

Website

Solomon Water has an official website. On the website, you can access information about Solomon Water, its business operations, water-related education resources, and other useful information about the organization.

Public Awareness and Outreach

Solomon Water through its projects carry out water and sewer infrastructure works. This includes replacement of pipelines, laying new pipelines, upgrading sewerage systems and carrying out emergency works to address any water service disruptions. Prior to any project or capital works, Solomon Water will conduct a community consultation where the works will take place. Solomon Water also conducts customer outreach events.

Official Facebook page

Solomon Water has an official Facebook Page. We use Facebook to post important messages for our customers about water service disruptions, boil water advisories, capital works notices, job vacancy notices, and tender notices. We also use Facebook to post our media releases and share photos.

The Solomon Islands Water Authority was established under the Solomon Islands Water Authority Act 1993 and commenced operations on 17 May 1993. 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”.

Our Values

Impartiality
Morality
Professionalism
Accountability
Consistency
Transparency

For more information contact our Customer Care team:

P.O. Box 1407, Honiara

Phone: 44700

Email: service@solomonwater.com.sb

Website: www.solomonwater.com.sb

Facebook: www.facebook.com/SolomonWater



Our Services

We're With You.

*Improving value,
improving services
and improving
for the future.*



Solomon Water Services

Water supply service (water quality & minimum water pressure)

Provide clean and safe drinking water that meets WHO standards, with good pressure, 24 hours a day to your water meter.

If there is a leak or burst pipe that affects your supply, we will fix it and restore your water as soon as you let us know—within our service standards

Postpaid Water meter service

The postpaid water service is where you use water before paying. We will install a water meter at your property to measure how much water we supply and bill you every 30 days.



Prepaid CashWater meter service

The prepaid water service is where you pay before using water. We will install a Cashwater meter at your property to measure how much water you pay for.

Meter reading and water billing service

We read and bill your water usage on monthly basis and we deliver your bill through emails, postal and hand delivery. Customers can pay their bills at the nearest Solomon Water outlet, or by using 3rd party payment options.

New water connection service (CashWater and conventional meter)

We commit to a minimum of 10 days to connect your new water service if all requirements are provided from application to installation.

Customer enquiries & complaints

We commit to a maximum of 3 days to resolve all reported customer complaints except for complex issues which may require more than 3 days. Continuous updates will also be provided to the customers.



Disconnection service

We will disconnect your water service if your water bill is 90 days overdue or if you have used our services illegally.

We will issue a notice through SMS, email or a phone call before your water service is disconnected.

Customers can also request for disconnection of water meter.

Re-connection service

We reconnect your water service within 3 working days provided all dues and necessary fees are paid.

Wastewater Service

We provide wastewater service to certain suburbs in Honiara and provide new waste water connection services in these areas. We also maintain existing wastewater connections and assets.

Water service disruption notices

Water service disruption maybe planned or unplanned. We will issue notice 48 hours before any planned disruption and have no control over unplanned disruptions. We will however promptly inform customers of any unplanned disruptions