

# Investing in Oahu's Water Future

The Board of Water Supply (BWS) is proposing rate adjustments necessary to continue to provide safe, reliable, and affordable water on Oahu, today and into the future.

BWS is reaching out across the island to share what is being proposed and why.



Board of Water Supply  
City and County of Honolulu

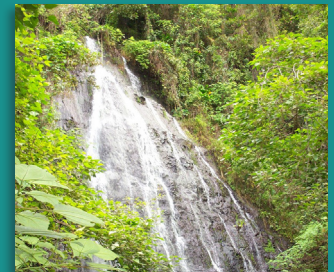


THE **COST** OF  
DELIVERING  
**WATER**  
IS GOING TO GO **UP**

## RESULTING BENEFITS INCLUDE ...

BWS is financially self-sufficient and depends on customer rates and fees to operate and maintain Oahu's extensive and complex water infrastructure.

- ◆ Reliability and resiliency of our water system will increase.
- ◆ The number of main breaks will go down within the coming decade.
- ◆ Increased investments in conservation will preserve existing supplies and delay the need for new ones.
- ◆ Targeted funding for watershed protection will help us adapt to a changing climate.



OVER THE NEXT 30 YEARS  
BWS WILL INVEST IN

**800+** INFRASTRUCTURE  
PROJECTS  
ISLAND-WIDE  
WITH TOTAL COSTS OVER  
**\$5.3 BILLION**

- In the coming decade, BWS will gradually ramp up pipeline replacement from 6 to 21 miles every year, working to significantly reduce main breaks.
- Projects will be launched to renew or replace higher risk pumps and reservoirs. Pumps are the "heart" of the water system and critical for reliable water delivery.
- Our water supply will be made more sustainable by expanding water recycling facilities, establishing new fresh-water wells, building the island's first seawater desalination plant, and developing a sharpened focus on conservation and watershed protection.
- Partnerships on-island and throughout the water industry will ensure we remain out front in research and development, as well as best practices.



CUSTOMER **RATES & FEES**  
ALSO SUPPORT OPERATIONS TO




TO YOU **EVERY** DAY

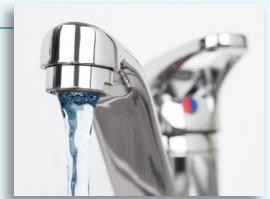
Your rate-payer dollars go to:

- replace and repair critical water infrastructure,
- continue to serve safe, dependable water to nearly 1 million residents and visitors on Oahu, every minute, of every hour, of every day,
- conduct nearly 30,000 tests annually for water quality at the source and in the system,
- protect watersheds, a key source for our water supplies,
- provide sufficient funding to prepare for disaster recovery,
- conduct studies with University of Hawaii (UH) to prepare for and address climate change,
- monitor and maintain 21,000 fire hydrants across the island,
- initiate and expand conservation programs, including piloting new technologies,
- educate children, to develop good water-use habits,
- sustain high-value partnerships, both within Hawaii and beyond, e.g. Hawaii Community Foundation, UH, Koolau and Waianae Mountains Watershed Partnerships, Oahu Invasive Species Council, American Water Works Association, Water Research Foundation, and more.



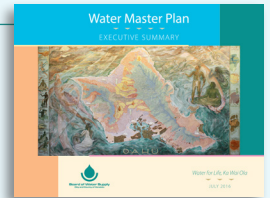
**AN OVERVIEW**  
  
**WHAT'S CHANGING**

- An “Essential Needs” tier will provide the first 2,000 gallons of water per month to all residential customers below cost. This rewards conservation and enhances affordability. Ten percent of BWS’s single-family residential customers use less than 2,000 gallons per month.
- Single-family residential customers’ water-use charges will see the greatest increase as we ramp down legacy subsidies from other customer groups.
- Multi-unit residential customers will see less of an increase as their current subsidies to other customer classes are reduced.
- Rate “tiers” will be adjusted to encourage conservation practices. Residential customers using more water will pay more for that water.
- A monthly customer charge will be based on meter size, to reflect the higher costs associated with larger meters and lower costs for smaller meters that most of our customers have.
- Rates and charges will be distributed more equitably, so everyone is paying their fair share.
- Almost everyone’s bills will increase to some extent.
- Customers would not see a change in their rates until July 2019.



**RATES DEVELOPMENT**  
**HAS BEEN A**  
**4 YEAR**  
**PROCESS**  
**WE WANT TO GET IT RIGHT**

- BWS has collaborated with stakeholders and technical and financial experts to develop proposed water rates.
- A **Water Master Plan (WMP)** assessed the condition of the water system; projected future water demands; and outlined projects to address wear, age, growth, and sustainability.
- A **30-year Infrastructure Investment Plan (IIP)** puts the WMP into action. The IIP is a multi-decade strategy that designates when specific water infrastructure projects should be implemented, based on risk.
- A **Long Range Financial Plan (LRFP)** is designed to assure sufficient funds for WMP implementation while maintaining BWS’s ongoing operations and maintaining affordability for our customers.



**THE RATE STRUCTURE**  
  
**COMMUNITY VALUES**

- An open, island-wide web survey last fall captured public viewpoints on rates. Respondents overwhelmingly supported funding for safe and dependable water, increasing miles of pipeline replacement to reduce main breaks, as well as conservation and watershed sustainability. Focus groups and random phone surveys support these results.
- Since October, rates have been the topic of BWS announcements at Neighborhood Boards. BWS liaisons have listened to responses from their neighbors and reported back to BWS leadership on what they have heard.
- A 28-member citizens group has provided input at workshops since 2015, representing the viewpoints of diverse customer groups across the island, including: members from each council district, agriculture, developers, and environmental groups.
- Various island groups have sat down with BWS management to discuss rate impacts, ideas and concerns. Among them were community members and representatives from golfing, agriculture, environmental, business, and travel interests.



**YOU CAN**  
  
**LEARN MORE**

BWS is committed to open, two-way communications about proposed rate changes.

- Four public hearings are scheduled; all are 6:30-8:30 p.m.

<b>HONOLULU</b>	<b>Thursday, April 26</b> Mission Memorial Auditorium 550 South King Street, Honolulu, HI 96813	<b>KANEOHE</b>	<b>Tuesday, May 15</b> Benjamin Parker Elementary School Cafeteria 45-259 Waikalua Road, Kaneohe, HI 96744
<b>KAPOLEI</b>	<b>Monday, May 14</b> Kapolei Hale, Ground Floor Conference Room 1000 Uluohia Street, Kapolei, HI 96707	<b>MILILANI</b>	<b>Thursday, May 24</b> Mililani Recreation Center #5 95-1101 Ainamakua Drive, Mililani Town, HI 96789

- Attend your Neighborhood Board’s next meeting and request a detailed presentation about rates.
- Watch BWS Board meetings now being broadcast on Olelo.
- Tune in to 94.7 KUMU on the second Sunday of each month to learn more about BWS.
- Access the BWS Web site for more details and to share your thoughts: <http://www.boardofwatersupply.com>
- Contact us through Twitter: @BWSHonolulu
- Communicate with us on Facebook: <http://www.facebook.com/BWSHonolulu>
- Contact us to arrange a presentation for your community group: (808) 748-5319 or [kelliott-pahinui@hbws.org](mailto:kelliott-pahinui@hbws.org)
- For additional information about proposed water rates:

• go to [www.boardofwatersupply.com](http://www.boardofwatersupply.com) • email [contactus@hbws.org](mailto:contactus@hbws.org) • or call (808) 748-5041