

## 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”.

For more information contact our Customer Care team:

P.O. Box 1407, Honiara

Phone: 44700

Email: [service@solomonwater.com.sb](mailto:service@solomonwater.com.sb)

Website: [www.solomonwater.com.sb](http://www.solomonwater.com.sb)

Facebook: [www.facebook.com/SolomonWater](http://www.facebook.com/SolomonWater)



# Our Services

**We're with you.**  
**Improving value, improving**  
**services and improving for the future.**

### **Water supply service (water quality & minimum water pressure)**

SW commits to provide 24 hours water supply with acceptable pressure at customer boundary and to provide clean water for our customers that is tested to meet WHO standards and portable for safe drinking. If there is a leak or main break that affects your supply of water, we aim to fix it and restore your water supply as soon as you tell us and within our service standards.

### **Water meter service**

We provide a postpaid metering water supply service for our customers. We will install a water meter on your property to measure the volume of water we supply to you. The customer pays for the cost to install the water meter. The water meter is the property of Solomon Water.

### **CashWater**

We provide a prepaid water supply system which is simple and easy for customers to use. CashWater provides a daily reading of how much water you are using and allows customers more financial control over their water bill.

### **New water connection service (CashWater and conventional meter)**

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

### **Customer enquiries & complaints**

SW commits to a maximum of three days to resolve all reported customer complaints except for issues which will take more than three days. Continuous update will be provided to the customers. You can make an enquiry or report, or make a complaint to us by calling us on 44700, email [service@solomonwater.com.sb](mailto:service@solomonwater.com.sb) or through our Solomon Water Messenger account online.

### **Meter reading and water billing service**

SW reads and bills your water usage on monthly basis and we deliver your bill through emails, post and hand delivery. As a customer you can pay your bill at your nearest Solomon Water outlet, or by using any online payment method. BSP, Bred Bank, M-Selen, lumi Cash, Ezi Pei and Aelan Digital Services.

### **Disconnection service**

SW will disconnect your water service if your water bill is 90 days overdue, if you have requested for disconnection, or if you have used our services illegally. SW will alert you through SMS, email or a phone call before your water service is disconnected.

### **Re-connection service**

We reconnect water service within three working days provide all dues are paid with necessary fees.

### **Wastewater Service**

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

### **Water service disruption notices**

Water service disruption is planned or unplanned. Solomon Water must inform you if we are doing planned works that will interrupt your services 48 hours before the planned works, but have no control over unplanned disruptions.