

وزارة الطاقة
MINISTRY OF ENERGY



The Kingdom of Saudi Arabia
The Ministry of Energy

Service Guideline for LPG Distribution and Sale

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This translation is provided for guidance. The governing text is the Arabic text.

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Introduction:

Based on the Law on Dry Gas and Liquefied Petroleum Gas (LPG) Distribution for Residential and Commercial Purposes, amended by the Royal Decree No. (M/112) dated 09/11/1443 AH, and based on the Ministry's regulatory role, this Guideline aims to define and articulate the regulations and rules that govern the relationship between the service provider and the consumer, and determine the mechanism for both; the activity of providing wholesale LPG distribution services to consumers, and LPG cylinders retail sale activity; and their procedures and requirements, handling consumer complaints to ensure that complaints are handled with the utmost care and effectiveness, and finding appropriate solutions in a specific term of time that ensures consumer satisfaction.

1. Definitions:

1.1 The terms and phrases mentioned in the Law on Dry Gas and Liquefied Petroleum Gas Distribution for Residential and Commercial Purposes and its Implementing Regulations shall have the same meanings assigned thereto, unless they are otherwise defined in this Guideline.

1.2 The following terms and phrases, shall have the meanings assigned thereto, unless the context requires otherwise:

| | |
|--------------------------|--|
| Ministry: | Ministry of Energy. |
| Guideline: | Guideline for Distribution and Sale Services of Liquefied Petroleum Gas. |
| Service Provider: | Licensed person for the activity of providing wholesale LPG distribution services to consumers, or for the activity of LPG cylinders retail sale. |
| Sales Outlet: | A place where cylinders are sold to a consumer, including shops, cages, or cylinders' vending machines. |
| Consumer: | Residential or commercial consumer. |
| Gas Tank: | A metal container manufactured with particular specifications that is installed at the Consumer's site for LPG storage and utilization. |
| Urgent Filling: | An optional service provided by the Service Provider to fill the Consumer's tank in urgent scenarios, fees for this service shall be determined by the Service Provider. |
| Working Day: | The official working days of the Service Provider. |

2. General Provisions:

2.1 The Service Provider shall increase the Working Days and hours, if necessary, as the Ministry deems appropriate.

2.2 The Service Provider shall announce any change in prices of services or products.

2.3 The information provided to the Consumer shall be in Arabic, other languages may be used along with the Arabic language.

2.4 The Service Provider shall provide payment options for the service fee using one of the approved payment methods (electronic payment, POS devices, SADAD system, cash payment, or other approved methods).

3. Obligations on Service Provider of Wholesale LPG Distribution to Consumers

3.1 Provide services in all regions of the Kingdom according to the terms specified in Clause (6) hereof.

3.2 Costs of LPG wholesale distribution to consumers shall be in accordance with the approved tariff.

- 3.3 Publication of this Guideline, the approved tariff, and other service fees, on the website and other communication means.
- 3.4 Provide communication channels for receiving inquiries and requests, including, at a minimum, the following means: (Unified number, website, e-mail, and software application).
- 3.5 Notify Consumers upon acceptance or cancellation of their orders through approved communication channels.
- 3.6 Provide tracking system on Consumers' orders, and the ability to communicate with the Service Provider representative.
- 3.7 Develop a mechanism for verifying services provided to the Consumer.
- 3.8 Compensate a Consumer for any damage caused by the Service Provider to the Consumer tank, its accessories, or property.
- 3.9 In the event a Consumer has a surplus balance, it shall be refunded within (7) seven Working Days, or it shall be kept in the Consumer account with the Service Provider subject to the Consumer's approval, without the need for the Consumer to request such action.
- 3.10 Consumers may cancel their order and it shall be accepted if it was before execution date, without being incurred any fees or costs of cancellation
- 3.11 Return of erroneous payments or those resulted from canceled orders within (7) seven Working Days, if requested by the Consumer who shall provide the following:
 - a. Proof of erroneous payments by submitting a payment receipt.
 - b. Proof document of International Bank Account Number (IBAN) or a copy showing the IBAN and the Consumer's full name.
- 3.12 Notify the Consumer immediately once the refund process takes place, this is in cases of; their order was canceled, they are compensated for damages, or returning the surplus balance.
- 3.13 Develop a mechanism for dealing with delivery failures.
- 3.14 Requiring workers to wear a uniform that ensures a professional and decent appearance commensurate with the worker's duties.

4. Procedures Of Obtaining Wholesale LPG Distribution Service to Consumers

- 4.1 The Consumer shall submit a request to the Service Provider via communication channels.
- 4.2 The Service Provider shall receive and handle Consumers' request according to the following:
 - 4.2.1 The Service Provider shall notify the Consumer by a text message confirming the request receipt and indicating (type of service, request number, financial consideration, available payment methods).

4.2.2 The Service Provider shall send a text message to the Consumer within (48) hours at least from the time of receiving the request, the message shall include (time and date of service delivery, driver name and contact details).

4.2.3 The Service Provider shall provide an alternative date for carrying out the service when the specified date is not suitable for the Consumer.

4.2.4 The Service Provider shall communicate with the Consumer to coordinate the service delivery time on the specified date.

5. Procedures Of Invoices Issuance on Service of Wholesale LPG Distribution to Consumers

5.1 The Service Provider shall abide by the procedures regulating the issuance of invoices and the collection of payments for the services provided by the Service Provider to consumers according to the following:

5.1.1 Invoices shall be in accordance with requirements of the relevant authorities.

5.1.2 Invoices shall be issued and delivered to the Consumer by (hand, text message, e-mail, etc.).

5.2 The Service Provider shall keep invoices in accordance with the term stipulated in the instructions of the relevant authorities.

6. Term for Wholesale LPG Distribution Service to Consumers:

| Service | Wholesale LPG Distribution Range from Packaging & Storage Facilities (in km) | Term |
|---|---|--|
| Filling gas tanks | Within (50 km) | Not more than (5) five Working Days |
| | Beyond (50 km) | Not more than (12) twelve Working Days |
| Urgent filling | Within (50 km) | Not more than (1) Working Day |
| Responding to emergencies related to tanks | Open-ended | Immediately |
| Gas withdrawal (non-emergency cases) | Within (50 km) | Not more than (5) five Working Days |
| | Beyond (50 km) | Not more than (12) twelve Working Days |

7. Procedures and Controls Of Postponing Service Delivery of Wholesale LPG Distribution to Consumers:

In the event the Consumer requests to postpone the date specified for the service delivery, the request shall be rescheduled according to the following:

- 7.1 The Service Provider shall notify the Consumer with a text message approving the postponement request.
- 7.2 The Consumer shall be notified within (48) hours, at least, from the time of receiving the postponement request, the notification shall include (time and date of service delivery, driver name and contact details).
- 7.3 The Service Provider shall communicate with the Consumer to coordinate the service delivery time on the specified date.
- 7.4 The Service Provider shall render the service within a term not exceeding half of the term specified in Clause (6) hereof within a range of (50) km from Packaging & Storage Facilities.

8. Procedures Of Suspending of Wholesale LPG Distribution Service to Consumers:

The service shall only be suspended in the following cases:

- 8.1 Existence of violations on the site related to security and safety that shall be removed before service delivery.
- 8.2 Existence of an order to suspend the service from one of the relevant authorities.
- 8.3 Failure to pay the financial dues to the Service Provider.

9. Consumer's Duties of Wholesale LPG Distribution Service

- 9.1 The Consumer shall submit a gas tank filling service request when the gas indicator of the tank reaches at least (20%).
- 9.2 The Consumer shall not tamper with the tank or its accessories, or modify the approved requirements of the relevant authorities for installing the tank.
- 9.3 The Consumer shall pay the financial dues through the methods specified by the Service Provider.
- 9.4 The Consumer shall ensure safe and easy access to the service delivery site.
- 9.5 The Consumer shall respond to the Service Provider representative during the service delivery date.
- 9.6 The Consumer shall inform the Service Provider of any change in the contact details.
- 9.7 The Consumer shall maintain safety of the tank and gas pipelines, ensure readiness of the tank and its accessories, and suitability of the consuming devices and stoves with gas pressure, and perform periodic maintenance thereof.

9.8 The Consumer shall not use the tank for purposes other than those intended to, and shall not allow any other person to do so.

9.9 The Consumer shall ensure that the gas tank and its accessories have a quality mark upon purchase.

9.10 The Consumer shall be present at the site during the service delivery.

10. Obligations On LPG Cylinders Retail Sale Service Provider

10.1 Providing all types of cylinders approved by the licensee of wholesale LPG cylinders distribution to consumers at sales outlets.

10.2 Selling cylinders according to the approved tariff.

10.3 Enabling the Consumer to view prices of other products and services.

10.4 Equipping sales outlets with warning signs and warning and safety notices, and placing them prominently.

10.5 Requiring workers to wear a uniform that ensures a professional and decent appearance commensurate with the worker's duties in the workplace. In addition, the worker shall wear the personal protective equipment (PPE), including: suitable gloves for work and safety shoes.

10.6 The cylinders prepared for sale shall be sound, clean and with a sealed valve.

10.7 Self-service gas cylinder vending machines and cylinder cages shall contain clear instructions for obtaining service and working hours, instructions shall be written in both Arabic and English.

10.8 When providing cylinder retail sale service, the Service Provider shall:

- a. Send a notification to the Consumer upon acceptance or cancellation of the request.
- b. Implement the service within a term not exceeding (6) hours from the request acceptance time.
- c. Allow the Consumer to track the status of the order and to communicate with the Service Provider representative.
- d. The service shall include the loading and unloading of gas cylinders.
- e. Set up procedures for dealing with delivery failures.
- f. Set up procedures for verifying the receipt of Consumer's order.
- g. Provide options for paying the service fees in advance or when implementing the service, using one of the approved payment methods (POS devices, SADAD, cash payment, etc.).

11. Procedures Of Obtaining LPG Cylinders Retail Sale Service:

11.1 The Consumer shall have full cylinders by either exchanging their empty cylinders, or by purchasing them.

11.2 Handling of cylinders in sale shops and cages shall be performed exclusively by qualified individuals.

11.3 The Consumer may have the cylinders through the electronic application delivery service, and the Service Provider shall handle the order according to the following:

11.3.1 The Service Provider shall notify the Consumer upon receipt of the request via a text message or through the application with (the approved tariff, service fees, request number, available payment methods, driver name, and contact details).

11.3.2 The Service Provider shall communicate with the Consumer to coordinate service delivery time on the specified date.

12. Procedures Of Invoices Issuance on Service of LPG Cylinders Retail Sale:

The Service Provider shall abide by the procedures regulating the issuance of invoices and the collection of payments for the services provided by the Service Provider to Consumers according to the following:

12.1 The invoices shall be in accordance with the requirements of the relevant authorities.

12.2 The invoices shall be issued and delivered to the Consumer by (hand, text message, or e-mail).

12.3 The Service Provider shall keep invoices in accordance with the term stipulated in the instructions of the relevant authorities.

13. Delivery Times of LPG Cylinders Retail Sale Service:

The Service Provider shall provide gas cylinders throughout the year, and ensure that there is no shortage in Consumer's supply, provided that the working hours of the Sales Outlet, under normal conditions, shall not be less than the minimum hours specified in the table below:

| Service | Working Days | Term |
|---|------------------------|---|
| Selling gas cylinders in shops | (7) days a week | Not less than (12) hours per day |
| Selling gas cylinders by cages | (7) days a week | Not less than (12) hours per day |
| Selling gas cylinders through the vending machines | (7) days a week | (24) hours a day |

14. Consumer's Duties of LPG Cylinders Retail Sale Service:

14.1 The Consumer shall pay the financial dues through the methods specified by the Service Provider.

14.2 The Consumer shall maintain cleanliness and safety of gas cylinders.

14.3 The Consumer shall be present at the site during service delivery.

15. Complaint Handling Procedures on Service of Wholesale LPG Distribution to Consumers:

15.1 The Service Provider shall:

15.1.1 Provide communication channels to receive complaints, including, at a minimum, the following means: (unified number, website, e-mail, electronic application, and social media).

15.1.2 Publish the means of receiving complaints and handling procedures on their website and electronic application in both Arabic and English.

15.1.3 Receive and handle Consumer complaints related to their services.

15.1.4 Handle complaints within a term not exceeding (5) working days from the date of their submission.

15.1.5 Develop specific and clear procedures for handling complaints, while adhering to the following:

15.1.5.1 The complaints handling procedures shall be through an electronic system, in which all procedures shall be kept and documented.

15.1.5.2 The Consumer shall be provided with a complaint REF number.

15.1.5.3 The Consumer shall be informed of the expected term for handling the complaint via a text message or e-mail.

15.1.5.4 Complaints shall be classified according to their type, nature, and extent of criticality, and directed to the relevant department to take the appropriate corrective action.

15.1.5.5 Provide Consumer with a clear and detailed written reply on their complaint status, through a letter or text message, vague or brief statements such as (complaint was solved) are not sufficient.

15.1.6 Keep the original documents of the complaint or copies thereof obtained, if any, in hard or soft copy, for a period of not less than (5) five years.

15.1.7 Prepare a Consumer complaints register and document the measures taken in their regard, by adding the Consumer complaint, the solution taken in its regard, and the time taken to

handle the complaint, constantly update the register, and provide the Ministry with a report every three months on the register.

15.1.8 Consider Consumer complaints every three months to focus on critical complaints and the extent of their recurrence, and take corrective and preventive measures to ensure that they are not repeated.

15.1.9 Constantly review the procedures for handling Consumer complaints to ensure the quality of the services provided, and to identify corrective and preventive measures that help reduce current or expected complaints.

15.1.10 Develop a mechanism to enable the complainant to follow up on the status of their complaint.

15.1.11 Implement the Ministry's decision issued for the complaint immediately upon notification, within the deadline specified by the Ministry, the Ministry shall be notified of what has been taken in this regard.

15.2 Consumer Rights:

15.2.1 The Consumer has the right to submit their complaint to the Service Provider within (60) calendar days from the date of the last incident that caused the complaint to be submitted, or the date of issuance of the disputed invoice.

15.2.2 The Consumer may submit a complaint to the Ministry within (120) one hundred and twenty days as of the date the Service Provider handled the complaint, or when (5) five Working Days have passed without the complaint being handled by the Service Provider.

16. Complaint Handling Procedures of LPG Cylinders Retail Delivery Service via Electronic Applications

16.1 The Service Provider shall:

16.1.1 Receive and handle Consumer complaints related to their services, and provide appropriate channels for complaints.

16.1.2 Handle complaints within a term not exceeding (5) working days from the date of their submission.

16.1.3 The Consumer shall be provided with a detailed and clear written response on the outcome of their complaint via a text message or e-mail. A brief phrases such as (complaint has been dealt with) shall not be satisfied.

16.1.4 Develop specific and clear procedures for handling complaints, while adhering to the following:

- 16.1.4.1 Complaint handling procedures of the service provider shall be in accordance with an electronic system, in which all procedures shall be kept and documented.
- 16.1.4.2 The Consumer shall be provided with a complaint REF number.
- 16.1.4.3 The Consumer shall be informed of the expected term for handling the complaint via a text message or e-mail.
- 16.1.4.4 Classify the complaints according to their type, nature, and extent of criticality, and shall send complaints to the relevant department to take the appropriate corrective action.
- 16.1.4.5 Keep the original documents relating to the complaint or copies thereof obtained, if any, in hard or soft copy, for a period of not less than (5) five years.
- 16.1.4.6 Develop a Consumer complaints register, and document the measures taken in their regard, by adding the Consumer complaint, the solution taken in its regard, and the time taken to handle the complaint, constantly update the register, and provide the Ministry with a report every three months on the register.
- 16.1.4.7 Consider Consumer complaints every three months to focus on critical complaints and the extent of their recurrence, and take corrective and preventive measures to ensure that they are not repeated.
- 16.1.4.8 Constantly review the procedures for handling Consumer complaints to ensure quality of its services, and to identify corrective and preventive measures and innovative improvements that help reduce causes of current or expected complaints.
- 16.1.5 Develop a mechanism to enable the complainant to follow up on the status of the complaint.
- 16.1.6 Implement the Ministry's decision issued for the complaint immediately upon notification, within the deadline specified by the Ministry, the Ministry shall be notified of what has been taken in this regard.

16.2 Consumer Rights:

- 16.2.1 The Consumer has the right to submit their complaint to the service provider within (60) calendar days from the date of the last incident that caused the complaint to be submitted, or the date of issuance of the disputed invoice.

16.2.2 The Consumer may submit a complaint to the Ministry within (120) one hundred and twenty days as of the date the service provider handled the complaint, or when (5) five Working Days have passed without the complaint being handled by the service provider.

17. Ministry Procedures for Handling Complaints:

17.1 The Ministry shall handle complaints within a term not exceeding (30) calendar days as of the date of receipt; in case the nature of the complaint requires more time, the Consumer shall be notified. Unless the Ministry decides otherwise, the complaint shall be considered resolved if any of the following occurs:

17.1.1 Upon reconciliation between the Consumer and the Service Provider at any stage of handling the complaint.

17.1.2 If the Consumer accepts the statement or the solution provided by the Service Provider. Consumer's failure to respond with an objection within the time specified by the Ministry shall be considered an implicit acceptance of solution.

17.1.3 The Ministry's issuance of a complaint resolution.

17.1.4 If the Consumer requests closure of their complaint at any stage of its consideration; and Consumer's failure to respond to the Ministry's requests shall be considered a closure of their complaint.

17.2 The Ministry may refuse to consider a complaint when there are valid reasons for that, including but not limited to:

17.2.1 If the subject of the complaint is out of the Ministry's jurisdiction.

17.2.2 If the matter of the complaint has been previously decided, whether by the Ministry or a competent judicial authority.

17.2.3 If the Consumer had a complaint that is still under consideration before the Ministry or a competent judicial authority.

17.2.4 If the Consumer submits their complaint to the Ministry after expiration of a term of (120) one hundred and twenty calendar days.

17.2.5 If the complaint is unrealistic, incomplete, or based on incorrect requests.

17.3 The Ministry shall decide on the complaint and issue its decision according to the documents submitted thereto, and the Ministry may request additional documents or information from one or both parties.

17.4 The Ministry may issue a single decision for multiple complaints which have the same subject and material facts.

17.5 The Ministry receives complaints via Toll-Free No. (8001244777) or via e-mail: pc@moenergy.gov.sa.