



## WHAT TO DO IF YOU SEE THEFT OF WATER:

Report all illegal activities to Solomon Water on phone:23985

If you can get a picture of the illegal connection and send to us on email:service@solomonwater.com.sb or facebook:facebook.com/Solomonwater

Your information will be kept confidential

### Remember!

**“ANYONE WHO  
HAS AN ILLEGAL  
CONNECTION IS  
STEALING MONEY  
FROM YOU”**



## 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

For more information contact us on;



23985



service@solomonwater.com.sb



facebook.com/Solomonwater



solomonwater.com.sb

# WATER THEFT



## What is Water Theft?

It is taking water without paying the full charge for it diverting it and preventing Solomon Water from accurately metering and billing for it.

## What are the results of illegal connections?

- 1 Loss of water due to use of improper fittings.
- 2 Reduction of pressure in the system means others cannot get water
- 3 Contamination of water system
- 4 Future planning of the system cannot be accurately determined
- 5 Increase cost to those who pay their bill

## What are the penalties?

Solomon Water will have to remove the water pipe from the main service water pipeline and the customer will have to pay a large amount of fees to have the line reconnected. They can also be prosecuted.

If your neighbour has an illegal connection, they are stealing money from those who genuinely pay for their water service.

Solomon Water requests your help to protect our water pipes and connections and prevent water theft.

### Current Fees and Rates for illegal users

Type of Fees	Domestic Rates	Commercial Rates
• <b>Reconnection Fee</b>	\$ 513	\$ 674
• <b>Illegal Connection Fee</b>	\$ 845	\$ 1692
• <b>House Deposit</b>	\$ 1010	\$ 4216

Take note: Fees are subject to change depending on the quarterly water tariff. Check with our Customer Care Team for complete detail of our rates and charges.

## Types of illegal connections

