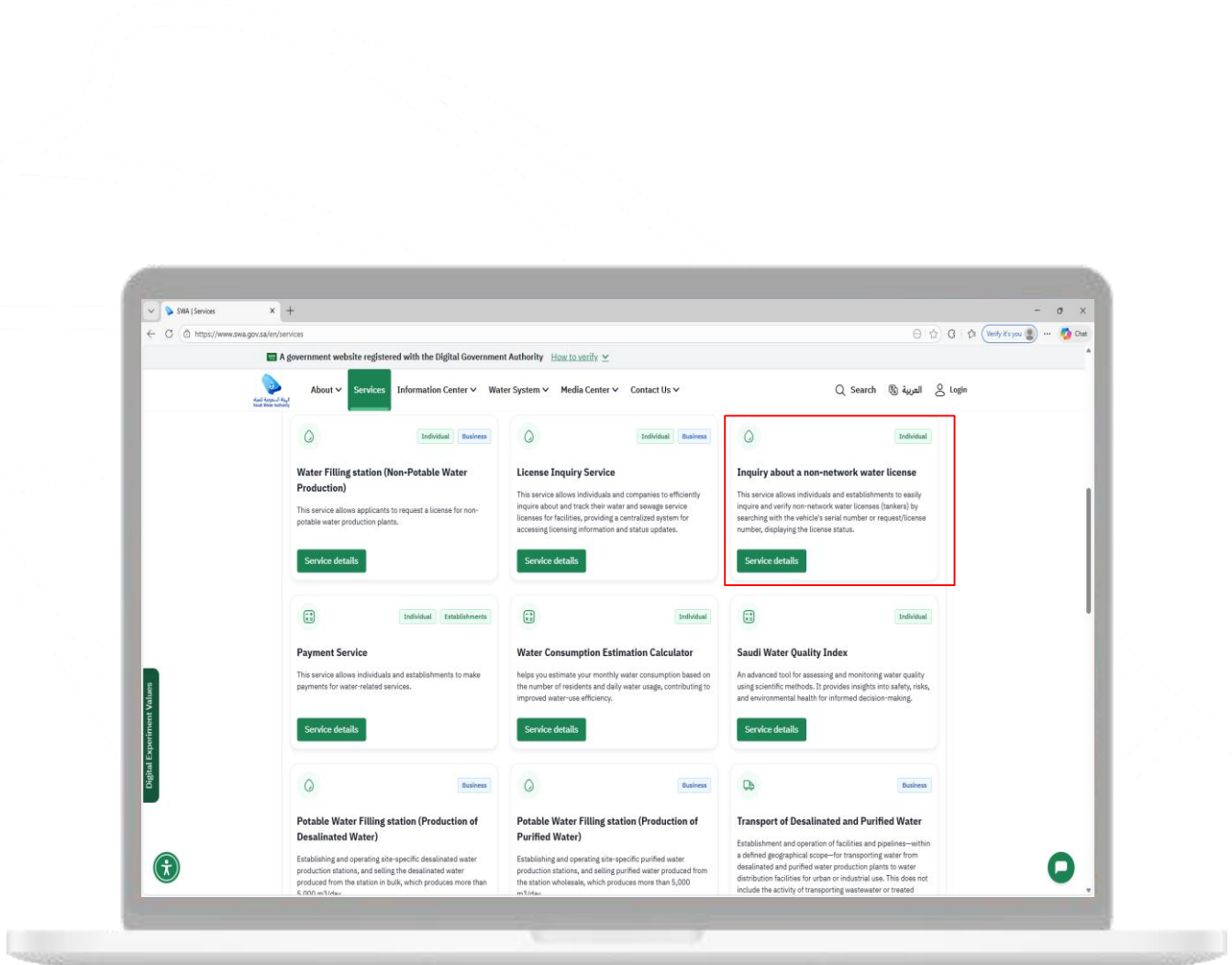
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



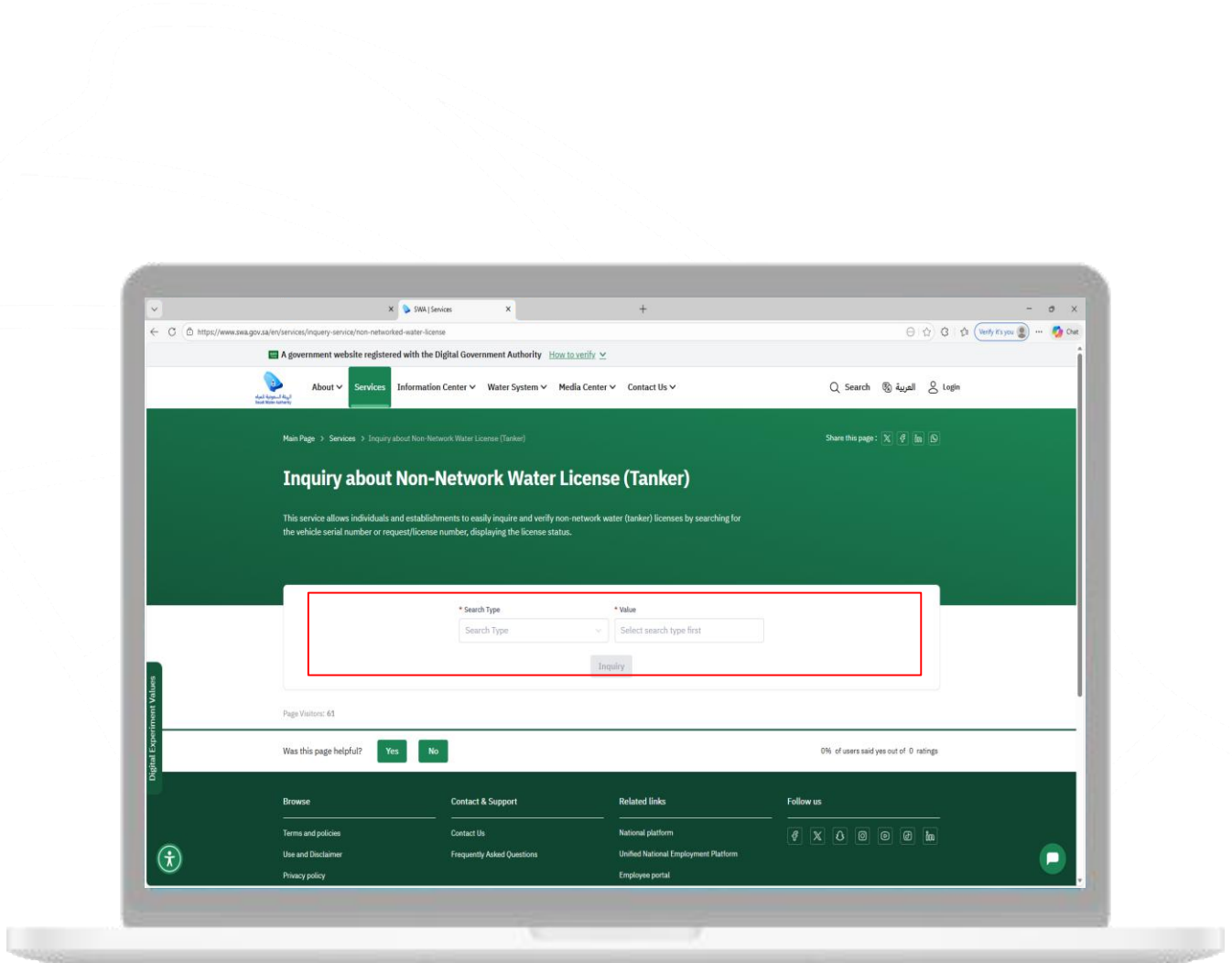
## Third: Steps to Access the Service

### 3. Select the Inquiry about Non-Network Water License (Tanker) service



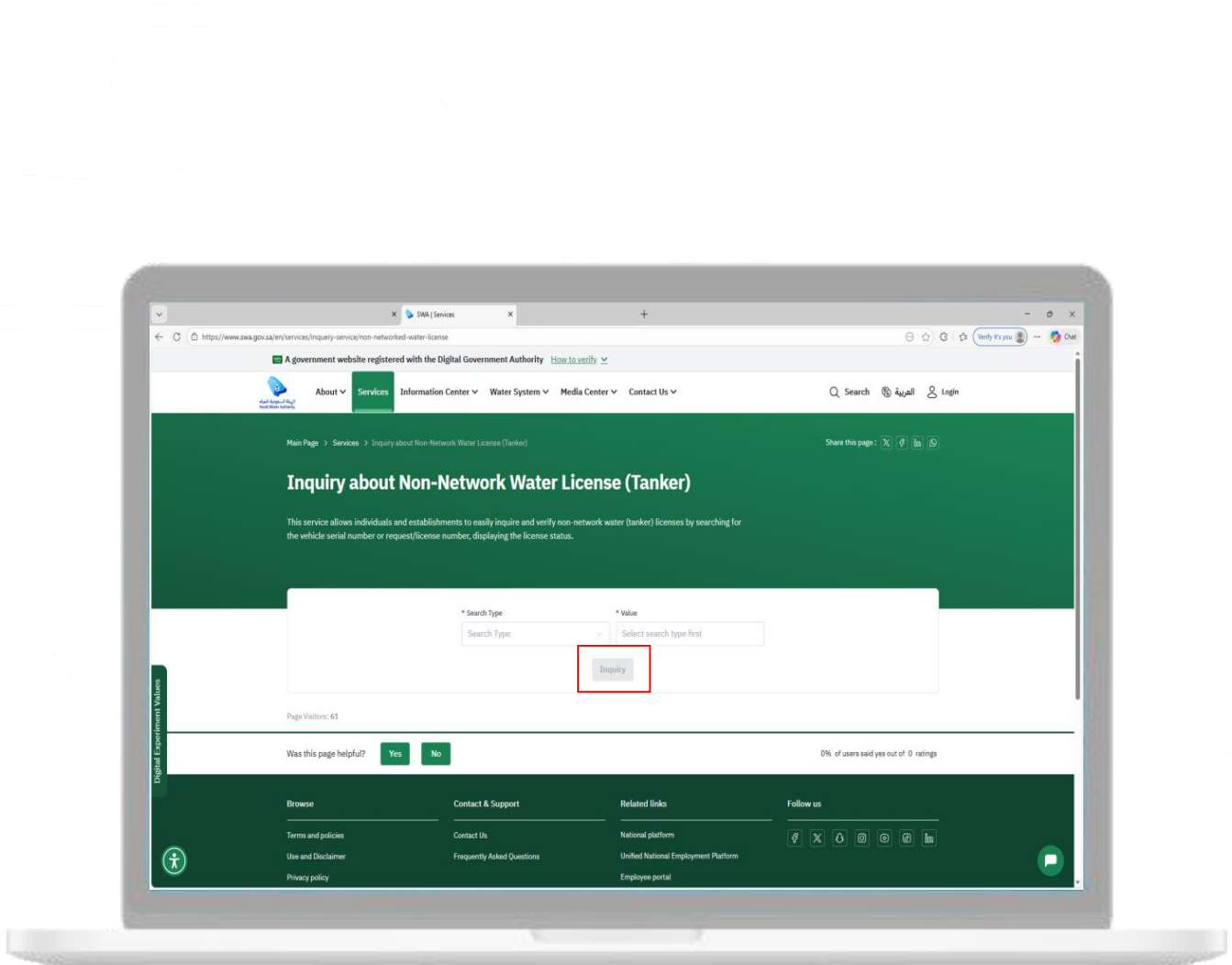
## Third: Steps to Access the Service

4. Enter the License number or the required information in the designated fields.



## Third: Steps to Access the Service

5. Click the “Inquire” button to display the License details.





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Saudi Water Quality Index Service

Date: February 2026

Version: 1

## First: Service Description

### Service Name

Saudi Water Quality Index Service

### Service Description

This service allows access to the Saudi Water Quality Index, which reflects the water quality level based on the approved standards and requirements in the water sector, within the framework of the regulatory and supervisory role of the Saudi Water Authority (SWA).

### Service Objectives:

- Enhance transparency by providing water quality data and indicators.
- Enable beneficiaries to view water quality levels according to approved standards.
- Raise awareness of water quality indicators and their importance.
- Strengthen trust in the water system within the approved regulatory and supervisory framework.

### Beneficiary Categories

- General beneficiaries.
- Entities related to the water sector.
- Researchers and those interested in water quality.



## Second: Conditions

### Service Requirements

Using the service to access index data within its informational scope.

### Service Prerequisites

Selecting the region or the required data (as required by the service form).

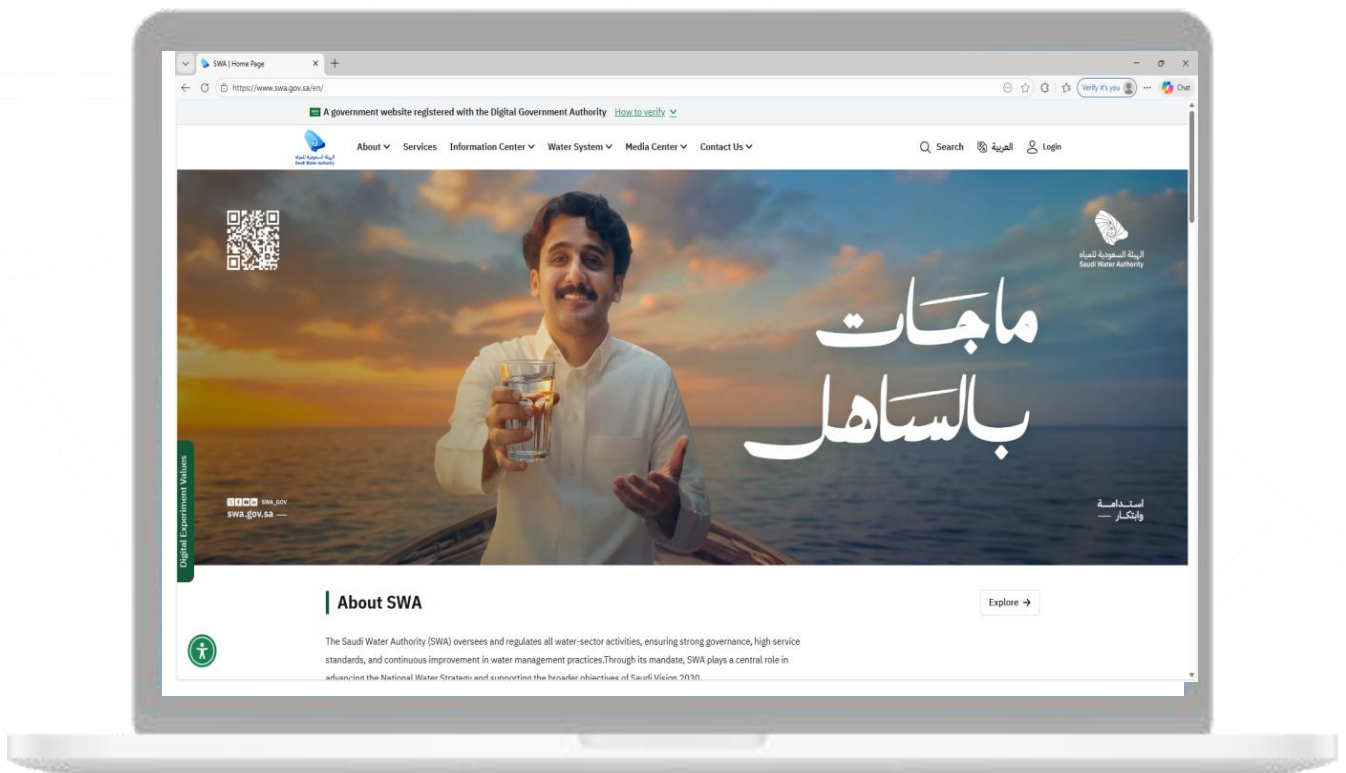
### Regulatory Notice

The index reflects water quality data according to the approved methodology and standards. It is intended for general information purposes and is not considered a substitute for any official technical reports issued by the competent authorities.



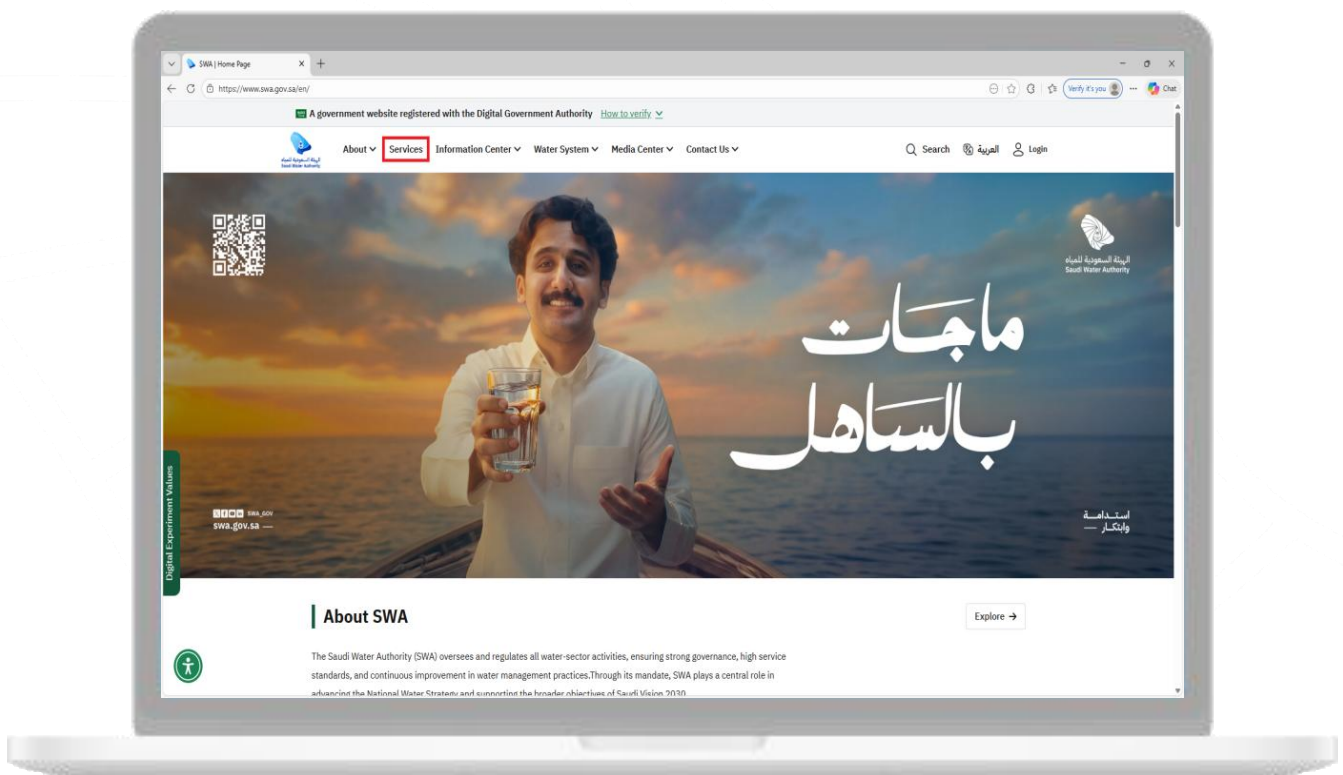
## Third: Steps to Access the Service

### 1. Visit the Saudi Water Authority website:



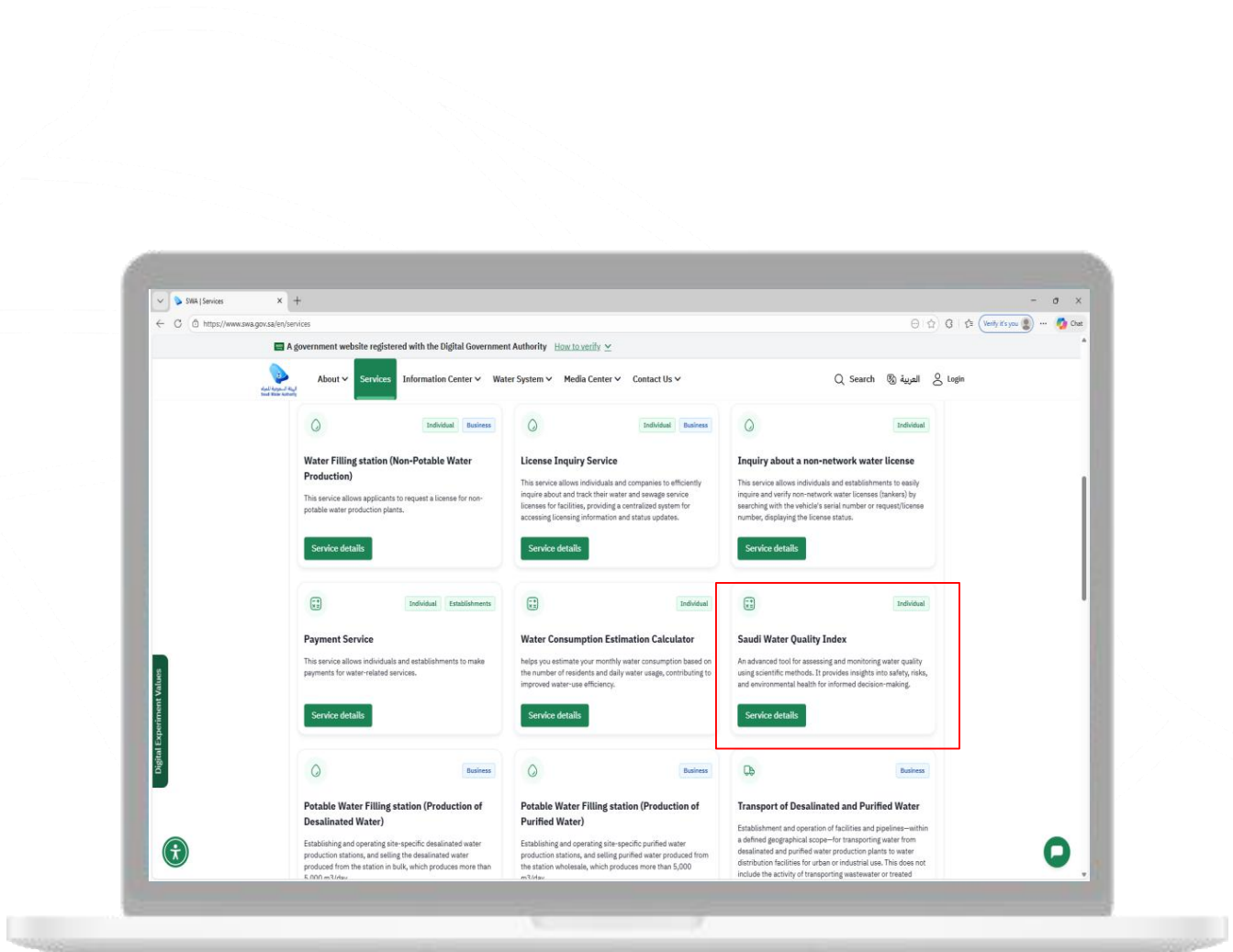
## Third: Steps to Access the Service

### 2. Navigate to the Electronic Services menu.



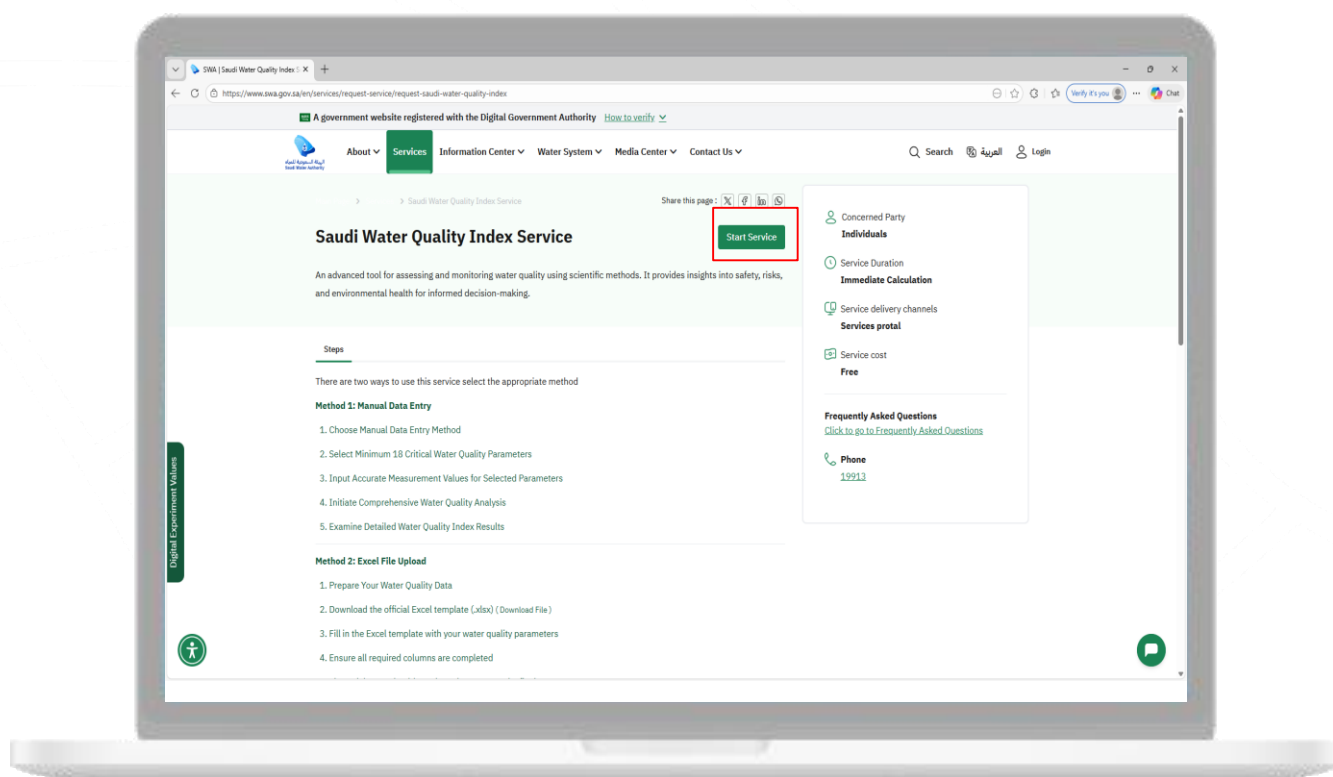
## Third: Steps to Access the Service

### 3. Select the " Saudi Water Quality Index Service".



## Third: Steps to Access the Service

### 4. Click on "Start Service."

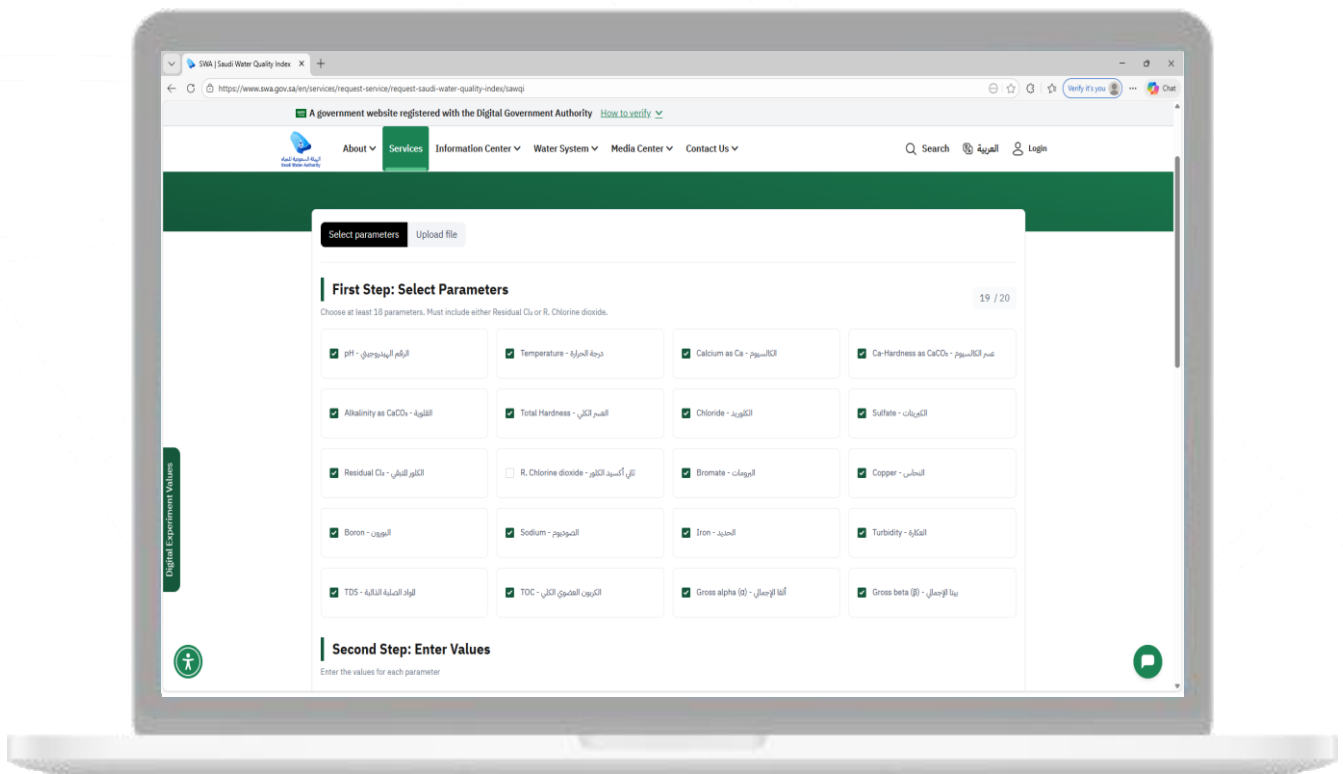


## Third: Steps to Access the Service

5. Choose the data entry method:

### Method 1: Manual Data Entry

- Choose Manual Data Entry Method.
- Select Minimum 18 Critical Water Quality Parameters from the available options.



## Third: Steps to Access the Service

- Input Accurate Measurement Values for Selected Parameters.
- Click the “Initiate Comprehensive Water Quality Analysis” option.
- Review the detailed results of the Water Quality Index after the analysis is complete.

The screenshot displays the 'Second Step: Enter Values' form on the Saudi Water Quality Index (SWAQI) website. The form is titled 'Second Step: Enter Values' and includes the instruction 'Enter the values for each parameter'. It features a grid of input fields for various water quality parameters, each with its name in English and Arabic and its unit. The parameters include:

- First Sample
- pH (6.5 - 8.5) - الرقم الهيدروجيني (6.5 - 8.5)
- Temperature (40 - 60) - درجة الحرارة (40 - 60)
- Calcium as Ca (34 - 12) - الكالسيوم (34 - 12)
- Ca-Hardness as CaCO<sub>3</sub> (05 - 30) - عسر الكالسيوم (05 - 30)
- Alkalinity as CaCO<sub>3</sub> (05 - 30) - القلوية (05 - 30)
- Total Hardness (300 - 85) - العسر الكلي (300 - 85)
- Chloride (145 - 0) - الكلوريد (145 - 0)
- Sulfate (30 - 0) - الكبريتات (30 - 0)
- Residual Cl<sub>2</sub> (0.5 - 0.2) - الكلور المتبقي (0.5 - 0.2)
- Bromate (10 - 0) - البرومات (10 - 0)
- Copper (2 - 0) - النحاس (2 - 0)
- Boron (2.4 - 0) - البورون (2.4 - 0)
- Sodium (205 - 0) - الصوديوم (205 - 0)
- Iron (0.3 - 0) - الحديد (0.3 - 0)
- Turbidity (5 - 0) - العكارة (5 - 0)
- TDS (400 - 300) - المواد الصلبة الذائبة (400 - 300)
- TOC (1 - 0) - الكربون العضوي الكلي (1 - 0)
- Gross alpha (0 - 0.5 - 0) - ألفا الإشعاعي (0 - 0.5 - 0)
- Gross beta (0 - 1 - 0) - بيتا الإشعاعي (0 - 1 - 0)

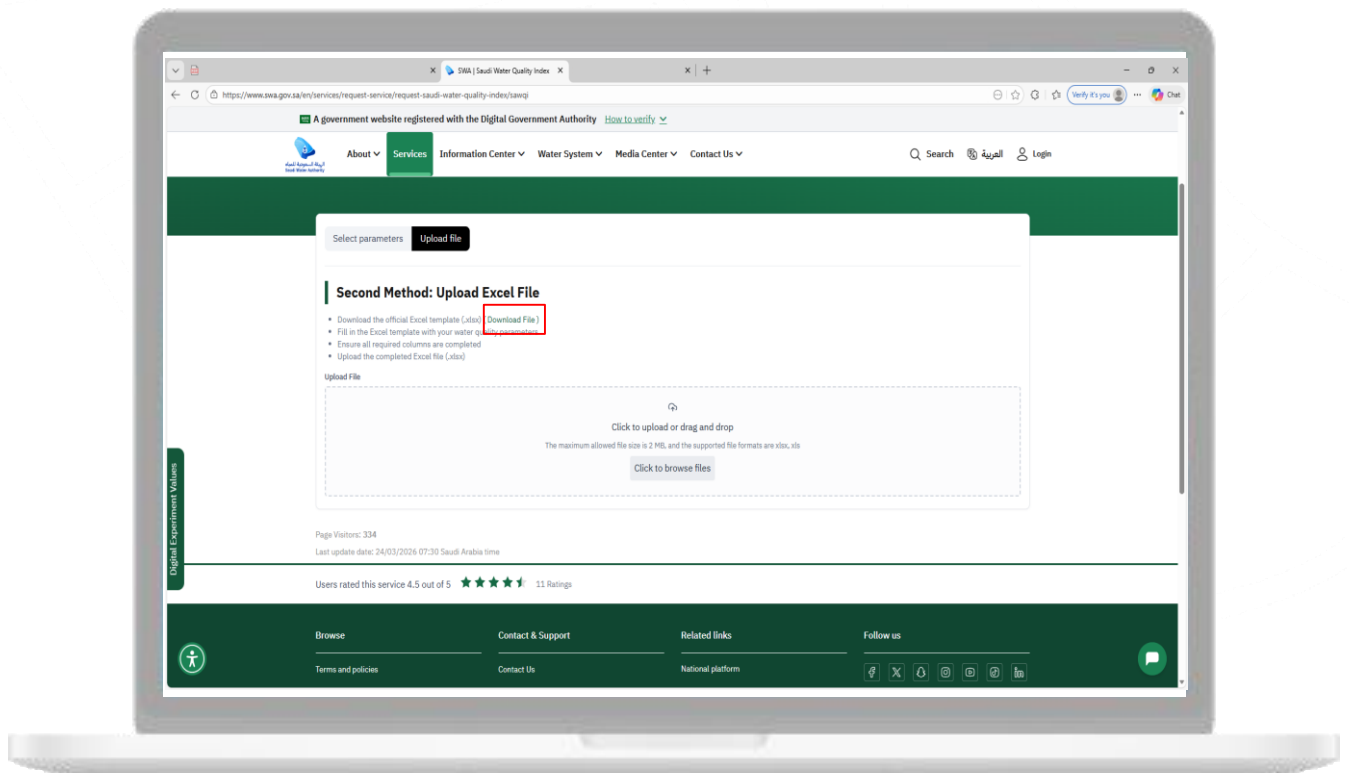
At the bottom of the form, there are two buttons: 'Calculate Indicator' (highlighted with a red box) and 'Reset'. Below the form, the page shows 'Page Visitors: 329', 'Last update date: 24/03/2026 07:30 Saudi Arabia time', and a rating of 4.5 out of 5 stars based on 11 ratings.



## Third: Steps to Access the Service

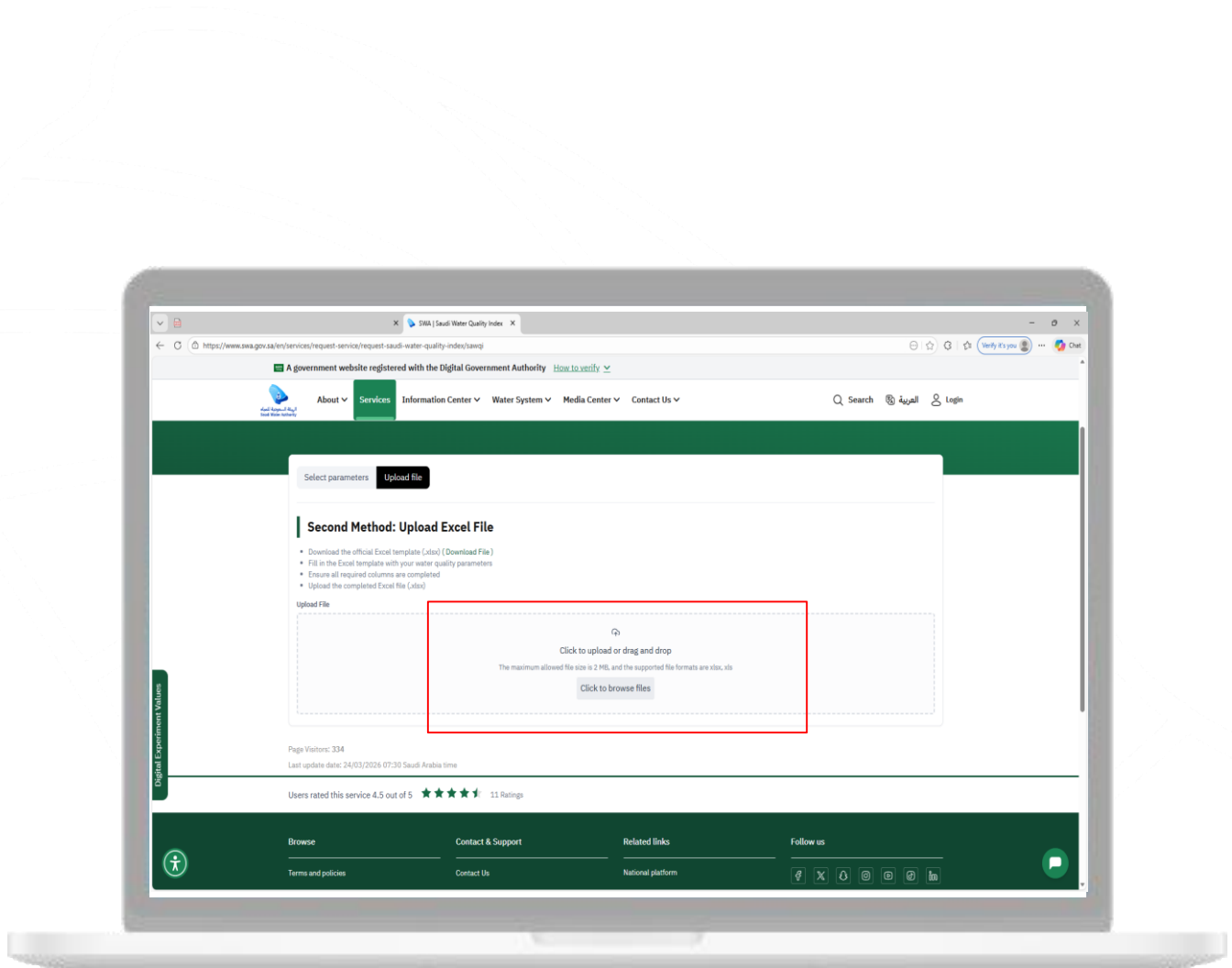
### Method 2: Excel File Upload

- Download the official Excel template in (.xlsx) format.
- Fill out the template with the required water quality parameters.
- Ensuring the following:
  1. Completion of all required columns.
  2. The Weight Row should consistently appear as the final row in the template.
  3. If additional test values are added, a new row should be inserted preceding the Weight Row.



## Third: Steps to Access the Service

- Upload the completed Excel file in (.xlsx) format.
- Wait for the execution of the comprehensive water quality analysis.
- Review the detailed Water Quality Index results once they appear.





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Water Bill Calculator Service

Date: February 2026  
Version: 1

## First: Service Description

### Service Name

Water Bill Calculator Service

### Service Description

This service allows the beneficiary to verify the bill issued by the service provider, in accordance with the approved tariff for water activities and services. The result is not considered a substitute for the actual bill issued by the providing entity.

### Service Objectives:

- Enable the beneficiary to verify the bill value.
- Enhance awareness of the impact of consumption rates on the bill value.
- Support water conservation behaviors through understanding the cost.
- Provide a supporting tool for making more efficient consumption decisions.

### Beneficiary Categories

- Water services beneficiaries.
- Individuals and facilities wishing to estimate the consumption value.



## Second: Conditions

### Service Requirements

- Correct entry of consumption data.
- Selecting the appropriate category (Residential / Non-Residential / Governmental according to the law).

### Service Prerequisites

- Specifying the customer category (Residential, Non-Residential, or Governmental).
- Specifying the Water Meter Diameter size (0-20 mm, 25-40 mm, or 50 mm and above).
- Number of units (one unit, two units, three units, or a custom number).
- The user must indicate whether they have a sanitary drainage connection.
- Entering the consumption period in days.
- Entering water consumption in cubic meters (m<sup>3</sup>).

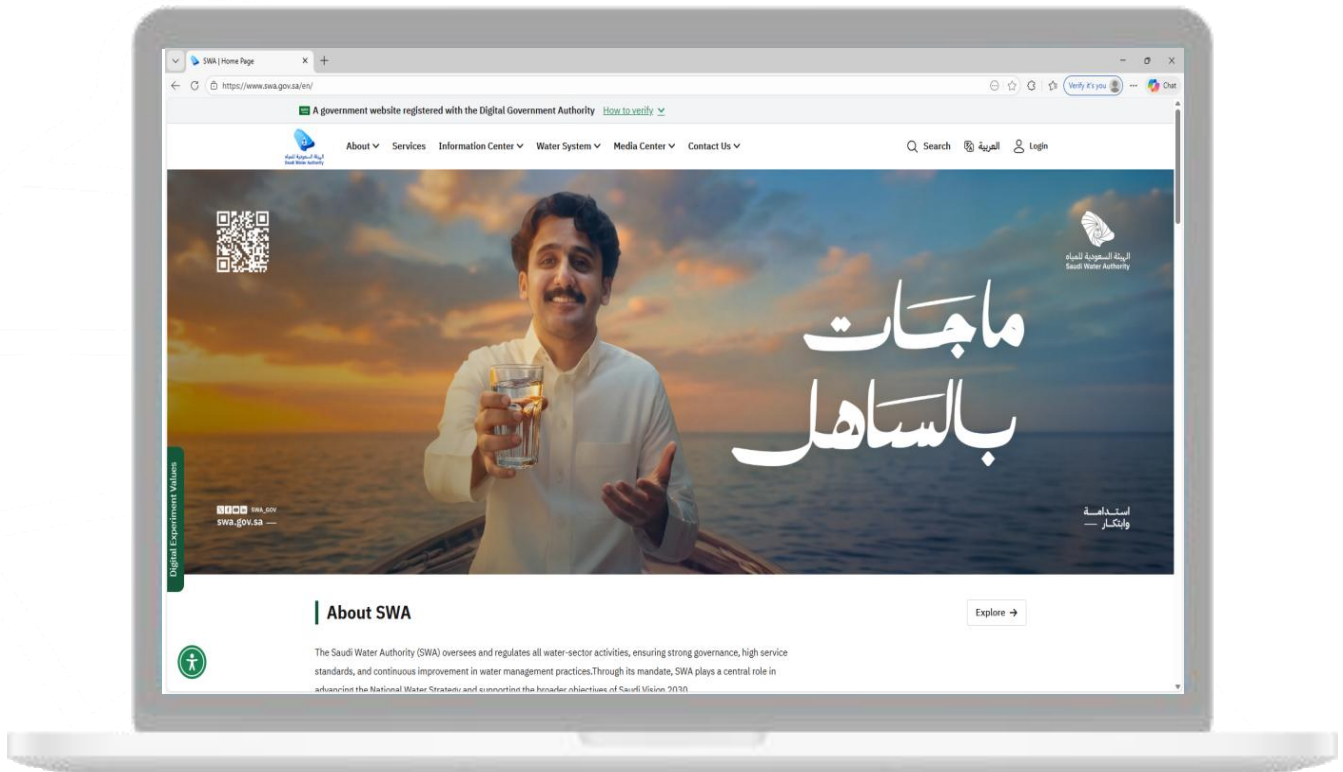
### Regulatory Notice

The calculator results are estimated and do not represent an official bill. The actual bill is calculated according to the data approved by the service provider and the current tariff.



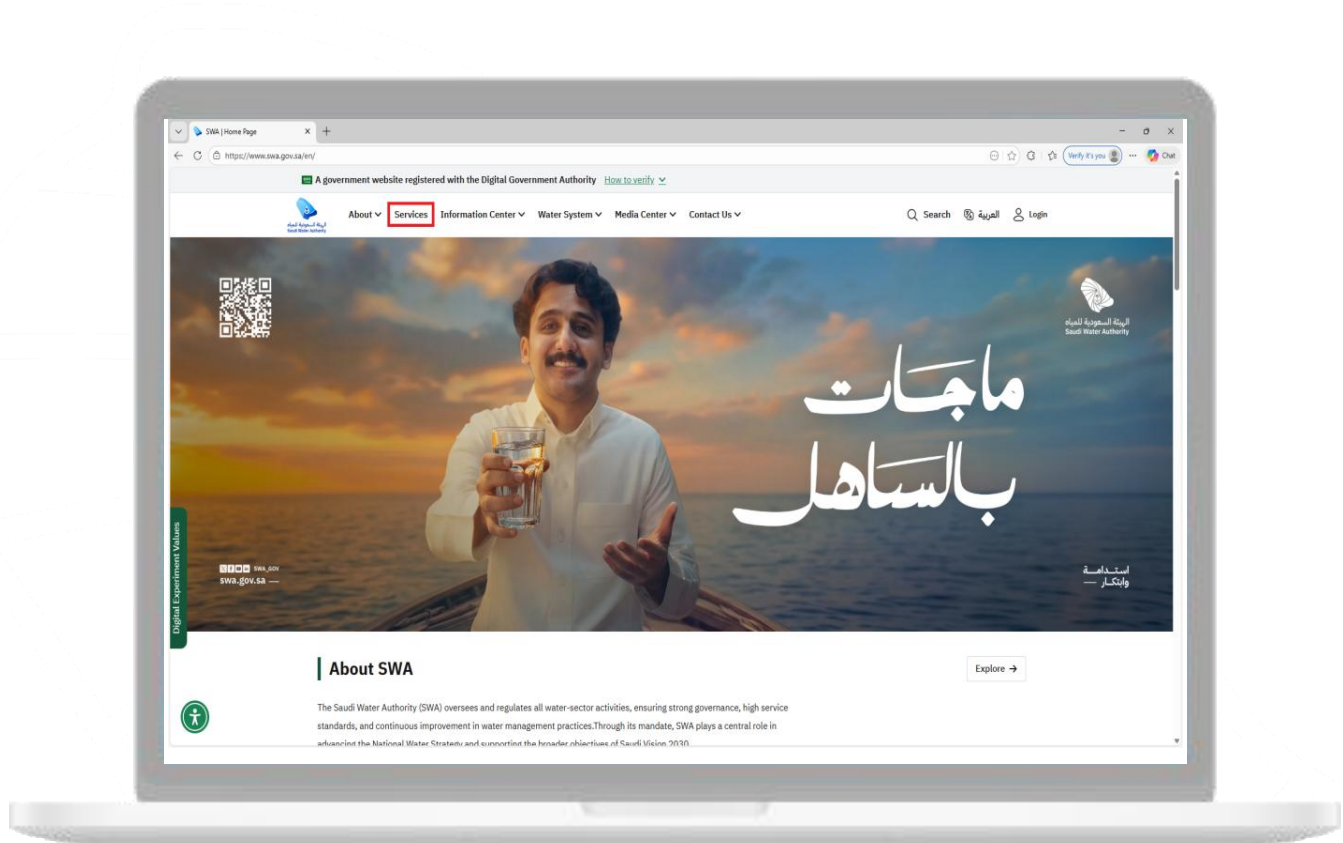
## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:



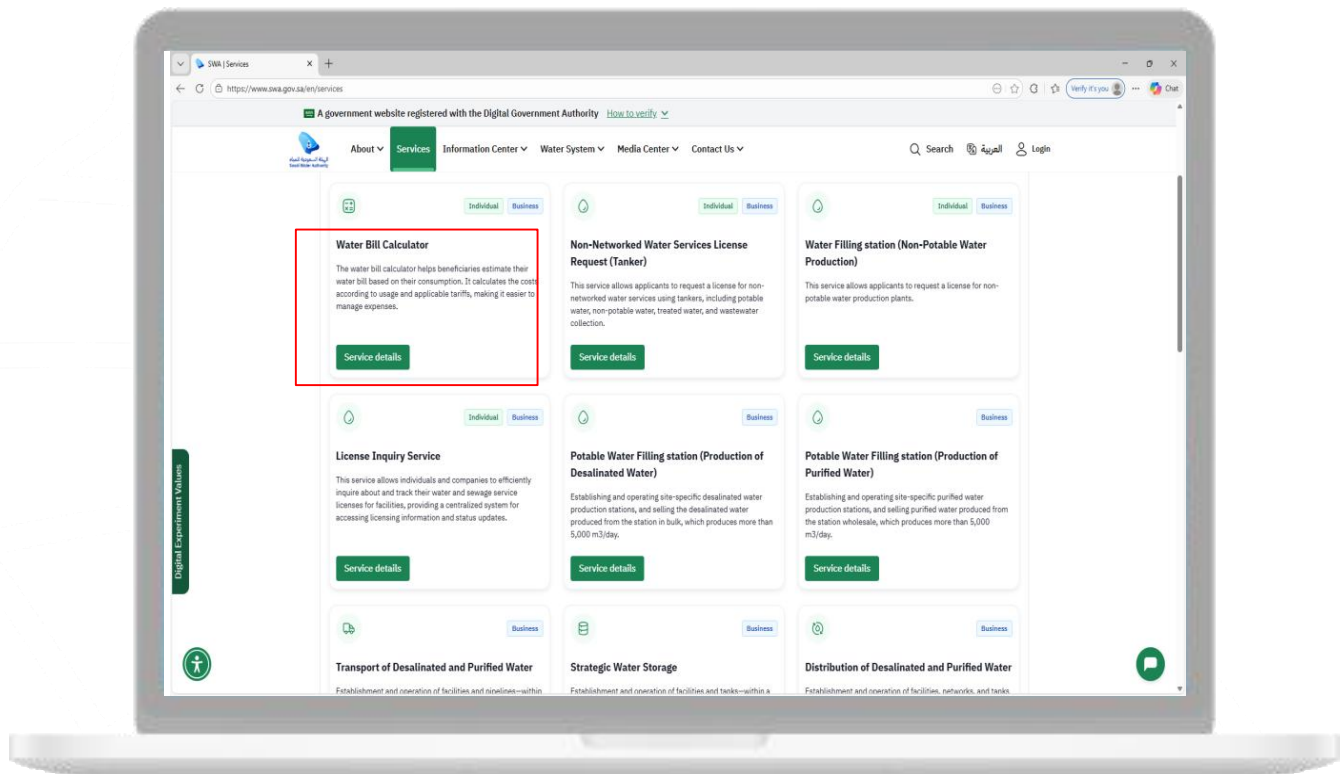
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



## Third: Steps to Access the Service

### 3. Select the "Water Bill Calculator" Service.



## Third: Steps to Access the Service

4. Enter the consumption amount in the designated field.

**Water Bill Calculator**

The water bill calculator helps beneficiaries estimate their water bill based on their consumption. It calculates the costs according to usage and applicable tariffs, making it easier to manage expenses.

**Bill Calculator** Service details

\* Customer category

- Residential
- Non-Residential
- Governmental

\* Number of units

- One unit
- Two units
- 3 units
- Enter number of units

\* Water Meter Diameter (mm)

- 0-20
- 25-40
- 46-60

\* Do you have a wastewater connection ?

- Yes
- No

\* Billing cycle (days)

Enter billing cycle

\* Enter Consumption Period

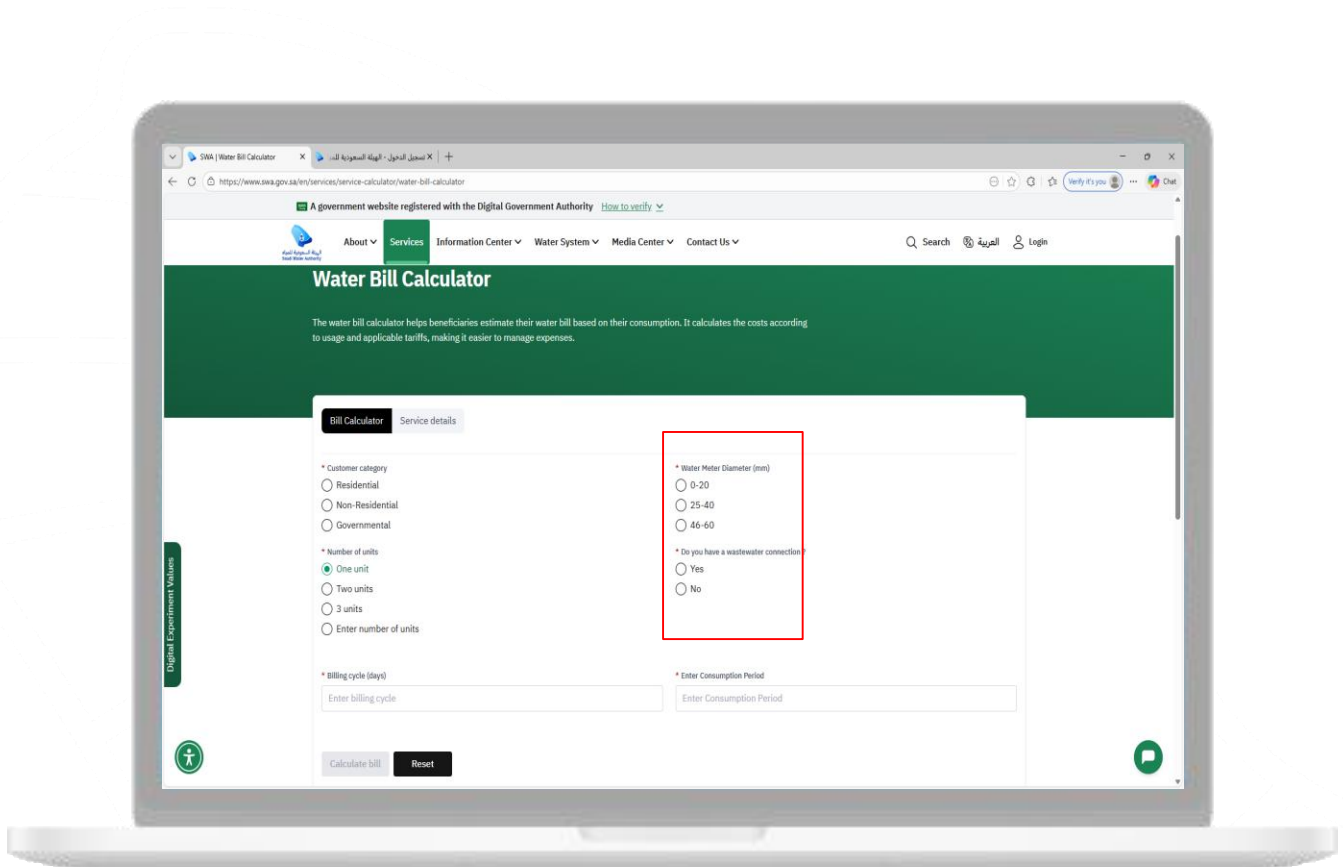
Enter Consumption Period

Calculate bill Reset



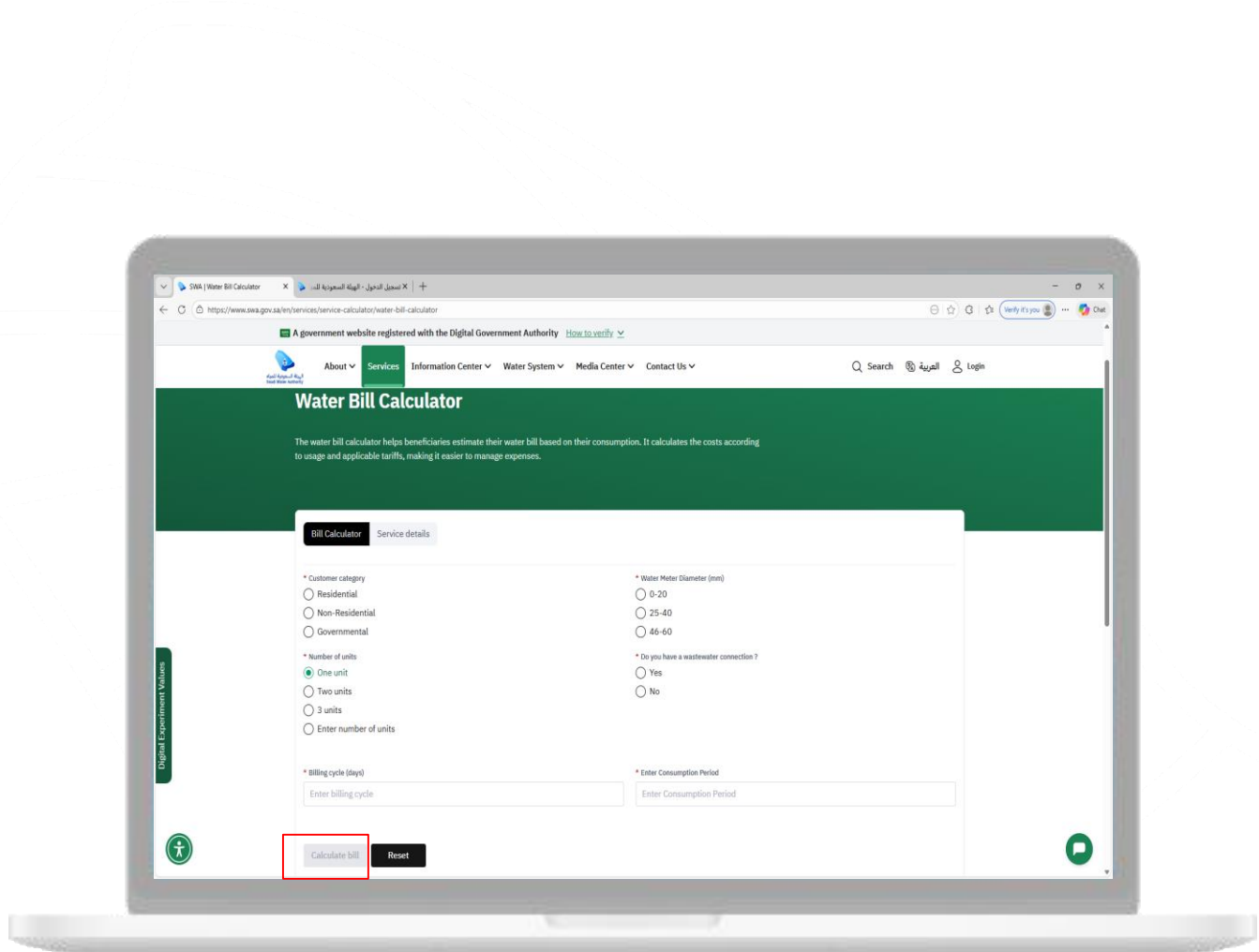
## Third: Steps to Access the Service

5. Select the appropriate category according to the type of activity.



## Third: Steps to Access the Service

6. Click the "Calculate Bill" button to display the estimated bill value.





الهيئة السعودية للمياه  
Saudi Water Authority

# User Guide: Water Consumption Estimation Calculator Service

Date: February 2026  
Version: 1

## First: Service Description

### Service Name:

Water Consumption Estimation Calculator Service

### Service Description:

This service enables beneficiaries to estimate their expected water consumption based on input data related to usage patterns, number of individuals, or the intended purpose of use. The calculator is provided for awareness and estimation purposes only, and the results generated do not represent actual or binding consumption values.

### Service Objectives:

- Enable beneficiaries to estimate their approximate level of water consumption.
- Promote awareness of water use efficiency and the importance of water conservation.
- Support decision-making through an estimated understanding of consumption patterns.
- Contribute to improving water resource management by increasing awareness of consumption levels.

### Target Groups:

- Individuals and households (Residential Sector).



## Second: Terms and Requirements

### Service Prerequisites:

1. Accurate entry of the required data in accordance with the fields specified in the system.
2. Selection of the appropriate usage purpose or consumption pattern.

### Service Requirements:

- Enter the number of individuals or the relevant usage criteria.
- Provide data related to the consumption pattern, as required by the electronic form.

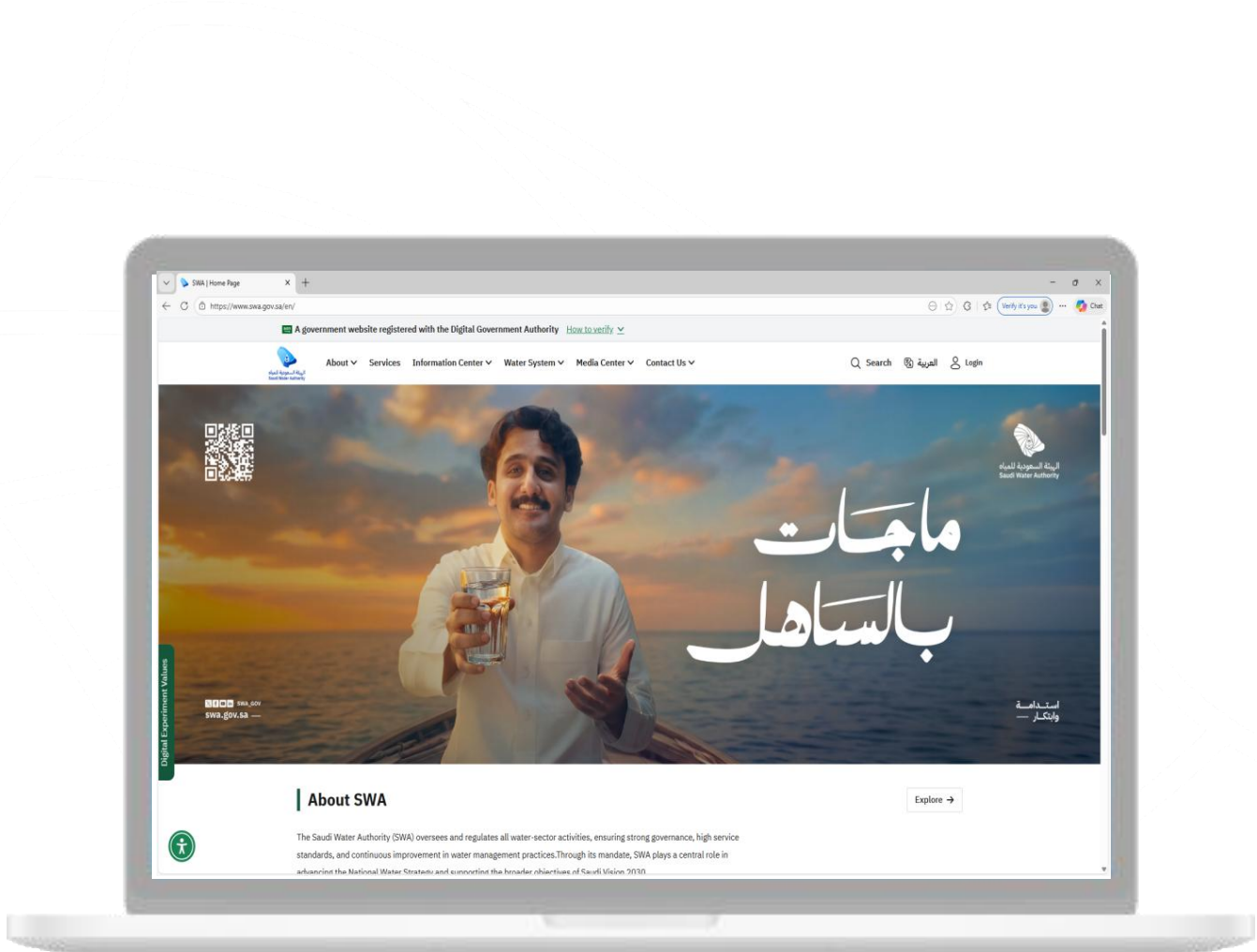
### Regulatory Notice:

The calculator results are indicative estimates provided for awareness and planning purposes only. They do not represent actual consumption readings or official data issued by the service provider.



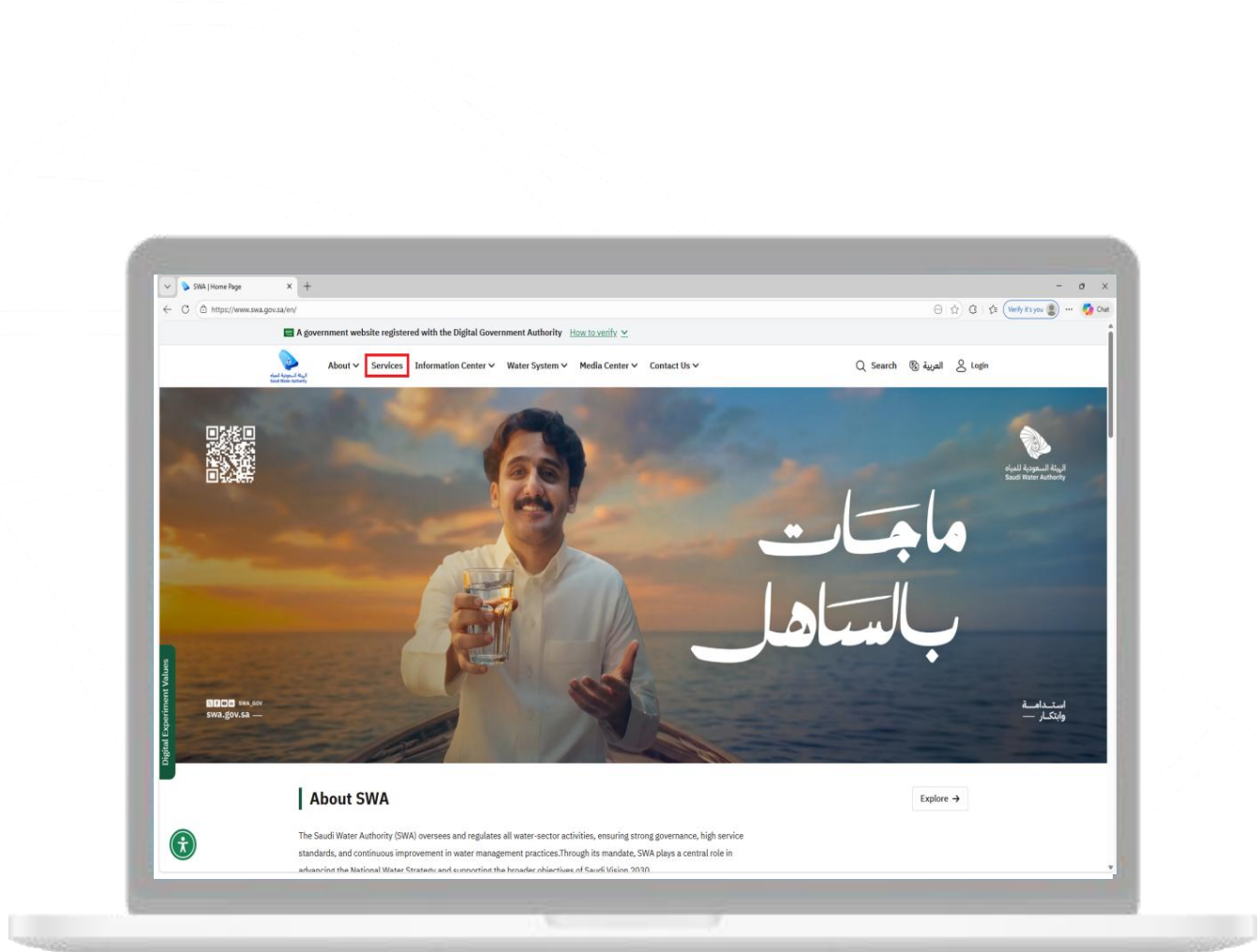
## Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:



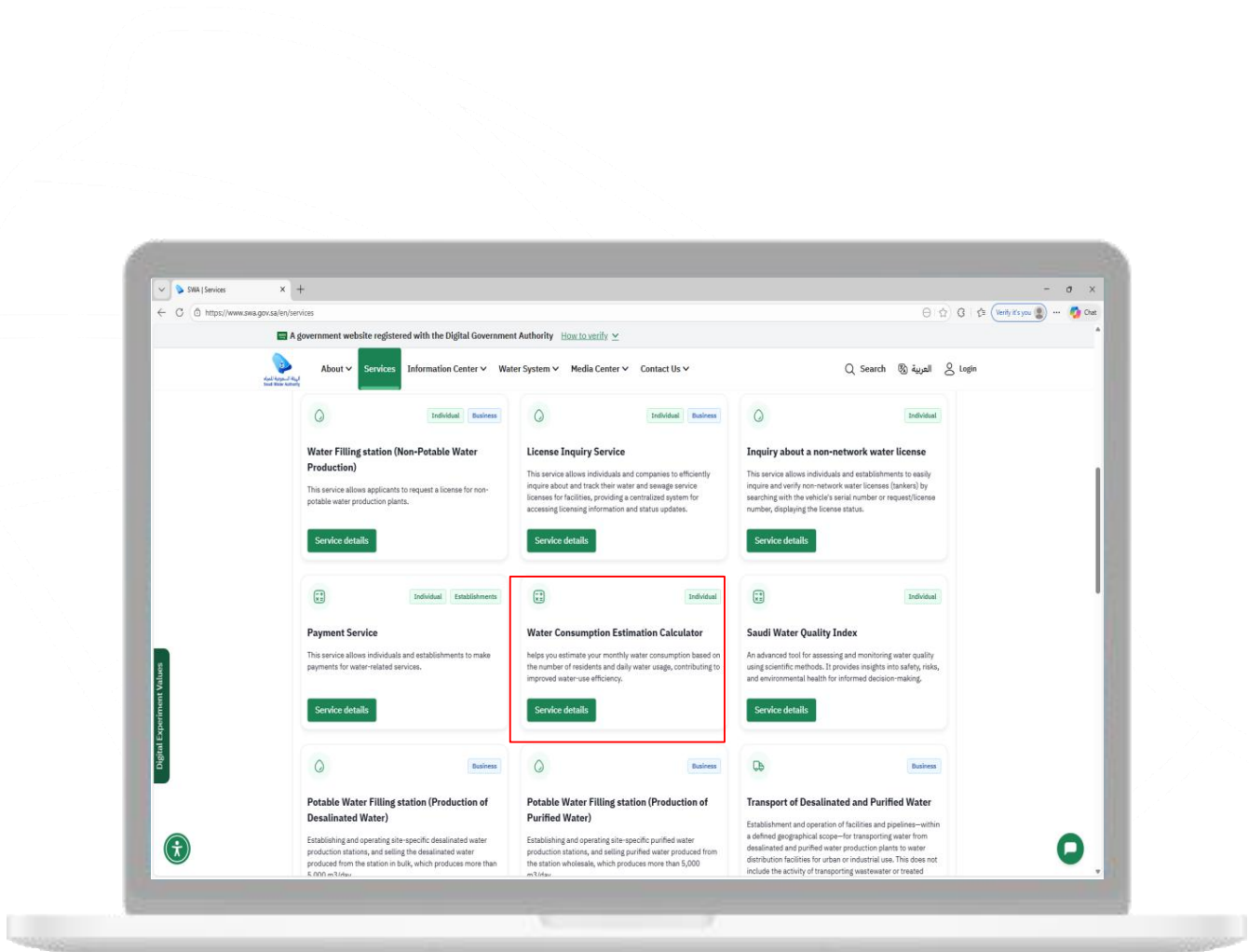
## Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



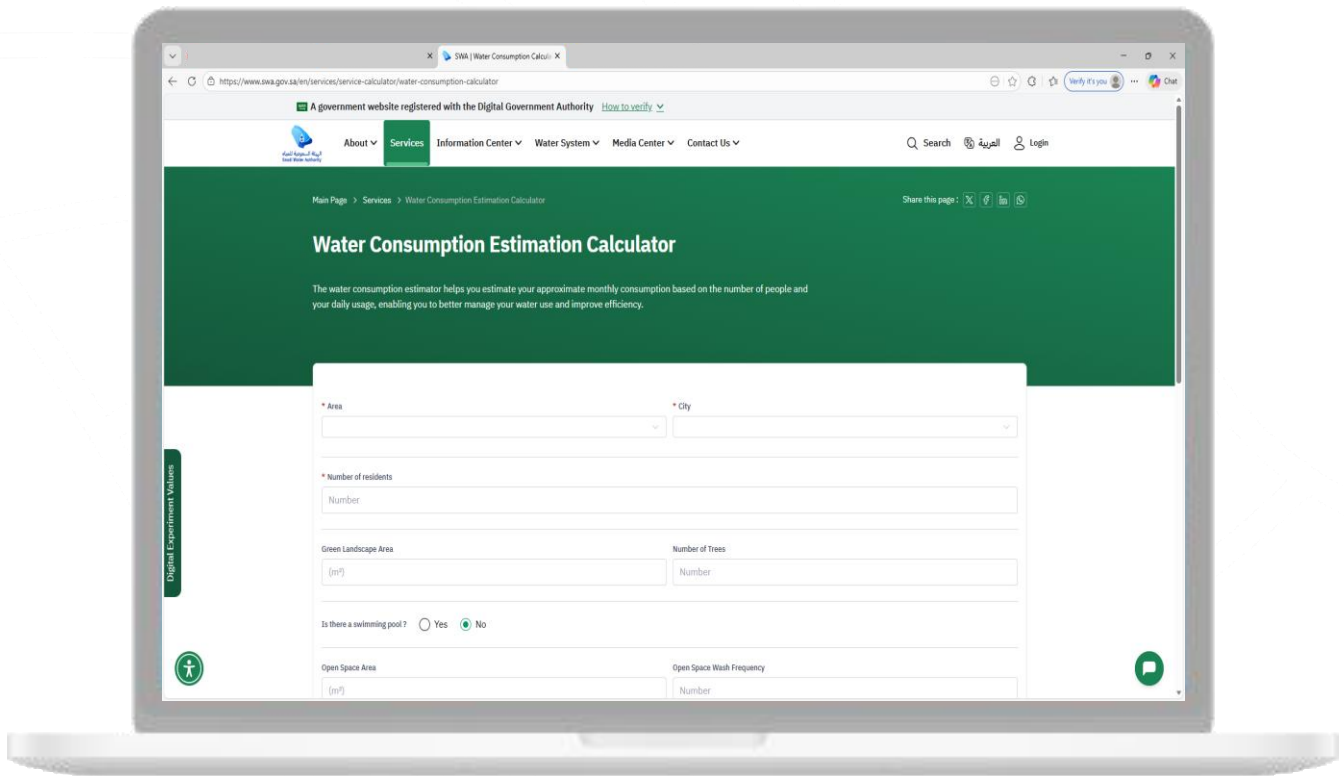
## Third: Steps to Access the Service

3. Select the "Water Consumption Estimation Calculator" service.



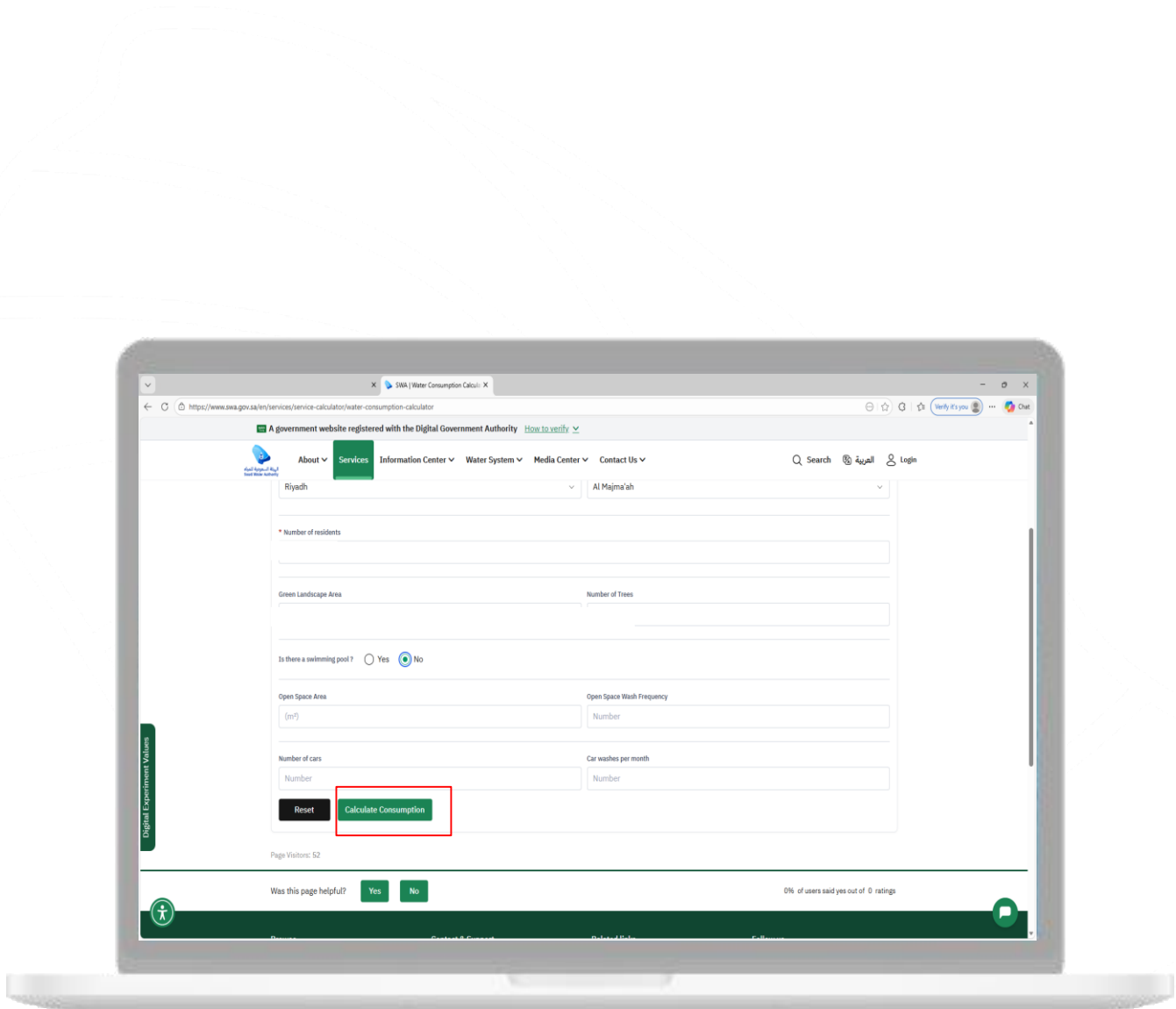
## Third: Steps to Access the Service

4. Enter the required data in the designated fields.



## Third: Steps to Access the Service

5. Click the “Calculate Consumption” button to display the estimated result.





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