

## Terms & Conditions for Using Saudi Electricity Regulatory Authority Service Channels

This guide outlines the terms and conditions for using the Service channels of SERA. By using these channels and sharing your personal information, you acknowledge and agree to these terms and conditions.

Channel	Channel Availability	Time of Response
<a href="#">Portal</a> of the Saudi Electricity Regulatory Authority	7/24	Immediate
Calls Center (19944)	7/24	20 second
Email ca@sera.gov.sa	7/24	24 hours s
X Platform (@SERA_care)	7/24	30 mints
Video Call	7/24	Immediate
Live Chat	7/24	Immediate

SERA reserves the right to amend this guide and the terms and conditions included on its official website whenever necessary. These changes become effective immediately upon publication. Therefore, we encourage you to visit this page periodically to review updates, as continued use of SERA's communication channels constitutes full acknowledgment and acceptance of any modifications without any obligation to announce updates.

### Purpose of Communication Record

SERA may record and monitor your communications to ensure compliance with legal obligations and internal policies. This includes recording phone calls and written communications. SERA ensures that these calls and communications are stored in secure and encrypted systems to prevent information leakage or unauthorized access.

### Privacy and Data Confidentiality

SERA is committed to maintaining the confidentiality of consumer data and takes extensive measures to protect privacy. You can review the SERA's approved privacy policy on its official website.

## **Disclaimer**

SERA processes personal data to provide services to beneficiaries, ensure compliance with applicable legal or regulatory obligations in the Kingdom, and fulfill its legitimate interest in delivering high-quality services.

## **User Obligations**

By using SERA's communication channels, you agree to comply with the following obligations:

- Providing accurate and correct information and documents upon request.
- Maintaining professionalism when interacting with employees, following their guidance, and refraining from using inappropriate language.