



FREQUENTLY ASKED QUESTIONS

Urban Water Supply and Sanitation Sector Project
(UWSSSP)

What is the Urban Water Supply and Sanitation Sector Project?

The Urban Water Supply and Sanitation Sector Project (UWSSSP) belongs to Solomon Water and is one of the largest water and sanitation improvement projects in the South Pacific.

At its completion Honiara, Noro, Gizo, Auki and Tulagi will have access to a reliable supply of clean water for their growing communities and in Honiara, families will have access to an improved sewage collection and disposal.

The project started in 2020 and will end in 2027.

Where is UWSSSP and what will the project do?

In Honiara, the project includes major investments in a new water treatment plant at Kongulai, three new water storage reservoirs at Panatina, Tasahe and Titinge and new water supply trunk mains at White River, Kukum, East Kola and Panatina. Also, long sea outfalls and pump stations will remove raw sewage from the foreshores in Honiara and the Mataniko River.

In **Tulagi and Noro**, the provincial water supplies will be upgraded to provide water to more community members and in **Gizo and Munda** communities will have a new household water supply.

An upgrade to the water system in **Auki** has already been completed.

How will the project affect me?

If you live near project construction sites, Solomon Water will inform you about how Solomon Water will limit impact on your daily life, and you can find information about the project on the Solomon Water website.

If you are a landowner, you will have regular contact with us as the project progresses. When project construction works are finished, Solomon Water will speak with you about becoming a Solomon Water customer.

If you are a customer or community member - contact the UWSSSP team on 23985 or 44700 ext. 4683 or 4685, or email

service@solomonwater.com.sb and visit the Solomon Water website www.solomonwater.com.sb

Will the project affect me and my family's safety?

The people working on construction sites have a responsibility to make sure you are safe. Limiting dust, noise, water run-off and fencing off the work sites are part of the contractor's responsibilities.

Solomon Water will monitor these safety measures so people living near or close to the site are not unduly impacted. Our aim is to protect you during the project construction works.

If you have a question please contact our project team on 44700 ext. 4683 or 4685, or email service@solomonwater.com.sb.

Will I pay more for water?

If you become a Solomon Water customer, the published water tariff rate will apply. Any changes to water tariff rates are agreed with Government to be sure they remain affordable and once approved, advertised in major newspapers and on the Solomon Water website.

Our Customer Care Centre can help you to manage your bill payments and how to apply for a new connection. Please contact our customer service team on 23985 or 44700, or email service@solomonwater.com.sb.

When will the project start?

Last year, we finished the Auki Water Supply Improvement project which now provides local communities with access to a clean, reliable water supply. From round August 2021 onwards, the works in Honiara are due to start.

This includes new water supply reservoirs and pipeline works in White River, Kukum, East Kola, Panatina, Tasahe and Titinge areas and the start of work on the Kongulai Water Treatment Plant.

Works in Noro, Tulagi, Gizo and Munda are due to start before the end of the year, but are still subject to funding approvals.

Why do we need the project?

The Solomon Islands is growing rapidly, and many people are moving to urban areas to live and work. This means that the number of people who need a clean water supply and access to wastewater and sewage systems will grow.

At the same time, we need to keep our shorelines and rivers clean and healthy by removing human waste.

This project invests in our future and our community health.

Will the new water service be free?

No, the new water supply will not be free. There is a significant cost to Solomon Water in supplying clean water that is safe to drink and bathe in.

Solomon Water tariffs are set by Government at a reasonable rate to ensure that the water you use is safe and to ensure that a quality service is sustained into the future.

When the water comes to you, it has already been collected, cleaned, stored, and transported to you.

When you become a Solomon Water customer, you can be sure that the water you receive is clean and healthy and for this Solomon Water need to charge you.

How can we be connected to the Solomon Water service?

You can make an application to become a Solomon Water customer online via the Solomon Water website: <https://www.solomonwater.com.sb/> or email: service@solomonwater.com.sb .

Otherwise, you can come to the SW Customer Service centre in the BJS office (Commonwealth Street) and fill out a service connection form.

With this service upgrade, will it solve the on and off water issue?

Water supply interruptions are a key reason why Solomon Water are investing in new water infrastructure across our network.

When Solomon Water interrupt the water supply it is usually because there is high turbidity in the water and dirt and silt has entered the water source at Kongulai, or because pipes have broken. This means that Solomon Water cannot guarantee the water quality.

Now, Solomon Water are making major investments in new pump stations, reservoirs, and water treatment at the Kongulai Water Treatment Plant. Solomon Water will also be building new pipelines and reservoirs to help us better manage water storage and customer demand. This will significantly improve our water supply quality and limit water supply interruptions.

In the meantime, Solomon Water will advise customers if Solomon Water needs to interrupt water supply and advise customers if they need to boil their water or keep water in buckets for a short period via our Facebook page www.facebook.com/SolomonWater.

Will there be compensation if my garden or livelihood is affected during the site works?

Solomon Water have already contacted people who may be affected by the planned works. From this an Inventory of Losses (IOL) was created and based on this compensation was agreed on and paid to affected parties.

During construction, if a grievance is raised, for example for a garden or if livelihood affected, then this will be carefully considered as per the Grievance Redress Mechanism (GRM) and Solomon Water will make a decision about payment of compensation or not, based on our social safeguard guidelines.

Will there be any recruitment by Solomon Water from the community to help when work reaches our area?

There will be no recruitment by SW, but the construction contractor will be encouraged to recruit skilled and unskilled workers from the local area.

All contractors will be encouraged to employ local people where possible.

Will the construction work affect the current supply?

Generally, no, but there may be some small time periods (less than 4 hours) where the current supply may be affected. If the water supply is going to be affected, Solomon Water will notify residents before supply is restricted. Solomon Water will support anyone who needs a continuous water supply for health or other reasons.

Sometimes in an emergency situation Solomon Water cannot always notify our customers in advance.

There are water pipes that run within our residential areas, will SW pay us some commissions for these?

SW has already contacted all the people who have land directly affected by the new project works. Any further application for compensation for a garden or livelihood impacts (for example) will be assessed by SW as part of the land acquisition guidelines for the project.

In cases where SW may require the further acquisition of a service easement, this will be carefully assessed as part of the land acquisition process.

Please contact our Lands Management Team on 23985 or 44700 ext. 4686, or email service@solomonwater.com.sb, if you require more information.

How long does it take to be connected to the system?

Solomon Water estimate that a new connection will take twenty working days from the time of application submission to the date when a new customer is connected to the SW water supply system.

We sometimes receive dirty water, what is SW doing about that?

SW is always working to improve service and water quality to our customers.

As part of this commitment, the Kongulai Water Treatment Plant is expected to begin construction works in approximately October 2021 and works are expected to be completed by mid-2023.

These works will significantly improve the quality of water to our customers in the Honiara area.

SW is also planning to undertake works at Rove and Kombito sources to help to improve water quality.

How often is water checked for its quality and cleanliness?

Solomon Water regularly check the quality of water to our customers and Solomon Water monitor our water quality daily for free chlorine residue and turbidity. Solomon Water also check twice weekly for total coliform and E. coli.

If you have any questions about the quality of your water you are advised to contact service@solomonwater.com.sb.

Will this new upgrade cater for the population of the community in terms of pressure?

Solomon Water anticipate that the water pressure to our customers will be generally improved across our water supply network because of the works Solomon Water are undertaking. The construction of water trunk mains will

increase the capacity of the supply network and allow water to flow more easily maintaining pressures in the network at higher levels than they are currently.

High water pressure causes more leakage from pipes too, and in some places Solomon Water are reducing pressure to reduce leaks. Solomon Water aim to provide water pressure within international high and low water pressure limits.

Will those of us living in the hills have access to this water supply?

Our aim is to improve access to SW water supply network across our network. People who live in the hills may be harder to supply with our water pipelines.

Solomon Water would suggest that if you want to connect to our water supply system, you contact our customer service team in the Honiara office on 23985 or 44700, or email service@solomonwater.com.sb.

Solomon Water will then be able to advise you on your location and if the water supply system will be available to you as a new customer once project works are complete.

Is it wrong of me to ask people who does not have access to water to pay when they come to use water at my home?

It is really up to you if you choose to ask visitors to pay for water when they come to your home. SW does not advise individual customers if they should ask visitors to pay for water.

If I stay quite far from the service line am I going to be able to connect as well or not?

It is our intention to supply water to as many people as possible. As part of this commitment, Solomon Water are investing in new pump stations to

improve supply to our reservoir tanks to improve supply to our customer network, even those who live on higher ground.

If you have a specific question about your location and your access to SW water supply, Solomon Water suggest that you contact our customer service directly on service@solomonwater.com.sb, or phone 23985 or 44700. Solomon Water can then advise if you will be able to connect to our services.

Even when it rains will our water continue flowing after this upgrade?

Solomon Water are investing in the Kongulai Water Treatment Plant which will assist SW to produce water even during periods of heavy rain, which is currently a challenge to our water supply.

The water treatment plant is a major investment in a quality, clean, continuous water supply for all our customers that will operate without interruption.

It will overcome challenges created by logging in the Kongulai water catchment area and the presence of dirt and silt in the water supply.