

## Water Board Approves New Rate Structure & Usage Tiers

**AT** its Aug. 27, 2018, monthly meeting, the Board of Water Supply (BWS) Board of Directors adopted Resolution No. 889, 2018 that approves a five-year schedule of water rates and charges, effective Sept. 15, 2018, through Jun. 30, 2023. The new schedule allows for gradual rate increases and includes significant changes to the existing rate structure.

The new rates will allow the BWS to increase its investments in repairing and replacing its aging water system infrastructure. This includes ramping up pipeline replacement to 21 miles per year over the next 10 years to reduce main breaks, while keeping the cost of water affordable to customers.

The BWS conducted extensive outreach to make customers aware of the proposed rates, prior to their adoption by the Board. Efforts included informational presentations to 15 Neighborhood Boards and other interest groups, media interviews, and four public hearings throughout Oahu. Additionally, changes to the water



At its Aug. 27, 2018, monthly meeting, the Board of Water Supply Board of Directors voted to adopt Resolution No. 889, 2018.

rates were shared in the previous Water Matters issue. They are also posted on the BWS website at [boardofwatersupply.com/waterrates](http://boardofwatersupply.com/waterrates).

BWS customers will not see any

changes to their water bills until July 1, 2019, when the BWS will start to charge the new rates. Prior to that, the BWS will remind customers of the coming changes.



## New Water For Life

We've updated the BWS publication Water for Life and can distribute copies to schools or other groups.

- Learn about the journey of water before it gets to you (p. 16)
- Check out the Halawa Xeriscape Garden (p. 19)
- Learn about the Watershed Management Plans (p. 24)

Email [contactus@hbws.org](mailto:contactus@hbws.org) or call 748-5041 if you'd like to get some copies for your group!

## Red Hill Fuel Storage Facility Update

**S**tudy continues on the Red Hill Navy fuel storage tanks.

In August 2018, representatives from the Navy, United States Environmental Protection Agency (EPA), and Hawaii Department of Health (DOH) met to discuss the Navy's process for deciding what kind of improvements, if any, will be made to the Red Hill fuel tanks. Representatives from the Board of Water Supply (BWS) were invited to participate in the discussions.

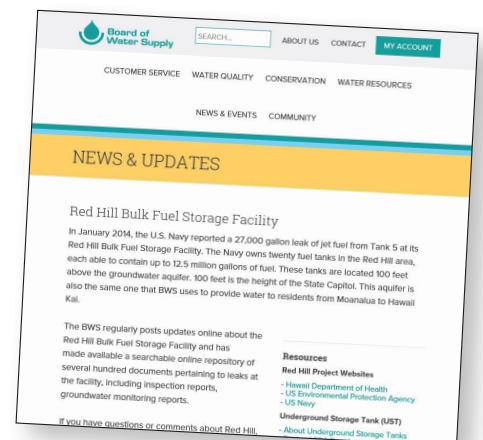
To date, no final decisions have been made. The Navy is looking to have a final decision that is approved by EPA and DOH by the end of the year.

The BWS continues to urge upgrading the Red Hill tanks with secondary containment better known as "tank within a tank." This design has an inner and outer tank wall with a space in between them. BWS favors

secondary containment because the outer tank can catch and prevent any fuel that leaks from escaping into the groundwater and the environment.

For more on this issue, go to the BWS website for Red Hill:

[boardofwatersupply.com/redhill](http://boardofwatersupply.com/redhill)





## Hālawā Xeriscape Garden Unthirsty Plant Sale



*Photos, L-R: Two tots plant cuttings in a paper pot to take home. Special guests help dedicate a living xeriscape garden wall repurposed from a pallet. A visitor browses for an unthirsty plant.*

The BWS and the Friends of Halawa Xeriscape Garden (HXG) celebrated the 30th Annual Halawa Xeriscape Garden Open House and Unthirsty Plant Sale on Aug. 4. This annual event, offered free activities, promoted water-efficient

landscaping as a way to reduce water use. It encourages the public to incorporate xeriscape principles, especially the use of less-thirsty plants, in their home gardens. The event featured a display of future

HXG redesigns as well as a special mid-day program with a storyteller, the dedication of a living xeriscape wall to honor HXG volunteers and supporters through the years, and a performance by the Royal Hawaiian Band Glee Club.

## Water Sensible Rebates On Water-Efficient Washers & Rain Barrels

The BWS is working hard to preserve and protect our most essential resource -



water! Save money and water with the BWS Water Sensible Rebate Program!

Two rebates are available. Get a \$75 rebate on a new water-saving, ENERGY STAR® washer at any of these stores:

- The Home Depot
- Lowes
- Best Buy
- Sears
- Servco
- The Discount Store
- NEX
- Wada's Appliance
- Pacific Appliance Group

Get a \$40 rebate on a rain catchment barrel at any of these participating stores:

- The Home Depot
- Hawaiian Style Rain Gutters
- NEX Garden Shop

Some conditions apply. For more details on the rebate program and how to redeem your rebate, go to [boardofwatersupply.com/rebates/](http://boardofwatersupply.com/rebates/)

## Hurricane Season Emergency Preparedness

We're right in the middle of Hurricane Season, but it's never too late to prepare for an emergency. Here's how to store drinking water in case of an emergency:

1. Use clean containers: Do not use containers that stored food with strong odors (mayonnaise, pickles, etc.) as the water will pick up the odor during storage.
2. Disinfect containers: Wash containers thoroughly, then rinse with an unscented liquid bleach solution (one capful of bleach to one gallon of water), and then rinse thoroughly.
3. Fill container with water from the tap: Fill the container to the top, keeping a minimal amount of air

between the water and the cap.

To ensure the water is safe to drink, add one drop of unscented liquid bleach per gallon of water, cap and store it in a cool, dark place.

4. Extended Storage: If you plan to store water for four weeks or longer, add one half cap of unscented liquid bleach per gallon of water, cap and store in a cool, dark place.
5. If you are storing water in advance of an event, rotate water every two weeks, if possible. Use the water on your plants and lawn then refill your container.

View our emergency preparedness video at [boardofwatersupply.com/emergencypreparedness](http://boardofwatersupply.com/emergencypreparedness)

## Phone Menu Options Have Changed When Calling Our Main Phone Number: 748-5000

Should you need to call the BWS, please note that our Phone Menu options have changed:

- To report main breaks or other water trouble, or to schedule water shutoff for repairs, press 1.
- To make a credit card payment for a single family residential account, press 2.
- To start or stop water service, press 3.
- For assistance with your past due account or to discuss a payment plan, press 4.
- For billing questions, press 5.
- For office hours and payment locations, press 6.
- For all other assistance, press 0.



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**TROUBLE CALL: (808) 748-5000**  
Customer Service: (808) 748-5030  
Billing & Payments: (808) 748-5020  
**GET THE HNL.INFO PHONE APP FOR**  
Phone & Email Alerts: <https://hnl.info>

