



WATER MATTERS

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

Volume 12 – Issue 2

Summer/Fall 2025

An Important Message from Manager Ernie Lau *I need your help. Please reduce your water use.*

Aloha valued BWS customer,

I need your help now to reduce your water use.

For the past 18 months, rainfall has been mostly at below normal levels, while water use has climbed above average.

This means our groundwater sources are not being recharged as needed to meet the long-term demand. This is putting their health at serious risk.

While we cannot increase rainfall, we can decrease demand.

As a result, I am asking for everyone’s help to lower their water use by 20 percent. For the average family of four, this works out to 40 gallons per day.

You don’t need to make big changes to your lifestyle. A few minor adjustments can go a long way:

- Turn off the tap while brushing teeth, washing hands, or shaving.
Save 4–5 gals. x 4 people = 16-20 gals.
- Cut 2 minutes off your shower time.
Save 5 gals. x 4 people = 20 gals.
- Use a spray nozzle on your garden hose.
Save up to 100 gals. in just minutes
- Water plants before 9 a.m. to reduce evaporation.
Save 20-50% irrigation water use.

The Board of Water Supply team works hard to care for and preserve O’ahu’s groundwater sources, so they remain safe and dependable for future generations.

But we cannot do this alone. I am humbly asking you to do your part for this important effort. Let’s work together to



BWS Manager and Chief Engineer Ernie Lau

protect our island home by using water efficiently and ensuring that our precious *wai* remains sustainable for years to come.

Every drop counts. Mahalo for your *kokua!*

Very truly yours,

Ernie Lau
Manager and Chief Engineer

Water-Saving Actions to Do Now and Add to Later

When we each save a little water, together we save a lot. Be a part of a larger, islandwide effort to keep water use down and keep our groundwater sources healthy.

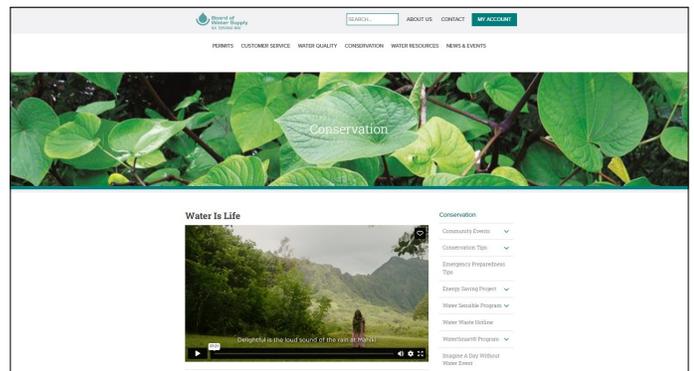
Actions you can take right away:

- When done eating, wipe or scrape the food off dishes instead of rinse it off.
- Keep a pitcher of cold water in the refrigerator to quench thirst in warm weather.
 - Thaw frozen foods in the refrigerator overnight instead of quick-thaw under a running tap.
 - Use the dishwasher instead of doing the dishes by hand.

- Wash one large load of laundry a week instead of smaller, more frequent loads.
- Use a bucket of water to wash your car instead of a running hose.
- Sweep--don’t hose down--driveways and sidewalks.
- Turn off sprinklers when it rains or is windy.

These may require time and/or money:

- Look for and repair leaks in and around your home.



For more conservation information, visit boardofwatersupply.com/waterislife.

- Install aerators or flow restrictors in your faucets.
- Fix broken sprinklers.

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Annual Water Quality Report Becomes Semi-Annual

Change due to new federal EPA rules

The Board of Water Supply (BWS) Annual Water Quality Report is undergoing a big change, effective July 1, 2025.

Instead of being issued only once each year, the Water Quality Report will now be issued semiannually, in July and December. Customers should have received their report in a July mailing.

The BWS is publishing the report twice a year to meet updated U.S. Environmental Protection Agency (EPA) rules for water suppliers to inform the public about the quality of their drinking water.

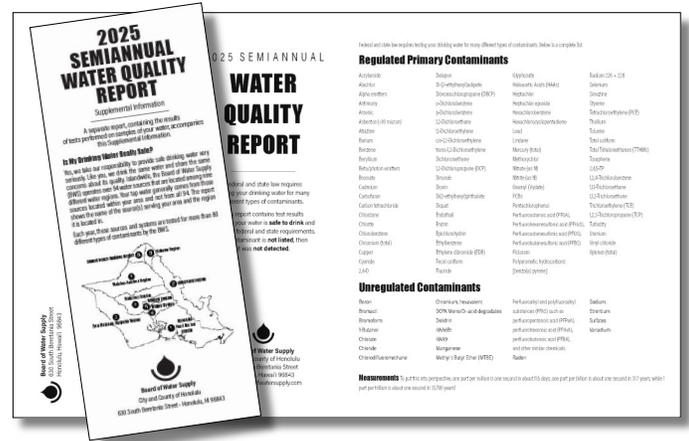
The water quality report:

- identifies the source that supplies water for your address;
- reports detected contaminants or elements in the water and ensures that

your drinking water meets all safe drinking water standards;

- describes any treatment process used, if necessary, to make your water safe to drink;
- explains terms used in the regulation of drinking water; and
- tells you where to go for additional information.

To ensure the report is accessible to all O'ahu water users, including those who do not receive a BWS bill, it will continue to be available online to download or view at boardofwatersupply.com/wqr.



Non-BWS customers may also request for a copy of their report by emailing ContactUs@hbws.org or calling the Communications Office at 808-748-5041.

Night Deposit Box Closed Permanently

Other payment options available

During recent construction work on the driveway behind the Board of Water Supply (BWS) Public Service Building, the night deposit box was temporarily closed. It is now permanently closed due to ongoing security and safety concerns.

BWS customers still have other bill payment options:

- By mail, with the envelope provided with the water bill

- Online at www.boardofwatersupply.com via Visa or Mastercard credit or debit card*
- Automated 24/7 pay-by-phone service at (808) 204-4234*
- Automatic Bill Payment from your checking or savings account
- In person in the BWS lobby at 630 South Beretania Street
- In person at any Satellite City Hall

**BWS accepts credit and debit card payments for only single-family residential accounts and does not charge a card processing fee.*

For more information about these bill payment options, visit the BWS's website at www.boardofwatersupply.com/payments or contact BWS staff via phone at (808) 748-5000, option 2, or via email at customerservice@hbws.org.

Water Saving Actions

(Continued from front page)

- Plant native and unthirsty plants in your garden.

The BWS offers rebates if you purchase and install a:

- WaterSense-labeled clothes washer.
 - WaterSense-labeled toilet.
 - Rain barrel to collect rain and water the lawn and ornamental plants and clean outdoors.
 - Smart Water Monitor that attaches to your home water line and provides data about water use and potential leaks.
 - Smart Irrigation Controller which prevents overwatering outdoors.
- For more details about rebates, including application forms: boardofwatersupply.com/residentialrebates.