

Agricultural Water Rates – 2018-2022								
Tier	Existing		Approved Rates, Effective Dates					
	Gallons/du/month	Rate	July 2018	Gallons/du/month	July 2019	July 2020	July 2021	July 2022
EssN 1	0 to 13,000	\$4.42	\$4.42	0 to 2,000	\$3.79	\$3.91	\$4.17	\$4.46
				2,001 to 6,000	\$4.46	\$4.60	\$4.90	\$5.25
2	More than 13,000	\$1.89	\$1.89	More than 6,000	\$1.95	\$1.98	\$2.05	\$2.12

EssN: Essential Needs – du: dwelling unit – Rates are in \$ per thousand gallons

Non-Residential

These types of customers include: hotels, restaurants, government, shopping centers, hospitals, and retail businesses. Non-residential customer rates, shown here, have lesser incremental increases over the 5-year period. Non-residential customers pay a flat rate, regardless of their business type and water usage. A business might practice good conservation measures, even though their water usage may be higher than average.

Agricultural

Some water rates are subsidized. The BWS offers lower rates to local agriculture and to our customers who buy recycled water. Based on recent customer surveys, we found that our customers support this. The costs that aren't recovered by the lower rates are spread across all of our other customer classes. Supporting Oahu's farming industry promotes "buying local" and moves our community closer to sustainability, especially since we live on an island and want to encourage the availability of more locally grown produce.

Fire Meter Standby Charge

A monthly fire meter standby charge replaces the charge for incidental water use for customers with private fire protection systems. BWS will no longer charge for the water used for private fire protection purposes and the money

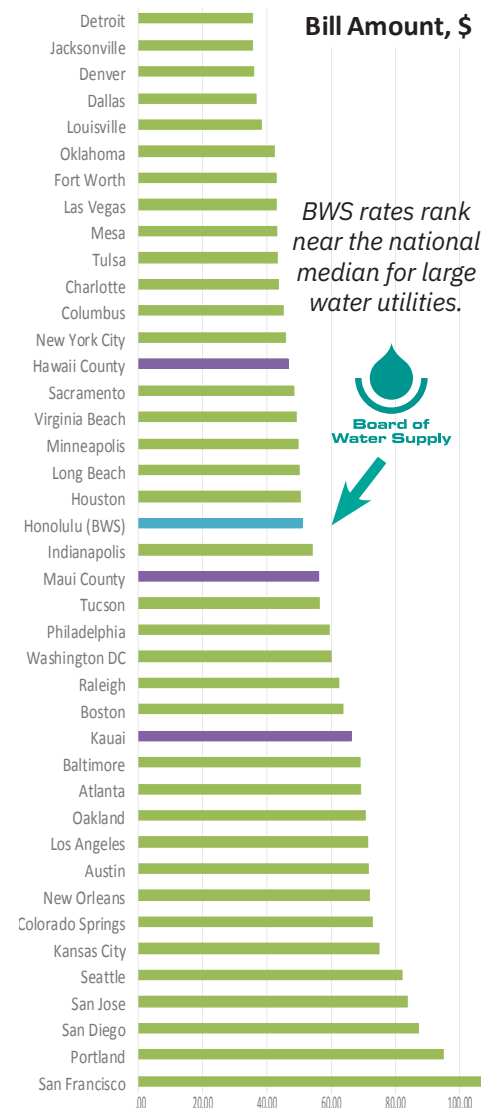
collected covers the BWS's costs to service these meters on an annual basis.

Impact Fee Waivers



Water Bill Comparisons

Multiple U.S. City Comparison of Single-Family Residential water bill using 9,000 gal., and a 3/4" meter size



BWS rates rank near the national median for large water utilities.



WATER MATTERS

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



Volume 6 – Issue 1

Spring 2019

BWS-Approved New Water Rates Take Effect July 1



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

At its August 2018 meeting, the Board of Water Supply's (BWS) Board of Directors adopted a new five-year water rate schedule. The schedule started in September 2018, but adjustments to the rates and tiers will not become effective until July 1, 2019. The new rates will allow the BWS to continue to provide safe, dependable, and affordable water to the one million people we serve on Oahu now and into the future.

Over the next 30 years, the BWS will

invest in 800-plus infrastructure projects with total costs of more than \$5.3 billion to: boost pipeline replacement from 6 miles to 21 miles a year to reduce main breaks; renew or replace high risk pumps and reservoirs; and sustain our water supply by expanding water recycling facilities, establishing new wells, building a seawater desalination plant, and increasing conservation and watershed protection.

As a semi-autonomous City agency,

the BWS is financially self-sufficient; no tax revenues are used to finance BWS operations. Infrastructure improvements and operations are funded mostly by rate revenues. Over the next five years, BWS's revenues will need to increase by a total of 12.5 percent to meet anticipated operating and infrastructure improvement expenses.

These rate adjustments are needed to accomplish the following objectives:

- Increase investments in Oahu's water infrastructure
- Reduce main breaks
- Encourage conservation
- Provide funding for disaster recovery
- Ensure that everyone pays closer to their fair share of water service costs

This flyer contains information to help explain the changes and provide examples of average bills.

Please note that these changes refer only to the water portion of your bill.

For questions regarding sewer charges, please contact the City's Department of Environmental Services at 768-3330 or via envsewerinfo@honolulu.gov.

Detect-A-Leak Week March 18-24

Mark your calendars for **Detect-A-Leak Week**, March 18-24, 2019! During Detect-A-Leak Week join the BWS and City Mill in chasing down leaks at home or work, and fixing them promptly. Fixing leaks helps to conserve water and save money all year long!

To give consumers a helping hand, **City Mill** is offering a *discount on toilet flapper valves* during Detect-A-Leak Week. Bring this issue of **Water Matters** and show it to the City Mill cashier at checkout when purchasing a toilet flapper to receive your discount.

FREE toilet leak detection dye tablets are also available during Detect-A-Leak Week at the BWS Public Service Building at 630 S. Beretania Street, at Satellite City Halls, and at City Mill locations. **Visit www.citymill.com or www.boardofwatersupply.com, or call 748-5041 for more information.**

BOARD OF WATER SUPPLY
City and County of Honolulu
630 S. Beretania Street
Honolulu, HI 96843-0001
boardofwatersupply.com

Water for Life
Ka Wai Ola

ENV DEPT. OF ENVIRONMENTAL SERVICES
City and County of Honolulu
1000 Ulu'ohia Street, Suite 200
Kapolei, HI 96707-2040
ENVhonolulu.org

TOTAL WATER CHARGES	\$35.78
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	

TOTAL SEWER CHARGES	
Sewer Questions? Call 808-768-3330	
Sewer Trouble? Call 808-768-7272 (24 hours)	
Office Hours: Monday thru Friday 7:45 am to 4:30 pm	



630 S. Beretania St., Honolulu, HI 96843
www.boardofwatersupply.com

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>



Even though most Oahu customers have their water and sewer bills on the same statement, the BWS and City & County of Honolulu Dept. of Environmental Services (ENV) operate and bill as separate entities. For questions about your sewer bill, please contact ENV at (808)768-3330.

New: Essential Needs Tier



A new Essential Needs tier for basic indoor water needs – such as drinking, cooking, and personal hygiene – will be available for all residential customers.

- Below-cost rate for the first 2,000 gallons per month
- All residential customers get this rate
- 10% of all BWS residential customers use 2,000 gallons or less per month

Monthly Customer Charge

The new, approved rates can be viewed at www.boardofwatersupply.com/waterrates and include the following changes:

The monthly customer charge will be based on meter size, instead of a flat rate (currently the “Billing Charge”) because costs to service and replace large meters are higher. Most single-family homes have meters that are 5/8” or 3/4” and will have the lowest monthly customer charge.

Single-Family Rates

We analyzed monthly water usage data for our single-family residential customers and learned that about 10 percent of these customers use 2,000 gallons or less; half of our customers use 6,000 gallons or less; the average BWS customer uses about 9,000 gallons; and only three percent use more than 30,000 gallons per month. We used this data to revise our monthly rate tiers: a new Essential Needs tier to help those on fixed incomes and a readjustment of the rest of the tiers to encourage conservation.

Approved Monthly Customer Charge (per meter)

Meter Size	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 unit

Single-Family Residential Water Rates, 2018–2022

Tier	Existing		Approved Rates, Effective Dates					
	Gallons/du/month	Rate	July 2018	Gallons/du/month	July 2019	July 2020	July 2021	July 2022
EssN				0 to 2,000	\$3.79	\$3.91	\$4.17	\$4.46
1	0 to 13,000	\$4.42	\$4.42	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 – du: dwelling unit – Rates are in \$ per thousand gallons

Multi-Unit Residential Water Rates, 2018–2022

Tier	Existing		Approved Rates, Effective Dates					
	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 – du: dwelling unit – Rates are in \$ per thousand gallons

- Single-family residential customers (including duplexes) will see more of an increase in their monthly bills to bring them closer to the cost to serve them. Currently, about 12 percent of the costs to provide water to single-family residential customers is subsidized by other customer groups.

Those who use the most water will see the

largest increases in their bills to encourage conservation.

Multi-Unit Rates

Multi-unit residential customers (triplexes to high-rises) will see lower increases as they have been paying slightly above the cost to serve them.

Non-Residential Water Rates – 2018-2022

Current	Approved 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

Examples of non-residential customers: Hotels, restaurants, government, shopping centers, hospitals, retail
Rates are in \$ per thousand gallons

Comparing Bills: Single-Family Residential Essential Needs Tier The Low Water User (2,000 gallons per month)

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

10% of Single Family Residential Users

Comparing Bills: Single-Family Residential The Median Water User (6,000 gallons per month)

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

50% of Single Family Residential Users

Comparing Bills: Single-Family Residential The Average Water User (9,000 gallons per month)

Current Bill	Future Bill at Approved 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: Single-Family Residential The High Water User (35,000 gallons per month)

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

Top 3% of Single Family Residential Users

Fire Meter Standby Charge

Fire Service Size	July 2018	July 2019	July 2020	July 2021	July 2022
2" and smaller	BWS customers with a fire meter pay \$4.96 per thousand gallons for non-fire use.	\$6.72	\$6.95	\$7.42	\$7.99
3"		\$8.82	\$9.08	\$9.64	\$10.29
4"		\$12.43	\$12.74	\$13.44	\$14.23
6"		\$25.42	\$25.94	\$27.13	\$28.44
8"		\$47.83	\$48.69	\$50.74	\$52.94

Example Single-Family Residential Water Bill Calculations

All calculations presented are approximate and non-binding. This guide is for example, only.

Low Water Use

2,000 gal. monthly water use	
Monthly billing charge	\$ 9.26
2,000 gal. @ \$4.42 per 1,000 gal.	8.84
July 2018 Water Bill	\$18.10
2,000 gal. monthly water use	
Monthly customer charge	\$ 10.42
2,000 gal. @ \$3.79 per 1,000 gal.	7.58
July 2019 Water Bill	\$18.00

Median Water Use

6,000 gal. monthly water use	
Monthly billing charge	\$ 9.26
6,000 gal. @ \$4.42 per 1,000 gal.	26.52
July 2018 Water Bill	\$35.78
6,000 gal. monthly water use	
Monthly customer charge	\$ 10.42
2,000 gal. @ \$3.79 per 1,000 gal.	7.58
4,000 gal. @ \$4.46 per 1,000 gal.	17.84
July 2019 Water Bill	\$35.84

Average Water Use

9,000 gal. monthly water use	
Monthly billing charge	\$ 9.26
9,000 gal. @ \$4.42 per 1,000 gal.	39.78
July 2018 Water Bill	\$49.04
9,000 gal. monthly water use	
Monthly customer charge	\$ 10.42
2,000 gal. @ \$3.79 per 1,000 gal.	7.58
4,000 gal. @ \$4.46 per 1,000 gal.	17.84
3,000 gal. @ \$5.06 per 1,000 gal.	15.18
July 2019 Water Bill	\$51.02

High Water Use

35,000 gal. monthly water use	
Monthly billing charge	\$ 9.26
13,000 gal. @ 4.42 per 1,000 gal.	57.46
17,000 gal. @ \$5.33 per 1,000 gal.	90.61
5,000 gal. @ \$7.94 per 1,000 gal.	39.70
July 2018 Water Bill	\$197.03
35,000 gal. monthly water use	
Monthly customer charge	\$ 10.42
2,000 gal. @ \$3.79 per 1,000 gal.	7.58
4,000 gal. @ \$4.46 per 1,000 gal.	17.84
24,000 gal. @ \$5.06 per 1,000 gal.	121.44
5,000 gal. @ \$8.46 per 1,000 gal.	42.30
July 2019 Water Bill	\$199.58

For more information, please visit www.boardofwatersupply.com/waterrates