



BOARD OF WATER SUPPLY

Bryan P. Andaya, Chair; **Kapua Sproat**, Vice Chair; **David C. Hulihee**, **Kay C. Matsui**, **Ray C. Soon**, and Ex-Officio Members: **Ross S. Sasamura**, **Jade T. Butay**, **Ernest Y.W. Lau**, P.E., Manager and Chief Engineer
Ellen E. Kitamura, P.E., Deputy Manager and Chief Engineer

POWERS, DUTIES AND FUNCTIONS

The Board of Water Supply (BWS) manages Oahu's municipal water resources and distribution system, providing residents with a safe, dependable and affordable drinking water supply now and into the future. As the largest municipal water utility in the state of Hawaii, the BWS delivers potable and non-potable water to approximately 1 million customers on Oahu. The BWS carefully and proactively manages and invests in its intricate system, consisting of 94 active potable water sources, 171 reservoirs and nearly 2,100 miles of pipeline.

The BWS is a financially self-sufficient, semi-autonomous agency of the City and County of Honolulu. Its operations and projects are financed with revenues generated from water transmission and distribution fees. It receives no tax money from the city. The BWS also issues revenue bonds and pursues federal grants and State Revolving Fund loans to help subsidize BWS projects.

The BWS is governed by a board of directors (BOD), consisting of seven members. Five members are appointed by the Mayor and confirmed by the Honolulu City Council. The remaining two members serve in their capacities as the Director of the State Department of Transportation and the Director and Chief Engineer of the city's Department of Facility Maintenance. The BOD appoints the BWS Manager and Chief Engineer to administer the department.

Capital Projects Division

The Capital Projects Division ensures improvements to Oahu's municipal water system are designed and constructed in accordance with the BWS Water System Standards; formulates the annual Capital Improvement Program; implements the design and construction of new source, storage, treatment, transmission and distribution facilities; and is responsible for the repair and upgrade of aging water mains and facilities.

Customer Care Division

The Customer Care Division interfaces with BWS customers to provide services in the areas of bill payments, delinquent bills, account inquiries, water service investigations, review of building permit applications, new water services, and investigation of water leaks and possible causes for high water bills.

Field Operations Division

The Field Operations Division maintains and repairs Oahu's water delivery system, which includes all pipelines, valves, fire hydrants, water meters and automatic meter reading components. This division also maintains the BWS's corporation yards and conducts landscaping work at all of its facilities.

Finance Division

The Finance Division ensures financial resources are efficiently and effectively managed by providing support for all of the BWS's fiscal functions, including financial reporting, general accounting, payroll, accounts payable, planning and analysis, fixed assets, treasury, debt and investment management, meter reading and customer billing.

Information Technology Division

The Information Technology Division plans, designs, implements, maintains and supports BWS information technology (IT) and geographic information system (GIS) applications, the water system hydraulic models, and the BWS IT infrastructure, which includes physical and virtual data centers, servers, personal computers, mobile computing, wired and wireless network communications, telephone systems, the call center system, cyber security and video surveillance systems.

Land Division

The Land Division acquires real property and interests therein, in the name of the city for BWS use through purchase, condemnation, lease, easement and executive land order; recommends to the council the disposal of surplus real property; and manages real property and real property interests that are under the control of the BWS.

Water Quality Division

The Water Quality Division manages compliance with all federal and state drinking water and applicable environmental rules and regulations. This division also manages microbiological and chemical laboratories.

Water Resources Division

The Water Resources Division directs long-range water resource and capital planning for Oahu's water system, and ensures the health of Oahu's water resources, conserves freshwater supplies, and plans for the expansion of water system infrastructure to ensure an adequate water supply for domestic use and fire protection for current and future water users.

Water System Operations Division

The Water System Operations Division monitors, maintains, repairs and operates the BWS's diverse water systems, including well and booster stations, control valves and the various water treatment facilities. This division also inventories, maintains and repairs the BWS's fleet of motor vehicles, construction equipment and trailers.

Office of the Manager and Chief Engineer

The Office of the Manager and Chief Engineer administers the affairs of the BWS in accordance with policies and regulations adopted by the BOD and the provisions of the Revised Charter of the City and County of Honolulu; provides comprehensive strategic communication services and support to all divisions, including internal communications and external communications with key stakeholder groups such as customers, community/advocacy groups, neighborhood boards, media and elected officials; oversees the development and execution of the operating budget, capital improvement program and departmental revenues; administers and manages human resource classification, recruitment and examination, and labor relations; develops and implements plans and policies to improve security for BWS employees, water resources and distribution system; and develops and executes risk management and emergency preparedness and response in coordination with other city, state and federal agencies.

ACCOMPLISHMENTS

- Developed a five-year proposed Schedule of Rates and Charges and held four public hearings, made presentations to 15 neighborhood boards and 10 small special interest group meetings (realtors, developers, farmers, AARP), reaching more than 700 residents through these outreach efforts, as the BOD prepares to take action in August 2018;
- Completed a comprehensive evaluation of fiscal needs including a Cost of Service study and rate design, revisions to financial policies, 10-year and 30-year financial budgets, and a long-term debt plan, that are part of a larger effort to provide the fiscal capability to maintain and improve the infrastructure of water mains, water sources, pumps and reservoirs;
- May 2018 marked the third year of the Stakeholder Advisory Group (SAG) – a group of nearly 30 local residents, civic organization leaders, and business and environmental professionals, covering all City Council districts – whose purpose is to provide important feedback on the BWS Water Master Plan, financial plan, proposed rate study and other important initiatives such as water conservation, recycled water and watershed management; and the SAG effort demonstrates a commitment to increase responsiveness and transparency of public engagement and communications;
- To ensure greater transparency regarding policies and programs, the BWS began videotaping public activities such as the public hearings to announce proposed changes to the water rates, as well as all board of directors meetings, which are aired on Olelo and are also available for viewing on-demand at the BWS website;
- Conducted 47,152 chemical tests; 31,304 microbiological tests; and collected 18,036 samples from BWS sources, distribution systems and treatment facilities to ensure all water served is safe to drink; tests performed this fiscal year include regulatory compliance testing, groundwater quality testing and response to customer inquiries about water quality;
- Responded to 321 main breaks, or about 15 breaks per 100 miles of pipeline, and awarded \$55 million in construction contracts and more than \$11 million in professional service contracts for projects to maintain and improve water system facilities, including well and booster stations, reservoirs and corporation yards, and for the systematic replacement of aging and corroded water mains and fire protection improvements; and scheduled construction work for the Kailua, Kamehame, Kaneohe, Manoa, Moiliili and Wahiawa areas; and initiated design work for future construction in the Aiea, Aliamanu, Honolulu, Kaneohe, Kapolei, Nuuanu, Palolo, Sand Island, Waianae, Waikele, Waikiki, Waimanalo and Waipio areas;
- Initiated the implementation phase of the 20-year, \$33 million Energy Savings Performance Contract with NORESO LLC to implement renewable energy and operational improvements that guarantee enough energy savings over the next 20 years to pay for the contract;
- The North Shore Watershed Management Plan (WMP) was adopted by the City Council and State Commission on Water Resources Management, which completes four of eight watershed management plan components of the Oahu Water Management Plan; continued with the Ewa and Central Oahu WMP, initiated work on the Primary Urban Center WMP and secured funding for the East Honolulu WMP; these long-range water resource protection and water use and development plans are concurrent with, and support, the city's Development and Sustainable Communities Plans for Oahu; and the WMP's guide the BWS long-range capital improvement program to ensure adequate natural and alternative water supplies are available to meet Oahu's future water needs;
- Participated in the Hawaii Community Foundation's Freshwater Council establishing the Freshwater Blueprint that sets statewide 2030 goals for water conservation, reuse and storm water capture; and incorporated these goals in the BWS Water Master Plan to provide metrics and fund the expansion of watershed management and water conservation programs;
- Developed a mobile software platform to improve operations and enhance customer service by instantaneously capturing work activity in the field.