

WATER SAVING TIPS

- Place dish or bucket under leaking taps.
- Replace leaking taps.
- Do Not do your washing under running taps. Fill basins, buckets, tubs and laundry.
- Do Not wash your dishes under running tap. Fill a bowl or dish.
- Do Not leave tap running unattended.
- Do Not use a hose to water your plants. Use a bucket & container.
- Do Not hose your car down, use a bucket and sponge.
- Do Not brush your teeth under running tap.
- Do Not spend much time under the shower. Spend up to 5 Minutes at best.
- Report all leakages along road, reserves and along pipelines to Solomon Water by using Solomon WaterCare app or call 44700.
- Store rain water.

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

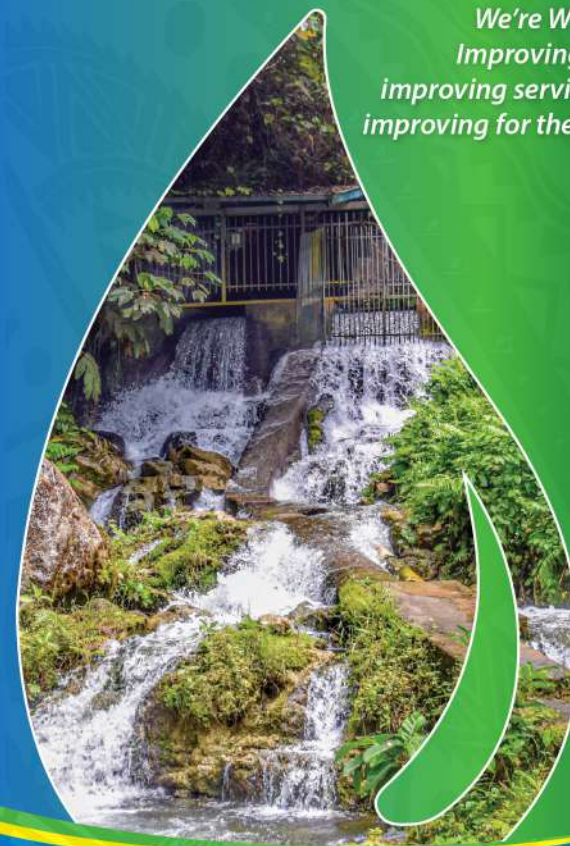
Website: www.solomonwater.com.sb

Facebook: www.facebook.com/SolomonWater



How Water Gets to you

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



1. WATER SOURCE

There are two types of water sources:

Solomon Water extracts 60 percent of its water from open springs and 40 percent of its water from boreholes to supply water to your homes.



OPEN SOURCE

Rivers, streams, lakes or springs where water is visible and is exposed to the surrounding environment.



BOREHOLE SOURCE

Is a source that is beneath the surface of the earth and is only accessed through borehole pumps

TO PROTECT WATER SOURCES

- **DO NOT** cut trees near water sources.
- **DO NOT** make large scale gardening where pesticides and fertilisers are used
- **DO NOT** build houses near the water sources



2. PUMP STATION

From our pump stations, water is transported in large distances through valleys and terrains to our storage reservoirs.

3. DISINFECTION



As the water is moved to our storage reservoirs, it goes through a disinfectant process where our team of water quality expert's disinfectant the water with chlorine so that it is safe for consumption.

As it passes through the disinfection process, water is pumped through to distribution main where it is distributed to reservoirs and service lines.



4. RESERVOIRS



5. CUSTOMERS



DOMESTIC CUSTOMERS

Refer to properties used exclusively for residential living purposes by a single family or for shared living.

COMMERCIAL CUSTOMERS

This category applies to any consumer other than a Domestic consumer, including any of the following:

- (a) government agencies;
- (b) regional organisations;
- (c) health facilities, including hospitals and clinics;
- (d) educational or training institutions;
- (e) businesses;
- (f) religious organisations and churches;
- (g) non-governmental organisations;
- (h) any property used wholly or partly to run a business or generate revenue through trade;
- (i) any commercial property that incorporate a small residential dwelling (for example, dwelling above shop);
- (j) any apartment block or other residential housing complex where a single water supply is provided for entire property; and
- (k) metered standpipe or commercial water tanker operators.

