



- 💧 General enquires
- 💧 Reporting of leaks
- 💧 Reporting of illegal connections
- 💧 CashWater issues
- 💧 Meter issues
- 💧 Disconnection/Reconnection
- 💧 New meter installation

## CONTACT US

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## WATER SAVING TIPS





# NON REVENUE WATER (NRW)

Non revenue water (NRW) is water that has been produced and is "lost" before it reaches the customer

## Causes of Non Revenue Water (NRW)?

1. Illegal Connections



2. Leakages



3. Meter Reading error



## What Solomon Water needs to do to stop water loss:

- Elimination of illegal connections
- Reduction of leakages
- Correcting and improving meter errors
- Manage water losses

## What Customers need to do to stop water loss:

- Report illegal connections
- Report water leaks
- Report faulty meters
- Do not waste water
- Report burst water pipes

**We need to work together to reduce leakage, eliminate illegal connections and improve the accuracy in meter reading**

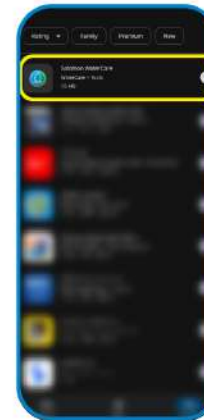


See an illegal connection? Spot a leak? Meter issues? Report it instantly with just a few taps!

**Download the SOLOMON WATERCARE app today**



# Simply SNAP & SEND



Step 1. Scan QR code, download and install Solomon WaterCare app.

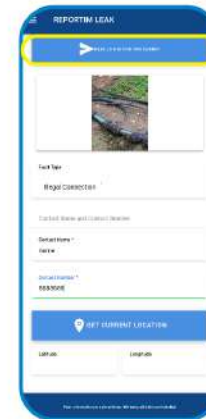
Scan here



Step 2. Open app and simply login in as GUEST. No sign up is required.



Step 3. Open 'Report Leak' button and take a picture or video of illegal connection, leakage or faulty meter.



Step 4. Select fault type, enter name and contact number and submit report. (Make sure location on your phone is turned on)

**Important Note: To ensure accurate reporting, users should send in their reports from the location of the fault as the GPS will read the location of the phone.**

*\*No sign up, No registration required*

