

A young child is splashing water on their face from a public fountain. The child is shirtless and has their eyes closed, enjoying the water. The fountain is a classic outdoor style with a metal basin and a spout. The background is a lush green, out-of-focus area, suggesting a park or a natural setting. The overall mood is joyful and refreshing.


Ka Wai Ola

All life depends
on water



Board of Water Supply
City and County of Honolulu

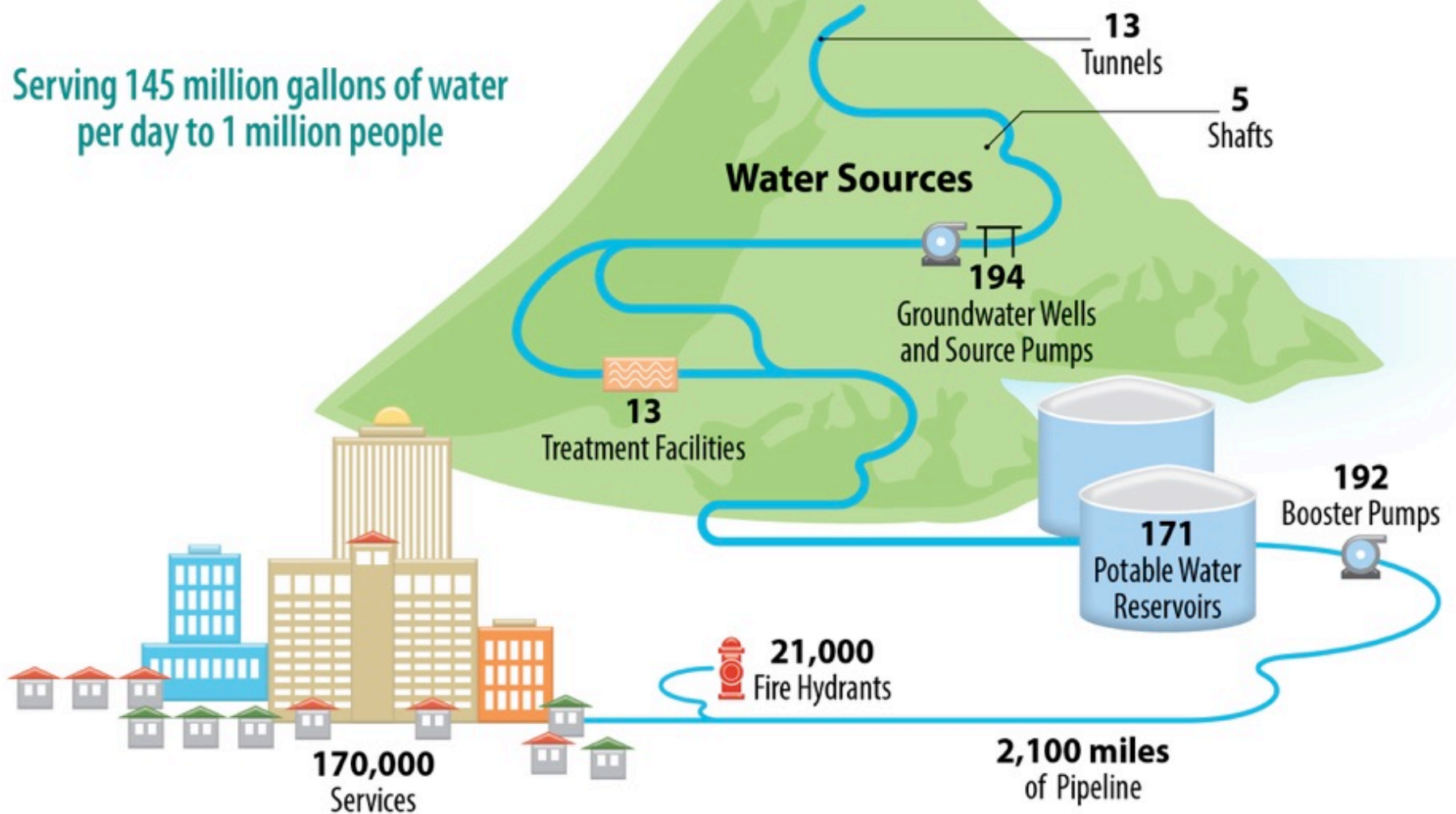
The Board of Water Supply (BWS) delivers
safe, dependable, affordable water
to your tap ...



... every minute of every hour
of every day.

Delivering water from underground water sources to your home requires a large and complex system.


Serving 145 million gallons of water per day to 1 million people





Are we prepared
to provide safe,
dependable, and
affordable water
for the next
generation?

The BWS Water Master Plan ...

- 
- ... Looked ahead 30 years
 - ... Evaluated the entire water system
 - ... Identified necessary improvements
 - ... Balanced needs with costs of providing water to our customers

Here are some of the findings of the Water Master Plan.



Finding: We need new drinking water supplies for Ewa, Waianae, and Honolulu.



Finding: We have sufficient pumping capacity today, but we need additional backup pump capacity.





Finding: BWS pipelines suffer deterioration from age, corrosion, and soil, leading to more than 300 water main breaks per year.

Finding: Oahu cut its daily water use by 30 gallons per person since the 1990s, saving over 12 million gallons per day, but we still need to do more.

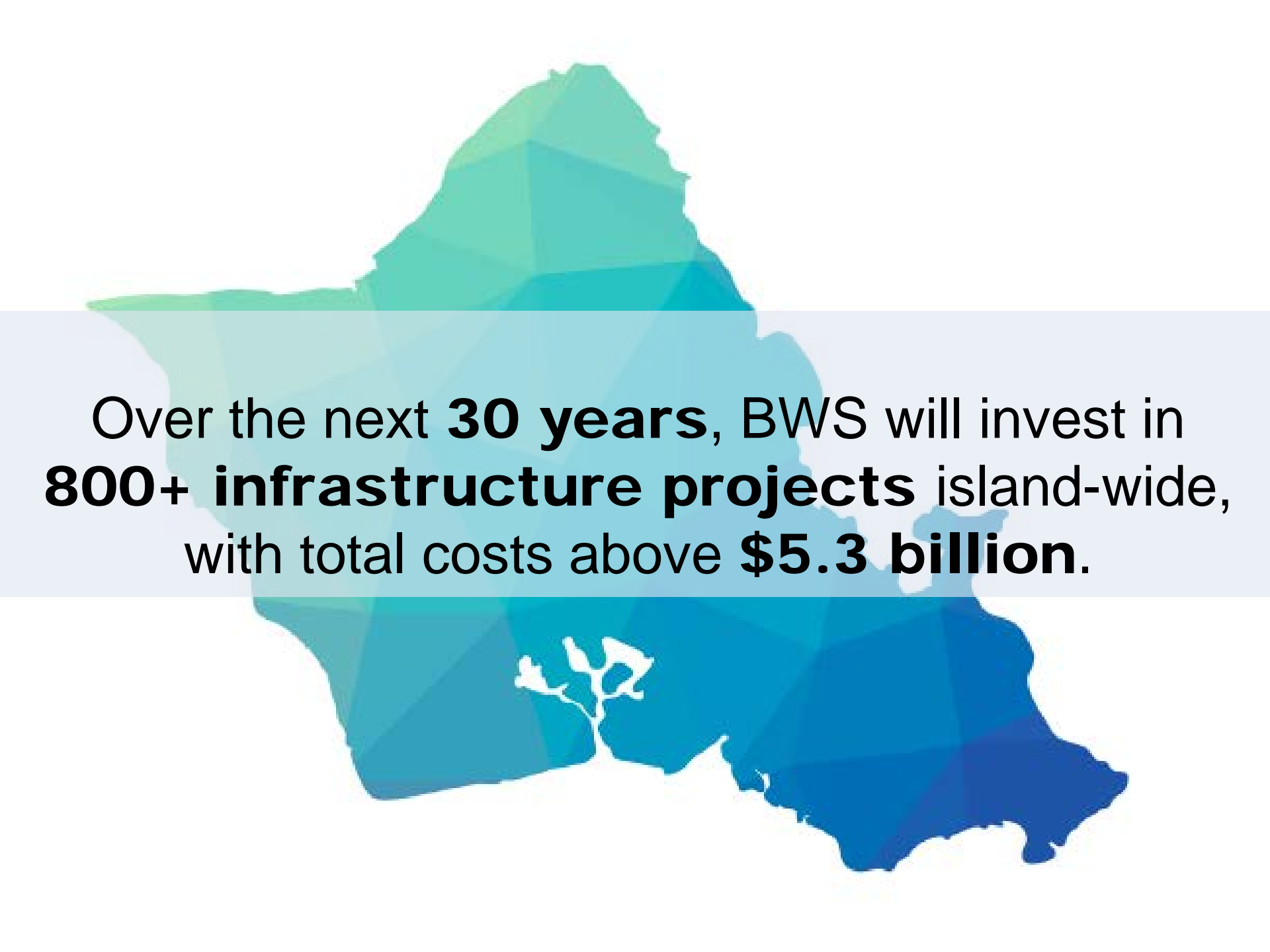


Finding: We expect rainfall to decrease in West Oahu, but the intensity of storms to increase.

A more diverse water supply is needed to adapt to climate change.



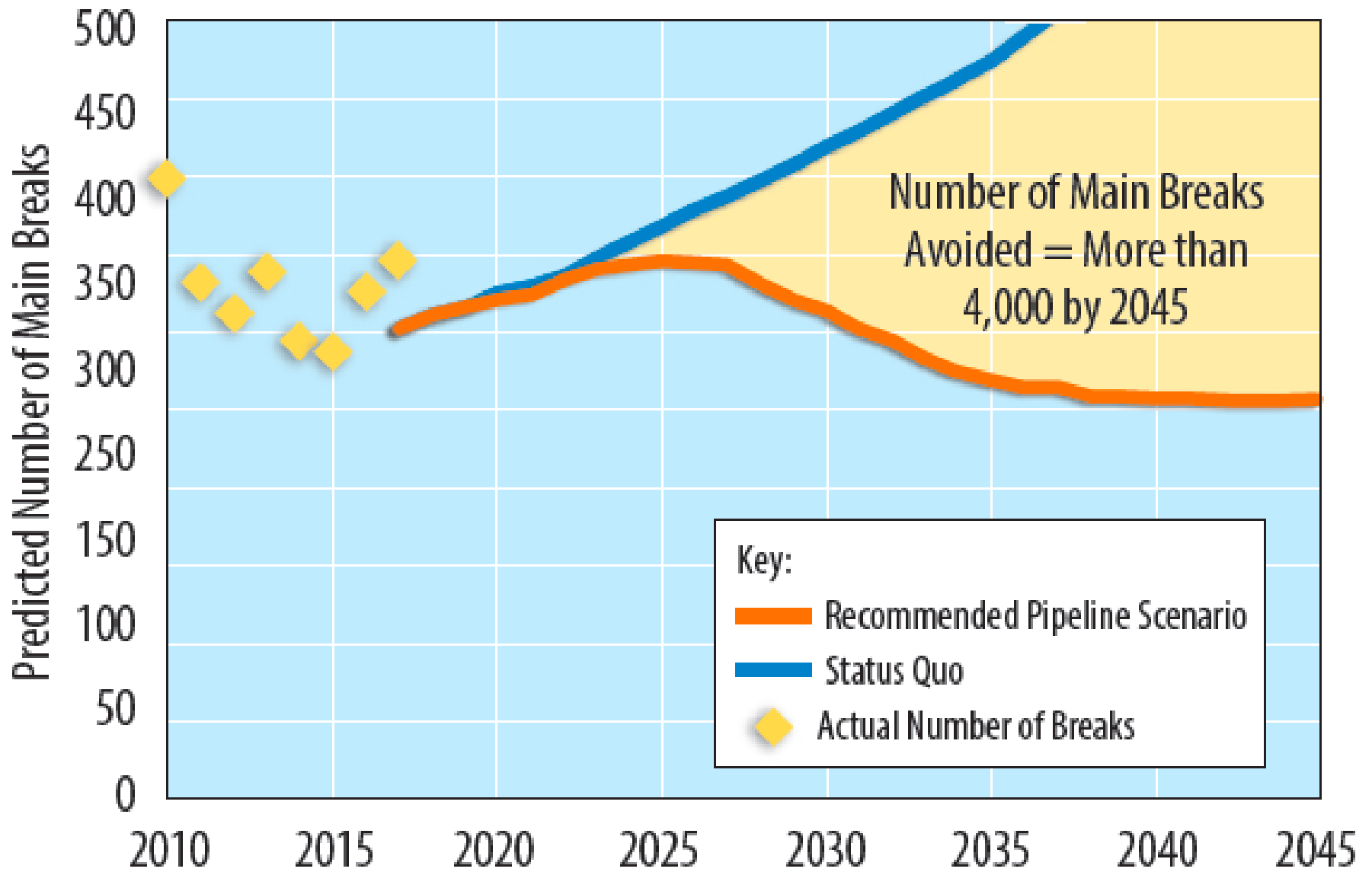
Finding: Healthy watersheds are necessary to sustain our water supply over the ages and require care and conservation.



Over the next 30 years, BWS will invest in 800+ infrastructure projects island-wide, with total costs above \$5.3 billion.

Over the next 10 years:

Results	Investment
💧 Reliability and resiliency of our water system will increase	\$511 million
💧 The number of main breaks will go down	\$876 million
💧 Increased investments in conservation will preserve existing supplies and delay the need for new ones	\$3.4 million (per year, 4% of infrastructure investments)
💧 Targeted funding for watershed protection will help us adapt to a changing climate	\$3.4 million (per year, 4% of infrastructure investments)



Annually replacing 21 miles of pipeline is recommended to reduce main breaks

TOTAL WATER CHARGES

Customer Inquiries? Call 808-748-5000
Water Trouble? Call 808-748-5000 (24 hours)
Office Hours: Monday thru Friday 7:45 am to 4:30 pm

\$35.78

TOTAL SEWER CHARGES

Sewer Questions? Call 808-768-3500
Sewer Trouble? Call 808-768-7272 (24 hours)
Office Hours: Monday thru Friday 7:45 am to 4:30 pm

ACCOUNT INFORMATION

Account Number
Name
Address
Billing Date

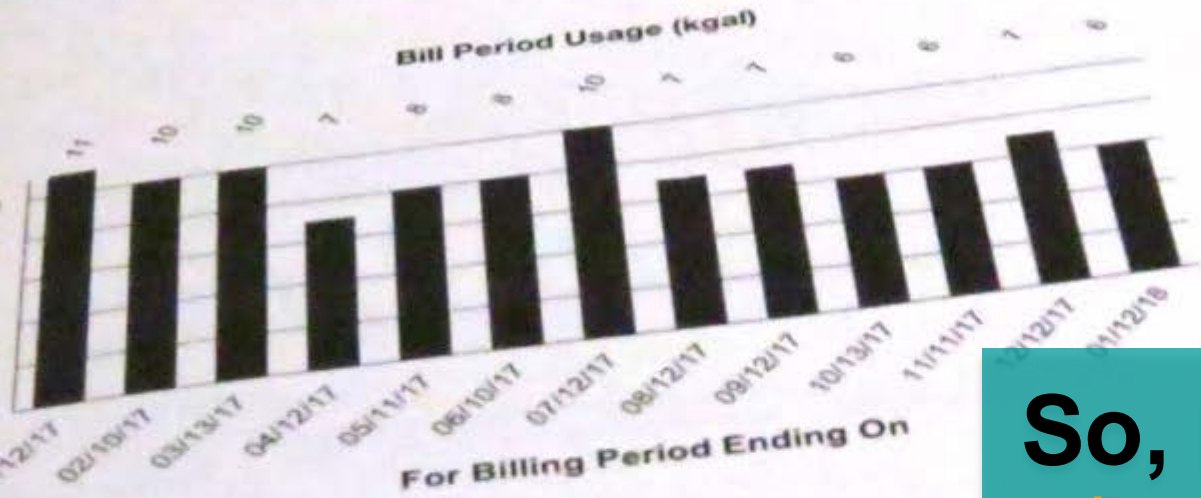
01234567890
ALOHA, NUI K
1234 ALOHA WY
01/12/2018

WATER & SEWER BILLING SUMMARY

Previous Balance
Payments
Adjustments
Corrections
Current Charges

TOTAL AMOUNT DUE

PAYMENT MUST REACH US BY



DATE	Water U THOU GAL
01/12/2018	6
12/12/2017	
11/11/2017	
10/13/2017	
09/12/2017	
08/12/2017	
07/12/2017	
06/10/2017	
05/11/2017	
04/12/2017	
03/13/2017	
02/10/2017	
01/12/2017	

So, let's talk about rates, the way we pay for all that we do.

Remember – We're Just Talking about Water Rates



Water rates are proposed for a 5-year period beginning in July 2018 through 2022.

There would be no increase until July 2019.

Increases are expected to generate about an additional \$60 million over that time.



Board of Water Supply
City and County of Honolulu

This is what BWS is committed to do with new rates

- Raise rates gradually
- Provide a low cost “Essential Needs” tier that rewards conservation
- Encourage conservation by highest water users
- Address subsidy of single-family residential by multi-unit residential customers
- Everyone pays their fair share

New: Essential needs tier

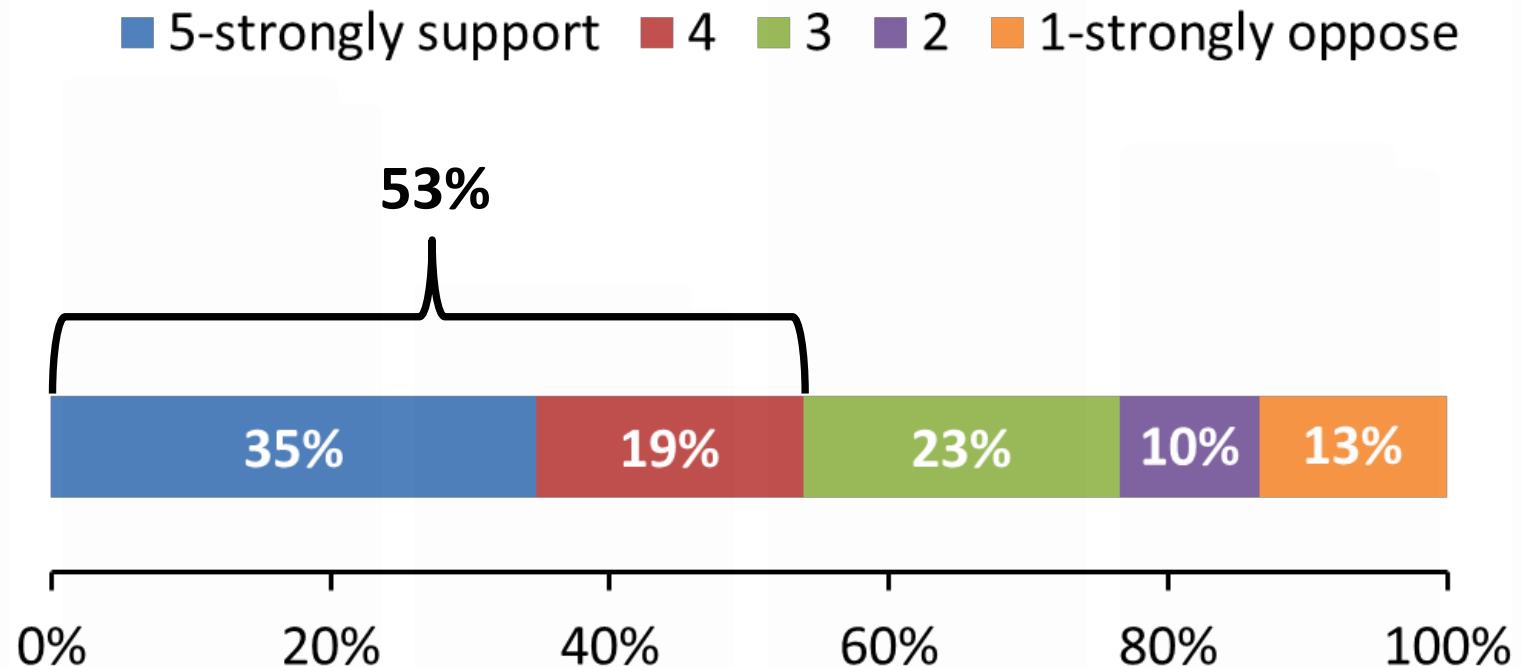


Below-cost rate for first 2,000 gallons per month.

All residential customers get this rate.

10% of BWS residential customers use 2,000 gallons or less.

Over half of our customers support adding a new tier with a very low rate to ensure affordability and reward conservation.




New: Adjust tiers to financially motivate water conservation.



Monthly customer charge – Based on water meter size

Proposed Monthly Customer Charge (per meter)

Meter Size	Proposed Monthly Customer Charge in \$ / Month – Effective Dates					
	Current	July 2018	July 2019	July 2020	July 2021	July 2022
 5/8-inch or 3/4-inch*	\$9.26	\$9.26	\$10.42	\$10.80	\$11.38	\$12.09
1-inch	\$9.26	\$9.26	\$13.31	\$13.79	\$14.45	\$15.28
1-1/2-inch	\$9.26	\$9.26	\$15.23	\$15.78	\$16.50	\$17.41
2-inch	\$9.26	\$9.26	\$38.81	\$40.18	\$41.61	\$43.45
3-inch	\$9.26	\$9.26	\$47.95	\$49.64	\$51.35	\$53.55
4-inch	\$9.26	\$9.26	\$91.74	\$94.95	\$97.98	\$101.92
6-inch	\$9.26	\$9.26	\$163.91	\$169.63	\$174.84	\$181.64
8-inch	\$9.26	\$9.26	\$250.03	\$258.76	\$266.57	\$276.78
12-inch	\$9.26	\$9.26	\$541.31	\$560.18	\$576.78	\$598.53

* Typical for single-family residential customer.

Single-family residential water rates 2018 - 2022



	Existing		Proposed Rates, Effective Dates					
Tier	Gallons/ du/month	Rate	July 2018	Gallons/ du/month	July 2019	July 2020	July 2021	July 2022
EssN	0 to 13,000	\$4.42	\$4.42	0 to 2,000	\$3.79	\$3.91	\$4.17	\$4.46
1				2,001 to 6,000	\$4.46	\$4.60	\$4.90	\$5.25
2	13,001 to 30,000	\$5.33	\$5.33	6,001 to 30,000	\$5.06	\$5.20	\$5.50	\$5.85
3	More than 30,000	\$7.94	\$7.94	More than 30,000	\$8.46	\$8.60	\$8.90	\$9.25

EssN – Essential needs

Rates are in \$ per thousand gallons

du – dwelling unit

Comparing bills – Essential Needs – 10% of Single-family residential

Essential Needs Tier – The Low Water User (2,000 gallons per month)

Current Bill	Future Bill at Proposed Rates				
	July 2018	July 2019	July 2020	July 2021	July 2022
\$18.10	\$18.10	\$18.00	\$18.62	\$19.72	\$21.01

Comparing bills – Median water user – 50% of Single-family residential

The Median Water User (6,000 gallons per month)

Current Bill	Future Bill at Proposed Rates				
	July 2018	July 2019	July 2020	July 2021	July 2022
\$35.78	\$35.78	\$35.84	\$37.02	\$39.32	\$42.01

Comparing bills – Average water user Single-family residential

The Average Water User (9,000 gallons per month)

Current Bill	Future Bill at Proposed Rates				
	July 2018	July 2019	July 2020	July 2021	July 2022
\$49.04	\$49.04	\$51.02	\$52.62	\$55.82	\$59.56

Comparing bills – High water users – top 3% of Single-family residential

The High Water User (35,000 gallons per month)

Current Bill	Future Bill at Proposed Rates				
	July 2018	July 2019	July 2020	July 2021	July 2022
\$197.03	\$197.03	\$199.58	\$204.82	\$215.82	\$228.66

Multi-unit residential water rates 2018 - 2022



	Existing		Proposed Rates, Effective Dates					
Tier	Gallons/ du/month	Rate	July 2018	Gallons/ du/month	July 2019	July 2020	July 2021	July 2022
EssN				0 to 2,000	\$3.70	\$3.71	\$3.72	\$3.77
1	0 to 9,000	\$4.42	\$4.42	2,001 to 4,000	\$4.35	\$4.36	\$4.38	\$4.43
2	9,001 to 22,000	\$5.33	\$5.33	4,001 to 10,000	\$4.95	\$4.96	\$4.98	\$5.03
3	More than 22,000	\$7.94	\$7.94	More than 10,000	\$5.90	\$5.91	\$5.93	\$5.98

EssN – Essential needs

Rates are in \$ per thousand gallons

du – dwelling unit

Non-residential water rates 2018 - 2022



Current	Proposed Rates, Effective Dates				
	July 2018	July 2019	July 2020	July 2021	July 2022
\$4.96	\$4.96	\$5.01	\$5.06	\$5.16	\$5.27

Rates are in \$ per thousand gallons

Examples: hotels, restaurants, government, shopping centers, hospitals, retail

Current subsidies will be continued



**Lower rates for
local agriculture**

**and recycled
water**





For affordable housing

And new fee waivers

And to retrofit fire sprinklers



For homeless housing



Other BWS charges:

💧 **Fire Meter Standby Charge**

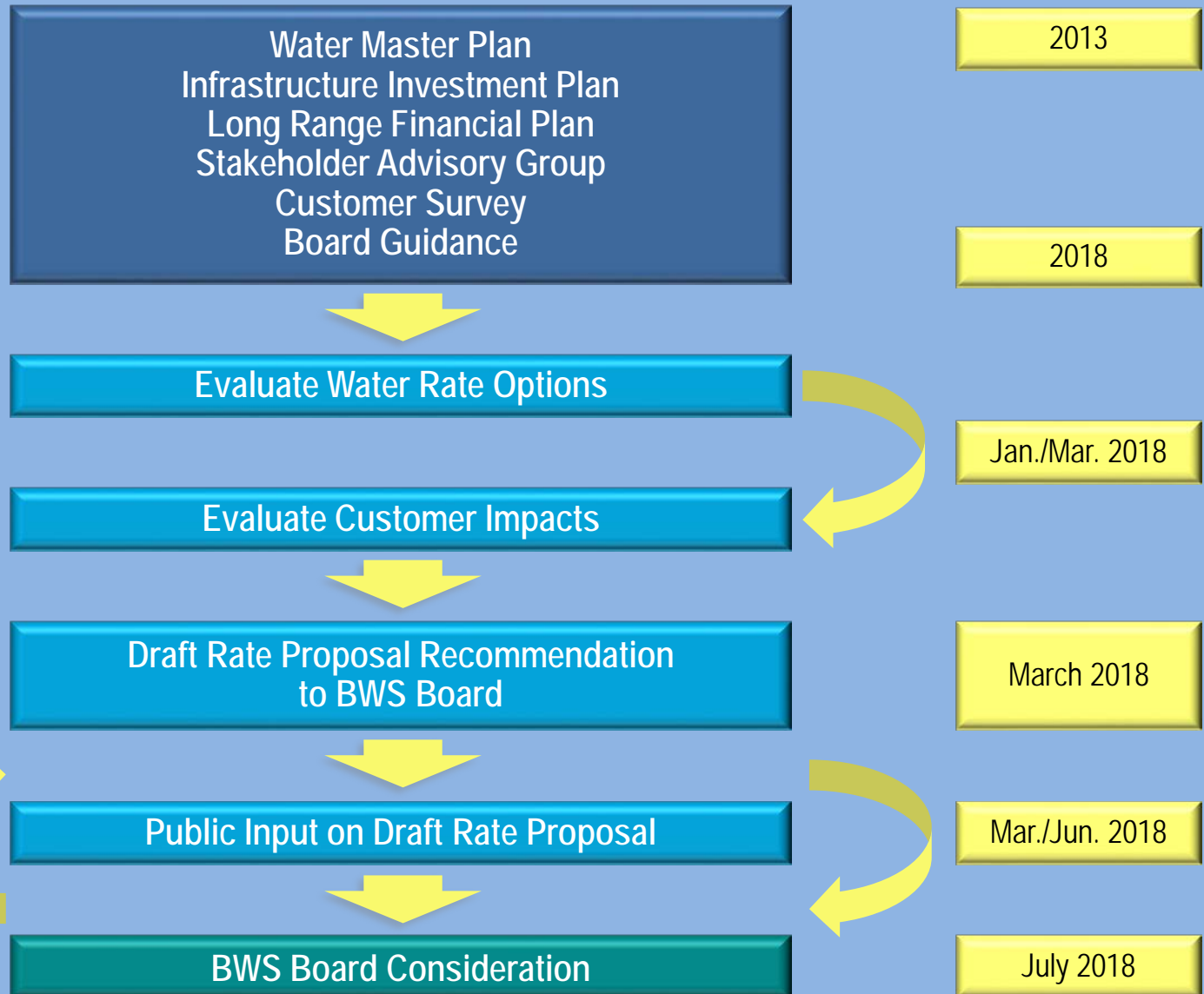
💧 **Standby Charge (emergency interconnections)**

💧 **Water System Facilities Charge**

💧 **Environmental Regulations Compliance Fee
Cost Adjustment**

💧 **Power Cost Adjustment**

Process Overview



Learn More at a Public Hearing Near You

All Hearings: 6:30 – 8:30 PM

Honolulu

Thursday, April 26
Mission Memorial Auditorium
550 South King St., Honolulu 96813

Kapolei

Monday, May 14
Kapolei Hale, ground floor conference room
1000 Uluohia Street, Kapolei 96707

Kaneohe

Tuesday, May 15
Benjamin Parker Elementary School Cafeteria
45-259 Waikalua Road, Kaneohe 96744

Mililani

Thursday, May 24
Mililani Recreation Center #5
95-1101 Ainamakua Drive, Mililani 96789

Give Your Input on Proposed Rates

Send a letter or an email to:

Board of Water Supply

Attn: Proposed Water Rates

630 South Beretania, Honolulu 96843

Email: contactus@hbws.org

**JUNE 30,
2018**

Questions?

Call: (808) 748-5041

BWS Website: www.boardofwatersupply.com

Twitter: [@BWSHonolulu](https://twitter.com/BWSHonolulu)

Facebook: <http://www.facebook.com/BWSHonolulu>

WATER FOR LIFE

Safe, dependable, and affordable water now and into the future



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Questions?

