

# Bill Payment Facilities

You have several options to make your payment in time which include the following:

## Over the counter

- Cashiers at SW offices
- EFTPOS at SW Office's

## Mobile apps

- BRED Solomon Connect
- lumi Cash
- Ezi Pei

## Mobile banking

- Bank South Pacific (BSP) via Telekom and Bmobile.
- Aelan Digital Services

## Direct Deposits or Online Payments

- ANZ Bank
- Bank South Pacific (BSP)
- BRED Bank

For the latest payment methods, please call 44700 or email Customer Care [service@solomonwater.com.sb](mailto:service@solomonwater.com.sb)

If you are a BSP or BRED Bank customer, talk to your bank on how you can sign up for banking online and on your mobile phone.

Solomon Water is a state owned enterprise (SOE) established by the Solomon Islands Government in 1992 to provide municipal water and wastewater services in the country. SW currently serves customers in Honiara, and municipal water services in Auki, Noro and Tulagi.

## Our Vision

“Safe water for a healthy nation”.

## Our Mission

“To provide reliable and safe water supply and sewerage services within our area of operations in Solomon Islands, while working in partnership with the community to plan, deliver and operate infrastructure in a manner that seeks to minimise the social and environmental impacts of our activities”.



PO Box 1407, Honiara  
44700

[service@solomonwater.com.sb](mailto:service@solomonwater.com.sb)  
[www.solomonwater.com.sb](http://www.solomonwater.com.sb)  
[www.facebook.com/SolomonWater](https://www.facebook.com/SolomonWater)

## Cashier Opening Hours

- Mondays to Friday from 8:30am to 4pm (excluding public holidays)
- Saturdays from 8:30am to 2pm



# HAVE YOU PAID YOUR WATER BILL?

Pay your bills on time to avoid the disconnection of your water service.

*We're with you.  
Improving value, improving  
services and improving for the  
future.*

## We want to help you pay your bill on time.

Your water meter is read on a monthly basis.

All bill payments are due within 30 days from the date of the invoice. All bills paid after this is recorded as overdue.

If you do not pay your bill by the due date, your account automatically becomes overdue.

### To help you pay your bills:

- Solomon Water will send your bill to you by mail, email or SMS text.
- Solomon Water will estimate your water bill when we cannot access your meter.
- Solomon Water will issue you a reminder notice when your bill is overdue for payment.
- Solomon Water will disconnect your water supply if you do not pay your overdue bill.

### To continue our water supply service to you and to help us with your bill, Solomon Water wants you to:

- Pay your bill within 30 days of the bill's invoice date.
- Tell us if you do not understand your bill and how your water use is calculated.
- Tell us if you do not receive your bill and we can email it, or you can visit the Solomon Water offices to get a copy.
- Tell us when you change address, change name, or move location.

## DO YOU HAVE OVERDUE BILLS?

## ARE YOU HAVING TROUBLE PAYING YOUR BILL?

Call our in at our BJS Customer Care Center and talk to us today.

Or make an appointment today by calling us on phone 44700

We will meet with you and discuss payment arrangements that best fits you.

*We're with you – improving value, improving services and improving for the future.*