

SOLOMON WATER RESPONSIBILITIES TO CUSTOMERS

- Control, regulate, develop, manage, conserve and utilize urban water resources in the best interest of Solomon Islands.
- Ensure that the water supplied to consumption meets the prescribed water quality standards.
- To maintain systems and services for impounding, conserving and supplying water.
- Ensure all water meters are read monthly.
- Ensure all meters are working in accordance with Solomon Water requirements.
- Promptly replace any non-working meters.
- Promptly inform customers of any unplanned water outages.
- Give 48hour notice to customers of any planned water outages.

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



Customer & Solomon Water RESPONSIBILITIES

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



YOUR RESPONSIBILITIES WHEN YOU USE A SOLOMON WATER METER

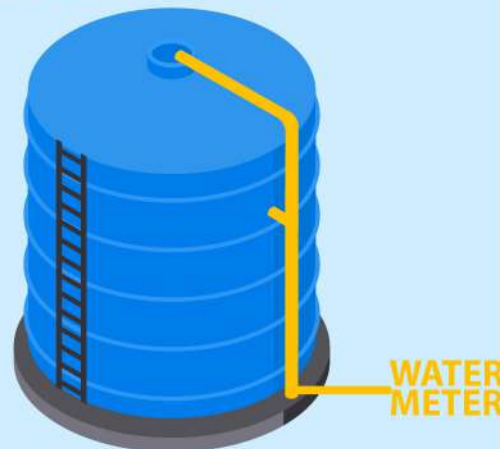
- Comply with provisions of the Solomon Islands Water Authority Act 1993, and other legislation and policies governing the Authority.
- Solomon Water's requirements for New Water and Wastewater Service.
- Pay the required survey and service fees for the connections requested.
- Not sell water to any other person or connect any other household or business to the water supply line.
- Meet the cost of locating, removing, bypassing or avoiding any obstruction or other utility service encountered during the installation of the new connection or associated equipment.
- Bear the cost of relocating the meter or service line as requested.
- Not allow any meter tampering, illegal bypass or theft of water and report this to Solomon Water if discovered.

- Inform Solomon Water of any changes of mail or email and phone number of the person or company responsible for receiving monthly bills.
- Allow an officer of Solomon Water to enter the property for the purpose of reading the meter, inspecting the work performed on the property in relation to this application and for any future meter reading, inspection or maintenance.
- Be responsible for safe keeping of all meters and equipment provided and fixed at my residence/business by Solomon Water and bear any loss or penalty due to illegal connection or damage to any meter or other equipment while it is fixed at my residence/business.

- Pay the monthly charges for water and wastewater used within the given billing period.
- Inform Solomon Water at least two weeks before premises are vacated.
- Provide a business certificate if applicant is a commercial property owner.
- Pay for reconnection, penalty and other fees as stipulated by Solomon Water.
- Allow Solomon Water employees to read the water supply meter regularly. Should the meter not be accessible, an estimate will be provided.

SOLOMON WATER'S RESPONSIBILITY

Solomon Water is responsible for every part of the water network from the water source to the water meter.



CUSTOMER'S RESPONSIBILITY

Customers are responsible to fix leaks and burst that occur after the water meter and all internal plumbing works.

