

**BOARD OF WATER SUPPLY
KA 'OIHANA WAI
CITY AND COUNTY OF HONOLULU**

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March 23, 2026

Chair and Members
Board of Water Supply
City and County of Honolulu
Honolulu, Hawai'i 96843

Chair and Members:

Subject: Overview of Metering and Water Service Requirements Under Board of
Water Supply Rules and Regulations , and Procedures

Jennifer Elflein, Program Administrator, Customer Care Division, will provide an overview of metering and water service requirements under Board of Water Supply Rules and Regulations, and procedures.

Respectfully submitted,

ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer

Attachment



OVERVIEW OF METERING & WATER SERVICE REQUIREMENTS

UNDER BWS RULES & REGULATIONS & PROCEDURES

Jennifer Elflein

March 23, 2026

www.boardofwatersupply.com

PURPOSE OF PRESENTATION

This presentation is intended to:

- Provide an overview of how water service is established and administered under BWS Rules & Regulations.
- Explain how water meters function and the limits of BWS jurisdiction.
- Clarify who may apply for service and how accounts are opened or closed.



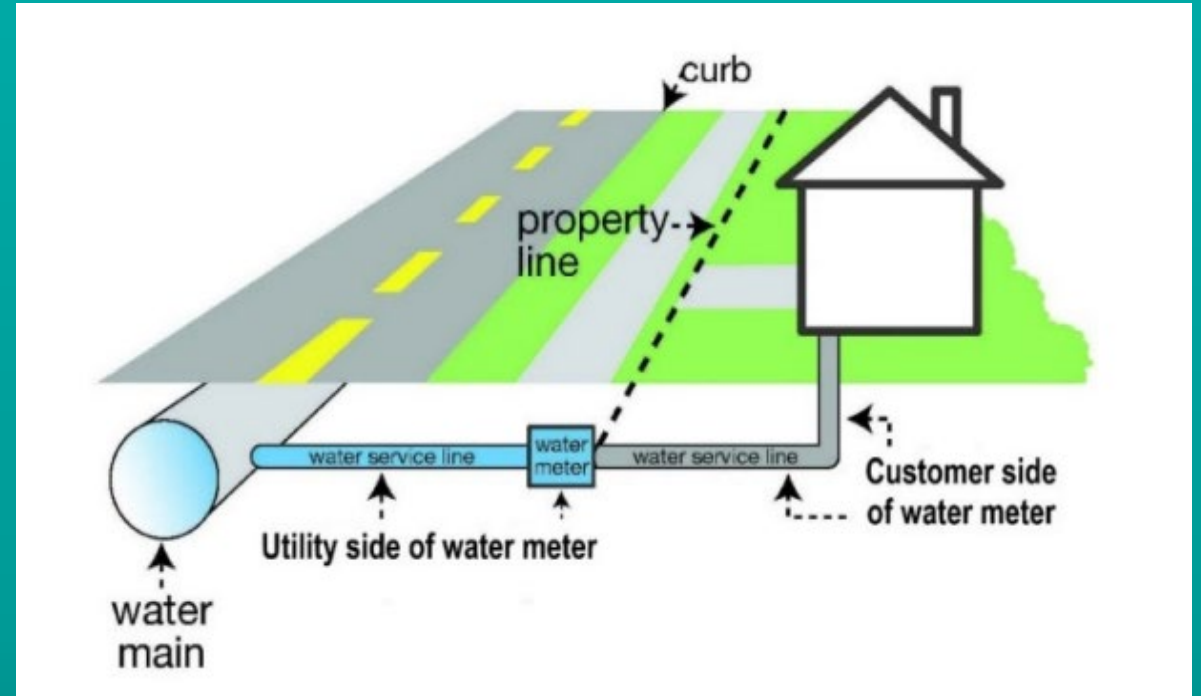
METERING & WATER SERVICE REQUIREMENTS UNDER BWS RULES & REGULATIONS AND PROCEDURES

- BWS Rules & Regulations establish the legal and operational framework for providing water service. Operational procedures are developed to implement those rules.
- Chapter II: Water Service to Consumers has 17 Sections
 - Sec. 2-201: Application for Water Service
 - Sec. 2-202: Installation of Water Service
 - Sec. 2-203: Meter Reading and Rendering of Bills
 - Sec. 2-208: Meter Tests and Adjustment of Bills
 - Sec. 2-213: Cross-Connection Control and Backflow Prevention



BWS WATER METER

- Water meters are installed in the public right-of-way. (BWS R&R Section 2-202)
- BWS delivers water to the meter only.
- Customer is responsible for connecting the private property piping to the BWS meter. BWS' jurisdiction ends at the property line. (BWS R&R Section 2-202)
- The meter measures the total water flowing through the meter for billing purposes. (BWS R&R Section 2-203)
- BWS does not track how water is distributed within private property. (BWS R&R Sec 2-208)



METERING EQUIPMENT



METER BODY

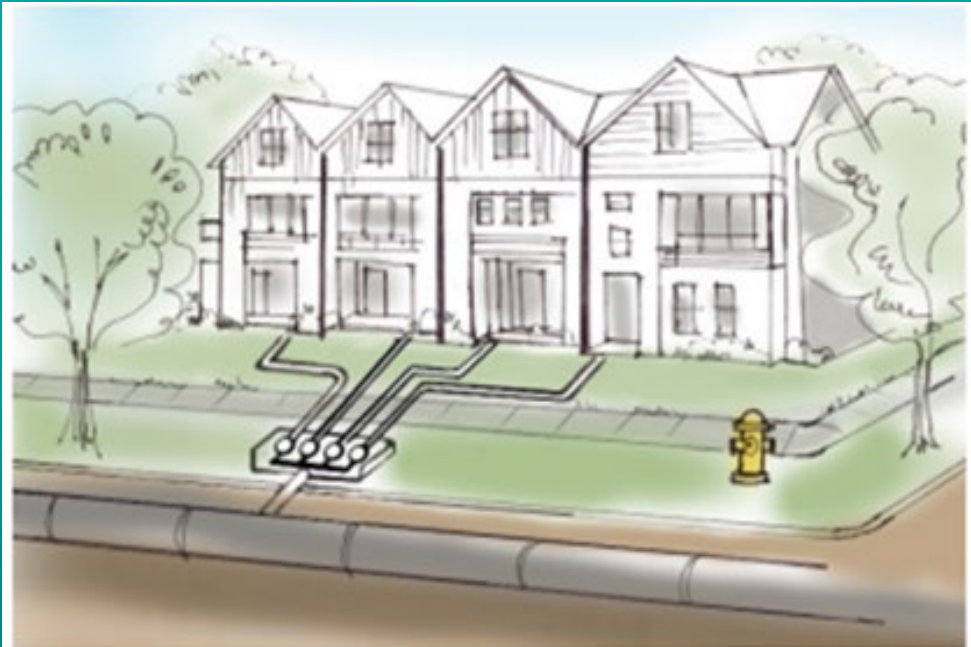


REGISTER

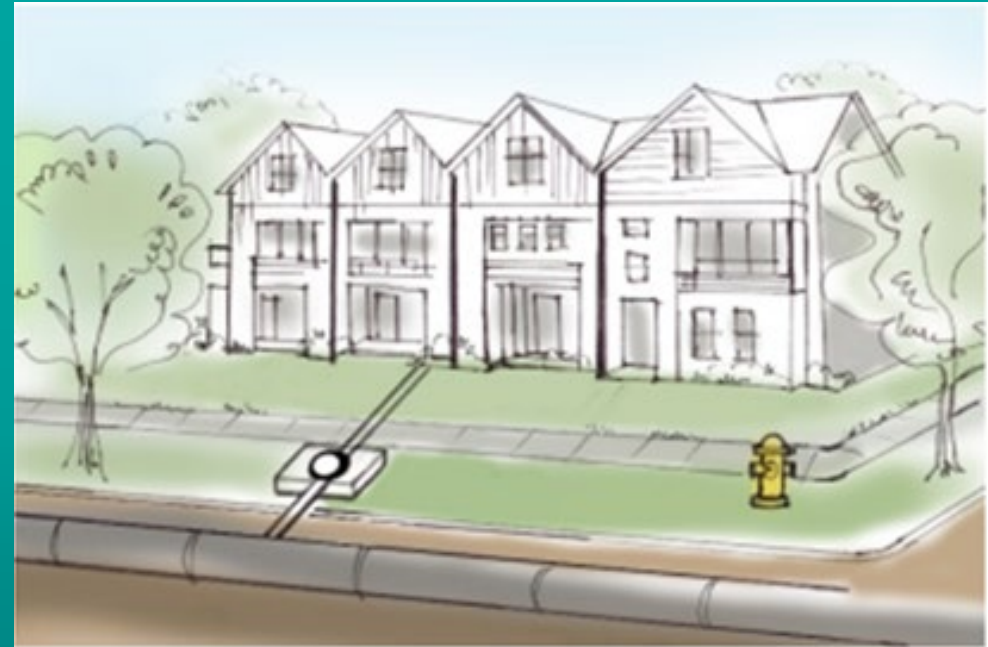


METERING OPTIONS

EACH DWELLING
SERVED BY ITS OWN METER



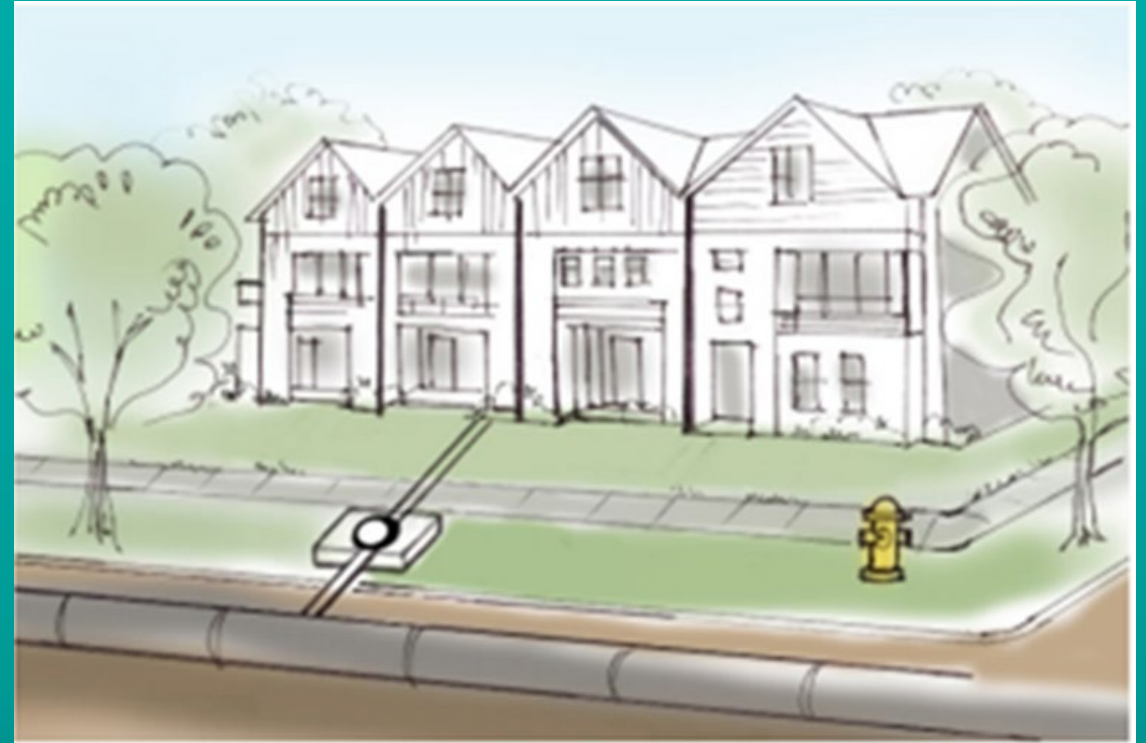
MULTIPLE DWELLINGS
SERVED BY A SINGLE METER



MASTER METER EXPLANATION

In a master-metered property:

- Water is delivered through one meter serving the entire building.
- Internal distribution of water to units is controlled by the property owner or manager.



REQUEST FOR WATER SERVICE

(BWS R&R SEC. 2-201)

Water service may be established upon:

- Submission of an Application by the verified:
 - Property owner; or
 - Tenant authorized to establish service; or
 - Authorized representative (e.g., property manager, trustee, court-appointed receiver)
- BWS verifies documentation demonstrating authority over the premises (e.g., Property Deed, Rental Agreement)



APPLICATION PROCESS

- Ensure compliance with BWS' Rules & Regulations:
 - No outstanding debt.
 - No unauthorized use of water or meter tampering.
 - Collection of a security deposit.
 - Backflow preventor, if applicable. (*BWS R&R Sec. 2-213*)
- BWS may refuse service where outstanding charges exist, or in order to protect itself against fraud, abuse or unauthorized use of water. (*BWS R&R Sec. 2-201(4) and 2-205(2)*)
- Temporary water service may be provided in limited circumstances while an application is under review. Such service is conditional and subject to termination if the application requirements are not satisfied. All water used is billable.



TERMINATION OF WATER SERVICE

(BWS R&R SEC. 2-201)

- Water service may be terminated upon request by the account holder or authorized representative.
- Examples include:
 - Property owner (if the owner holds the account)
 - Tenant (if the tenant holds the account for the premises served by the meter)
 - Authorized property manager, trustee, or court-appointed receiver
- BWS will:
 - Verify the requested termination date;
 - Issue a final bill; and
 - Apply or refund any applicable deposit.



SUMMARY

- BWS delivers water to the meter.
- The account holder is responsible for the premises served by that meter.
- Internal plumbing systems are privately owned and controlled.
- Water service is administered in accordance with the BWS Rules and Regulations.





Mahalo!

BOARD OF WATER SUPPLY

Overview of Metering & Water Service Requirements
Under BWS Rules & Regulations & Procedures

Jennifer Elflein
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www.boardofwatersupply.com

March 23, 2026

Providing safe, dependable, and affordable
drinking water, now and into the future.