

# YOUR RESPONSIBILITIES WHEN YOU USE A SOLOMON WATER METER

- Pay the required survey and service fees for the connection you request.
- Cover the cost of locating, removing, bypassing, or avoiding any obstruction or utility service encountered during the installation of your new connection or related equipment.
- Bear the cost of relocating the meter or service line when requested.
- Inform us of any changes to your mailing address, email, or phone number, especially for the person or company responsible for receiving monthly bills.
- Allow our officers to access your property for the purpose of reading the water meter.
- Take responsibility for the safe keeping of all meters and equipment that we install at your residence or business.
- Pay your monthly charges for water and wastewater used during the billing period.
- Let us know at least two weeks in advance if you plan to vacate the premises.
- Pay any applicable reconnection, penalty, or other fees as stipulated by Solomon Water.

**Never tamper with the meter, bypass it illegally, or steal water. Report any such activities to Solomon Water immediately.**

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

**I**mpartiality  
**M**orality  
**P**rofessionalism  
**A**ccountability  
**C**onsistency  
**T**ransparency

For more information contact our Customer Care team:

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## New Service Connection Process

*We're With You.  
Improving value,  
improving services and  
improving for the future.*



## STEP 1 - New Service Connection Form and Survey Fee

Visit any Solomon Water Office or download form from Solomon Water website and fill out a New Connection Service Form.

The property owner is responsible for the New Connection Account and is required to provide the following certified documents:

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|--|
| <ul style="list-style-type: none"><li>Fixed Term Estate Document (FTE) from the registry office within the Ministry of Lands + Topographic Map</li></ul> |
| OR   |
| <ul style="list-style-type: none"><li>Temporary Occupancy License (TOL) + Topographic Map</li></ul>  |
| OR   |
| <ul style="list-style-type: none"><li>Customary Land Ownership Titles (PE) + Topographic Map</li></ul>   |
| <ul style="list-style-type: none"><li>Business Certificate and Business License (For Commercial Customers)</li></ul>                                     |
| <ul style="list-style-type: none"><li>Valid Identification Document (Passport Bio-Data Page   Driver's License   NPF Card   Voter ID Card)</li></ul>     |

Form is to be submitted with the payment of a Survey Fee\*.

*\*refer to yearly tariff rates and charges for survey fee.*

## STEP 2 - Site Assessment and Quotation

After submitting your application and paying for Survey Fee, our team will inspect your site to determine connection requirements and costs.

During this inspection, our Customer Connection Team will consider the following:

- District Metered Area (DMA) to connect customer to.
- Is a water connection already on site.
- Distance of nearest water service line.
- Size of nearest water service line.
- Is there need for further inspection by engineering team to determine water pressure and water flow.

You will then receive a quotation based on the Survey Report.

## STEP 3 - Fee payment, Meter Installation and Customer Awareness

After completing payment of your Service fee + House deposit, our Customer Connection Team will schedule a time and day to install your Solomon Water meter.

During this time, new customers will be provided awareness materials on:

- **Customer and Solomon Water responsibilities.**
- **How water gets to you.**
- **How to calculate your water bills.**
- **How to pay your water bills.**
- **Importance of water quality.**
- **Water saving tips.**
- **Disconnection and Reconnection**
- **Receiving water service notifications.**
- **Reporting water and meter issues.**
- **Reporting illegal connections.**
- **other important customer information.**