



20. Why is my water pressure very low at certain times of the day

Due to high or peak demand, customers may experience low pressure at certain times of the day. Customers are advised when experiencing such situation to store water in buckets and containers to avoid inconveniences

21. What should I do when I know people are stealing water?

Report it to 23985 and provide details of the person, location. Get a picture of the illegal connection and send it to us on email: service@solomonwater.com.sb

OUR VISION

Safe water for a healthy nation

OUR MISSION

To provide safe and reliable water service in our areas of operations in Solomon Islands

FREQUENTLY ASKED QUESTIONS



For more information contact us on:



23985



service@solomonwater.com.sb



[facebook.com/Solomonwater](https://www.facebook.com/Solomonwater)



solomonwater.com.sb

MY BILLING QUERIES

1. Where can I pay my bill?

You can pay your bill at our Customer Care Centre Point Cruz or Hyundai Mall cashier or at any of our provincial centres in Tulagi, Noro and Auki.

2. How do I apply for a new meter connection?

Contact our Customer Care Team on

- phone: 23985
- email: service@solomonwater.com.sb
- Visit our Customer Care Centre, BJS Building, Point Cruz

3. Who must I contact if I have questions regarding my bill statement?

Questions on billing, transfers, reconnection and disconnection should be directed to the Customer Care Centre or you can call us on phone: 23985.

4. Can I receive my bill electronically?

Yes register with us now to receive your bill through your email account.

5. Is it true that the new raised waters meters cost more?

No, the price of water is the same for all meters.

6. What is the fixed charge?

Temporary charge imposed on unmetered customers because their water meter is faulty or stopped.

7. My bill is higher than expected?

If it is not due to leakages on your property, send us a request so that our meter reading team can verify your meter readings. We now take photo of meter readings and we can check for you.

8. What do water charges cover?

Fixed charges include the cost to collect and treat water and pump to your house, produce bills and maintenance carried out on pipelines and meters.

WATER QUALITY

9. What is water chlorination?

Chlorination is the method used to disinfect water. It is the process of adding chlorine to water to make it safe for people to drink.

10. Is the white clay scale inside the kettle caused by chlorine?

No, it is caused by water with high minerals content (Hard Water). There is no health risk associated to water with high mineral content.

11. I noticed a chemical smell when I turned on my tap

The smell is caused by chlorine for disinfection. Chlorine is not harmful but some people are more sensitive to the smell than others.

WATER SERVICE INSTALLATIONS

12. What are the charges and requirements for a new water connection?

We have a separate sheet detailing the rates and requirements of a new service connection. You can access this information at our Customer Care Centre, Point Cruz or website or send us an email: service@solomonwater.com.sb

13. How long does it take to process a new service application?

Approximately 2 weeks.

14. What is a house deposit/bond fee?

A bond fee is used to secure a customer's account. It is refundable in cases that a property owner sells their property and clears their outstanding bills.

15. What must I do when I move house?

It is important that you report to us before you move house so that our meter reading team can take your final reading and fill in the change of address form.

16. Water is disconnected due to arrears of previous tenant?

Solomon Water now deals directly with the landlord or the property owner. This is to avoid arrears left by previous tenant. In instances where there is an urgent need for settlement of water bill, the tenant should amicably talk to his/ her landlord and create an agreement for a repayment.

17. I want to purchase a new property

Ensure previous owner account is cleared and fill in the change of address form to receive your monthly bill at your new address.

18. What to do when there is leakages, bursts or illegal tampering of Solomon Water service lines?

Please report water theft, leaks and burst pipes to Solomon Water on 23985. All information reported is treated with strict confidentiality.

19. What fees must I pay if my service line is disconnected?

Outstanding bill and reconnection fee. However if Solomon Water finds that you have illegally connected to our service when your water had been disconnected, you will also pay an illegal connection fee and could be prosecuted.