



# WATER MATTERS

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

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## BWS Beretania Lobby Re-Opening Nov. 30

On Nov. 30, 2020, the Board of Water Supply (BWS) will re-open the Public Service Building lobby located at 630 S. Beretania Street, by appointment only during normal business hours. No appointment is necessary to make water and/or sewer bill payments.

The lobby has been remodeled and new procedures for conducting business are in place to ensure the safety of our staff and customers. Here is what you need to know about the BWS lobby re-opening procedures.

### APPOINTMENTS ARE REQUIRED FOR IN-PERSON CUSTOMER SERVICE

#### Account and Billing Services

- Call 748-5070 to schedule an appointment to receive in-person assistance with your water service and account questions .
- For your convenience, our Customer Service staff can assist you with most of your needs without you coming in. Check out our website at [hbws.me/help](http://hbws.me/help), email us at [customerservice@hbws.org](mailto:customerservice@hbws.org), 24/7.

You may also call us at 748-5000.

- The BWS urges anyone experiencing financial hardship to visit our website at [hbws.me/support](http://hbws.me/support) to obtain information about financial support programs and, if needed, fill out a form to request a payment arrangement. Customers may also call 748-5070 for assistance.

#### New Water Service and Plan Review

- Call 748-5460 to schedule an appointment for in-person assistance for only New Water Services, and Segregation of Water Services. Go to [hbws.me/permits](http://hbws.me/permits) for more information.
- We will continue to offer our convenient drop-off service that our customers have come to enjoy.

#### Bill Payment

- No appointment is necessary to make a water and/or sewer bill payment. Payments can be made through our payment drop box outside of the building

24/7. Payments can also be made with our Cashiering staff in the lobby.

- There are many alternative ways to pay your bill. Details about each of these services are available at [hbws.me/pay](http://hbws.me/pay) or by calling us at 748-5000 Option 2.
- Obtain account information and pay your bills 24/7
  - Online Bill Payment at [www.boardofwatersupply.com](http://www.boardofwatersupply.com)
  - Our new Pay-by-Phone service at (808) 204-4234
- By mail at PO Box 135037, Honolulu, HI 96801-5037
- Through an automatic deduction from your checking account

#### Be Aware of Changes to the Lobby

The lobby has been remodeled and new procedures for conducting business are in place to ensure the safety of our staff and customers.

Continued...



Continued from the front...

These include the new requirements of:

- wearing a face mask.
- answering screening questions and signing a visitor form.
- getting a temperature check.
- receiving clearance to enter the building from the BWS security officer posted



- at the entrance.
- A maximum number of two customers will be allowed at the cashier counter.
- An overall maximum number of five customers will be allowed in the lobby at any time.

**Questions You Will Need to Answer Before Being Allowed into the Lobby**

To enter the BWS Lobby, you will be asked to complete a questionnaire by the Security Officer posted at the building entrance. People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus.

**In the past 14 days, have you or a member of your immediate household experienced:**

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell

- Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
- (This list does not include all possible symptoms and may be revised by the CDC from time to time. See [cdc.gov](https://www.cdc.gov).)*
3. Traveled outside of the State of Hawaii?
  4. Come into close personal contact with anyone with a confirmed COVID-19 infection
  5. Been asked to self-quarantine by any doctor, hospital, or health agency because of COVID-19?

**Our Commitment to You, Our Customer**

The BWS will continue working with its customers to ensure that their concerns are addressed as it also continues to comply with the requirements posed by city and state emergency orders.

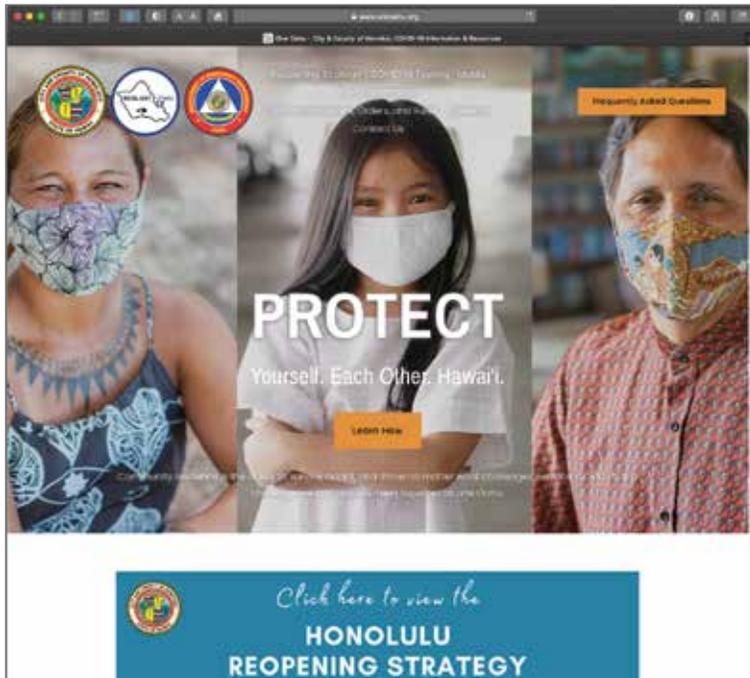
**Get the latest updates on the BWS Online Information Center at: [hbws.me/help](https://hbws.me/help).**

# COVID-19 Updates & City Re-Opening Strategy

The City has two websites so everyone can understand the ever-evolving COVID-19 situation and support our island's on-going efforts to re-open its economy.

## OneOahu.org

**OneOahu.org** lays out the City's re-opening strategy. It features a dashboard to show where we are currently and help residents understand restrictions on various types of activities as we advance through each tier.



## BackOnTheWave.com

**BackOnTheWave.com** provides residents and businesses with resources needed to support the City's re-opening strategy. This includes a checklist for businesses and organizations to help keep everyone safe as our economy carefully re-opens.

