

WATER MATTERS

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



Board of Water Supply
City and County of Honolulu

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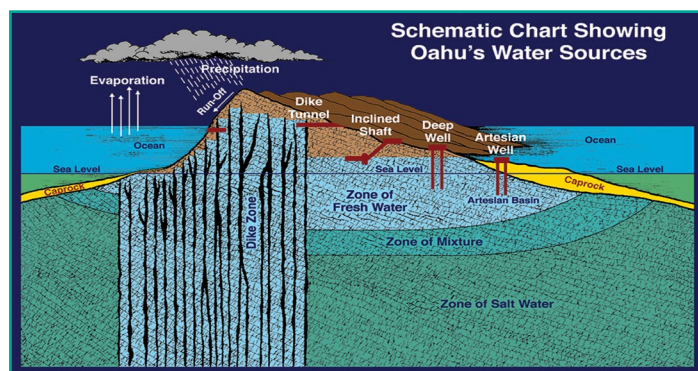
Winter 2017/2018

Where Does Oahu's Water Come From?

People depend on water every day. We expect it every time we turn on the faucet, and yet many of us don't know about the sources of Oahu's water supply.

The source of the Board of Water Supply's drinking water supply is *groundwater*. Unlike surface water, groundwater is naturally filtered through basalt (volcanic) rock and stored in underground aquifers. Groundwater is more resilient to drought and is of higher, more consistent water quality, requiring less treatment.

Three vital elements of nature that combine to give Oahu pure water are: 1) the northeast tradewinds; 2) the Koolau Mountains; and 3) the coastal caprock on Honolulu's ocean-side boundary. Evaporation from the ocean off Windward Oahu forms moisture-heavy clouds. Driven by the tradewinds, the clouds rise higher as they cross the mountains. As the air becomes cooler, condensation occurs and rain falls in the watershed region. Oahu is like a stone sponge where some rainwater filters down through ancient volcanic zones (dike zone) and are tapped through high-level tunnels to provide water. This happens primarily in Windward Oahu areas. Much of the remainder of the rainfall seeps through lava into the zone of fresh water (aquifer)



Cross-section of the Koolau Mountains shows how Oahu obtains its water supply.

underlying Oahu. Some of the fresh water rises in artesian wells because of pressure created by caprock. Much more is obtained from well shaft stations which "skim" the water surface by using underground tunnels.

The water that goes through our distribution system to users is eventually returned to the ocean through various disposal systems and the water cycle begins all over again. For more information, visit www.boardofwatersupply.com/water-resources.

Fraud Alert: Protect Yourself From Scams

The Board of Water Supply (BWS) is reminding the public to be aware of individuals claiming to be BWS staff in order to gain access to homes or to fraudulently obtain personal information and/or payment from unsuspecting BWS customers. To protect yourself, please consider the following information.

Over the phone: The BWS does not call a customer, demand immediate payment, and collect payment all in the same phone call. A customer who is contacted by the BWS about an overdue payment will be asked to make a separate call to (808) 748-5030 to pay by credit card. If you receive a call requesting your personal information, immediate bill payment, or are threatened with service shut-off, hang up and call BWS customer service at (808) 748-5030 to confirm that the person is BWS staff. Also, the BWS does not call customers outside regular business hours (Monday - Friday, 7:45 a.m. - 4:30 p.m.) to request payment or personal information.

In person: All personnel involved in official BWS activities will be properly credentialed, wearing official BWS attire with the BWS logo, driving BWS labeled vehicles, and carrying an official City and County of Honolulu badge, with the agency identified as the BWS. If you are approached by an individual claiming to be from the BWS, request official identification. BWS personnel also do not enter private homes.

If customers feel threatened or observe any suspicious activity, please call 9-1-1 to file a police report. You may also call the BWS at (808) 748-5041 to file an additional report.

For information regarding official BWS staff credentialing, visit www.boardofwatersupply.com/news-events/news-and-updates/consumer-alert.



Your feedback matters!



Share your opinion on maintaining safe, dependable, and affordable water service on Oahu.

The Honolulu Board of Water Supply (BWS) wants to hear from all Oahu water users -- even if you don't pay a water bill -- about how to best support the sustainability of our precious water resources, via an online survey.

Please visit www.boardofwatersupply.com to access the brief online survey.

Questions? Call (808) 748-5041 or email ContactUs@hbws.org.

Deadline: December 31, 2017

Mahalo for your time!

Water Conservation Week Contests Launch December 4

The Board of Water Supply (BWS) will launch its 40th annual Water Conservation Week Poster Contest and 10th annual Poetry Contest soon. The BWS invites Oahu students to creatively express the importance of conserving water now to preserve our water supply for the future through the theme of "Conserve Water: Use It Wisely."



The poster contest is open to Oahu students in grades Kindergarten-6, and the poetry contest is open to students in grades 7-12. **The deadline to enter these contests is Wednesday, February 28, 2018.** Winning entries will be announced in May, receive prizes, and be featured in our 2019 Water Conservation calendar. For more information, visit www.boardofwatersupply.com.

Airing on 'Olelo Channels



The BWS is sponsoring The *Value of Water* category in the 'Olelo Youth Xchange Video Competition, a statewide contest that encourages students to use animated clips, documentary, news, public service announcement, or short to share their thoughts on important community issues. To participate in the BWS's category, visit www.olelo.org/youth/yxc/.



Monthly **BWS Board of Directors meetings** will begin to be recorded and aired on 'Olelo and on the BWS website starting with the November 27, 2017 meeting. Visit www.boardofwatersupply.com for more information or to view meetings.

Construction Near Lulumahu Falls Trail

Planning on hiking to Lulumahu Falls? If so, **for your safety, please do not walk along the private paved road** along the top of the dam. The roadway is not part of the official trail that leads to Lulumahu Falls.



Do Not Walk on private roadway along the top of Nuuanu dam & reservoir.

Beginning in January 2018, the area near the Nuuanu Dam and Reservoir will be an active construction site and the paved road will be used to transport equipment and materials. For your safety, and to avoid the penalties associated with trespassing, please use the

official trails as outlined by the State's Na Ala Hele Trail and Access Program. To view a list of official hiking trails, visit www.hawaiitrails.org.

Ceremony Blesses Implementation of Energy Savings Performance Contract

The Board of Water Supply (BWS) held a brief blessing ceremony on October 21, 2017 for the Energy Savings Performance Contract (ESPC) with NORESKO, LLC. The BWS entered into the public-private partnership in 2016 to implement comprehensive energy efficiency, renewable energy generation, and operational improvements. The BWS is the first county water utility in Hawaii to execute an ESPC, an alternative project delivery approach that allows a government agency to enter into a long-term partnership

with an energy service company to facilitate and accelerate energy conservation measures and to generate enough cost savings to cover project costs over the term of the contract. Any cost savings from this project will be reinvested in additional energy-saving projects and will not affect water rates. For more information, visit www.boardofwatersupply.com/conservation/energy-savings-performance-contract-espc.



www.boardofwatersupply.com



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