

WATER MATTERS

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



Board of Water Supply
City and County of Honolulu

Vol. 1, Issue 2

Summer 2014

Plan Ahead for Water Emergencies

Natural disasters, power outages, or other unexpected events can disrupt the ability of the Board of Water Supply (BWS) to provide water service to the community. September marks the observance of National Preparedness Month and serves as an important reminder to have an emergency preparedness kit available for your household.

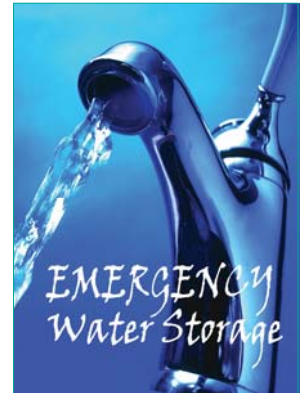
One crucial component of your emergency kit is having a safe drinking water supply. Residents should store at least one gallon of water per person, per day for at least five to seven days.



In the event of an emergency, stay tuned to media reports to receive water information bulletins and take appropriate actions announced by the BWS or other emergency response agencies.

In the event of a power outage, keep water use to an absolute minimum. All of the BWS's pumps need electricity to oper-

ate. Until power can be restored, the water left in your community's reservoirs will be all the water that is available to you, so it is essential that residents use water sparingly — for drinking and sanitation purposes only. Please do not fill containers with water as this will drain the reservoirs quicker and allow less water for you and the rest of your community until power is restored.



Once water is restored to your area, you should continue to use water for essential needs only. The BWS needs time for its pumps to restore reservoirs to normal levels.

More information about emergency preparedness, including a handout describing how best to store drinkable water in your home, is available at www.boardofwatersupply.com.

The Pacific hurricane season continues until the end of November.

Water Meter Reads

Obtaining actual readings from customer water meters is key to the Board of Water Supply's (BWS) efforts to accurately bill customers for the water they use each billing period. Automatic Meter Reading (AMR) devices allow the BWS to drive by and pick up meter readings through radio signals transmitted from each meter location.

If the AMR is unable to obtain a meter read, a follow-up meter reader will attempt a manual read of the meter. At times, the meter readers cannot obtain a meter read due to bulky items placed on the meter box, parked cars, or other issues.

You can improve the BWS's ability to read your water meter:

1. **Know where your meter is located. Most are in the sidewalk bordering your home.**

2. **Keep the area around your meter clear of plants, gravel, dirt, sand, building materials, or other clutter.**
3. **Avoid parking cars or placing rubbish bins over the meter, especially in unimproved sidewalk areas.**
4. **Please keep dogs far enough away from meters so that they are not a threat to meter readers.**



For timely meter readings, keep the area around the meter clear.

The BWS requests your cooperation in this important matter. Always keep your meter box accessible so the BWS can obtain prompt readings and you can receive timely and accurate bills.

Water and Wastewater—Managed Separately

Although your water and sewer charges are combined and sent to you on the same bill, questions or concerns regarding your water charges and sewer charges are handled by separate City departments.



The Board of Water Supply (BWS) manages Oahu's municipal water resources and distribution system to supply potable (drinkable) water to homes/workplaces.

Additionally, the BWS produces recycled water from treated wastewater for irrigation and industrial use.



The Department of Environmental Services (ENV) collects Oahu's wastewater from the toilets, sinks, and drains of homes/workplaces on Oahu through sewer pipeline systems then treats and disposes/recycles wastewater.

To contact ENV, visit <http://www.honolulu.gov/envwwm.html>



BWS History Spotlight



The Board of Water Supply's Fred Ohrt Water Museum houses a section of one of the most unique, and oldest pipes on Oahu—(left) a bottle pipe that served Kaniakapupu, Kamehameha III's summer palace in Nuuanu. The bottle pipe was removed in 1954.

To learn more about Oahu's water history, visit www.boardofwatersupply.com and click on About Us then Oahu's Water History. To schedule a group tour of the Fred Ohrt Water Museum (and other

tours), visit www.boardofwatersupply.com and click on Community then Tours/Education.

Water Conservation Tips

Conserving water has a dual benefit—it promotes sustainability of our limited water resources and also saves energy.



- Repair leaks. Less water wasted will save you money.
- Turn off faucets. Don't let water run wastefully.
- Plant native species in your landscaping. Native plants use less water to thrive and their shading can help keep your home cool.



For more conservation tips, visit www.boardofwatersupply.com and www.hawaiienergy.com

What Are My Online Bill Viewing & Payment Options?

ANSWER: ONLINE BILL VIEWING. With the Online Bill Viewing system, customers are able to sign up for two services: 1) view their account history and 2) switch to paperless (Go Green!) billing. A customer is not automatically switched to "paperless" when they sign up for online bill viewing.

PAPERLESS BILLING. To receive electronic bills and forego receiving paper bills, customers are able to

click the "Go Green" button found on the Online bill viewing homepage.

CREDIT CARD ONLINE BILL PAYMENT. The credit card online bill payment system (ePay) is available at no additional charge. To make a one-time payment by Visa or MasterCard only, customers can sign up for Online Bill Viewing and click on the "Pay Now" button.

JCB Card Now Accepted

Effective May 1, 2014, in addition to accepting Visa, MasterCard, and Discover, BWS accepts **JCB** Card payments over the phone and in person only.

Automatic Bill Payment Option

The BWS has an Automatic Bill Payment (ABP) service available at no additional charge. Through the ABP service, the payment due for a customer's water bill would be automatically deducted each month from either their designated checking or savings account—currently, ABP is NOT available for credit cards.

TROUBLE CALL ... (808) 748-5000
Customer Service ... (808) 748-5030
Billing & Payments ... (808) 748-5020



630 S. Beretania Street · Honolulu, Hawaii 96843
(808) 748-5000
www.boardofwatersupply.com