

**We are working hard to improve our services to you. Customers are vital to our business and we will always strive to improve. Our mission is *Safe Water for a Healthy Nation* and to deliver this mission and our customer service standards we operate under the *Solomon Islands Water Authority Act (1993)* and the *State owned Enterprises Act (2007)*.**

## Our customer service standards

Our customer service standards mean you can expect us to:

- be courteous, helpful and communicate with you clearly
- manage your query within a reasonable time
- treat you fairly and with honesty
- protect your privacy

To help us, we encourage you to:

- treat our people with courtesy and respect at all times
- provide feedback helping us to improve our services
- allow us reasonable time to respond to your queries
- provide all the informations and documents required

## Our Services

When we visit you to read the meter, install, disconnect or maintain our assets and services you can expect us to:

- work safely and with minimal impact to you or your property
- if possible, inform you before we start work
- fix urgent leaks or faults as soon as possible
- restore work areas to a reasonable standard
- wear our uniforms and identify ourselves to you
- display professional behaviour at all times
- not making any request for payments in the field

To help us do this we encourage you to:

- advise us immediately if damage occurs to any of our assets or services on, or near your property
- report any suspicious or criminal behaviour affecting our assets
- tell us if you are planning any additions to your property which might impact on our assets or services
- keep our assets and services free from trees, buildings and other structures to allow us easy access
- restrain your dogs
- report our staff immediately if they demonstrate inappropriate or unprofessional behaviour.

## Trouble managing your bills?

We want to help you pay your bill on time. If you are having trouble paying your bill tell us immediately.

To help you pay your bills promptly, you can expect us to:

- send your bill to you by mail, email or SMS
- estimate your water bill when we cannot access your meter
- when we do access your meter, update your next bill to reflect your actual water use
- install new CashWater meters across our supply network to assist you in paying for the water you use.

To help us with billing we would like you to:

- pay your bill on time
- use our online systems to pay for CashWater
- pay for all the water that you use
- tell us if you do not understand your bill and how your water use is calculated
- tell us if you do not receive your bill and we can email it, or you can visit the Solomon Water offices for a copy
- ensure that we have your current contact details and tell us when you change address, change name, or move location

## Service interruptions

Sometimes we have to interrupt our services to protect the quality of our water supply to customers.

When we do interrupt supply, you can expect us to:

- make every effort to minimise impact to our customers if the interruption is unplanned
- prioritise supply to critical public services such as hospitals, schools and clinics
- when possible, provide you with notice of planned service interruptions
- respond to your requests for information about service interruptions in a reasonable time frame
- provide regular updates on water supply interruptions
- tell you when its safe to use water after supply interruptions
- issue a notice to boil your water to make it safe if this is necessary

To help us during water supply interruptions we encourage you to:

- not interfere with our staff at work
- understand that we are working as swiftly as we can to restore full supply as soon as possible
- store water to use, in case there is an unplanned water supply interruption
- follow our instructions if we believe that it is necessary to boil your water after a water supply interruption.

## Customer feedback, complaints and compliments

We always strive to improve our customer service and provide excellent service. We want to hear from you if you have a compliment or complaint as this helps us to improve.

To give feedback you can:

**Call us on: 23985**

**Mail us at: Solomon Water, P.O.Box 1407, Honiara, Solomon Islands**

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

**Visit our Customer Care Offices at Commonwealth Street, Point Cruz Honiara, Auki, Tulagi and Noro**

## Water is vital for everyone.

Solomon Water is committed to protecting water and sewerage assets and services in line with our regulations, standards and policies. You can find copies of our customer service standards on our website ([www.solomonwater.com.sb](http://www.solomonwater.com.sb)).

*We're With You*

Improving value

Improving services

Improving our future