

I am writing to ask your help in providing assistance in obtaining answers to questions we have after claims made on my show by former Board of Water Supply (BWS) Meter Reader Nathan Kau.

1. Was Mr. Kau formerly employed by the BWS? if yes What are the dates?

We are able to verify that Mr. Kau worked with BWS, but any other detailed personnel information would require a signed release from the employee.

2. Did the BWS conduct test of new water meters in the Mililani area? If yes, how many meters were involved in the test?

We do not test meters based on area. We test approximately 10% of the number of meters received.

3. Did any of the meters used in the test fail? If yes how many failed?

None. All meters registers were within the tolerance specified by AWWA.

4. What other areas were tests of new meters recently conducted?

Again, we do not test based on areas. When we receive the meters, we do not know what location it be installed.

5. Did any meters fail during the other tests? If yes, what was the percentage of failures for each test area?

Please define "other tests".

6. What percentage of the total meters being used by the BWS have failed.

What is the definition of "failed"?

7. How is billing of rate payers handled for the meters that do not work?

In general, if a meter is not working, it will register 0 consumption and we will bill at 0 consumption. If we do not get a read, which could be due to a number of causes, the bill will be estimated by the billing system – this estimate is based on an average of the previous 6-month reads. Generally, a homeowner's water use does not vary greatly month to month; any meter showing abnormally high or low water usage will be flagged for investigation.

8. There have been reports of two cargo containers full of new, unused "ECR" devices that have not been put into service due to staffing shortages and a contract and compatibility dispute with the seller. Because this impacts the rate-payers ability to have workable and properly maintained equipment to insure accurate billing, I respectfully request all contracts related to the ECR's be identified and an explanation as to why these have not been installed in replacement of existing broken, stuck or other malfunctioning meters.

We have cargo containers of new unused ECRs and MXUs. These materials will be furnished to a contractor to do our mass MXU change out project. This project will be going out to bid and construction is scheduled to begin later this year. We do not have a contract and compatibility dispute with the seller.

Broken and/or malfunctioning meters are replaced when they are identified, and we have a Field Operations team that handles this.

In addition, due to the long lead time in procuring parts for repair, we need to keep stock on hand.

9. I further have been informed that existing "reading equipment" is either consistently broken, not periodically re-calibrated, and/or there are too few on hand. This, in turn, generates "computer estimates" or other forms of force billing on ratepayers for extended periods of time that is not accurate.

Equipment is repaired and replaced as needed. There is sufficient quantity on hand.

10. Please identify any and all applicable rules and policies to the following areas:

- a. Customer notification of stuck or broken equipment as it specifically pertains to their billing;

Investigators from Customer Care or Field Operations may contact customers in the course of completing field activities or work orders.

- b. Meter reader rules as it pertains to the use of or monitoring of computers and/or hand-held or mobile devices while driving roadways;

The equipment is set up prior to going on the road. There should be no time the Water Data Collection Clerk is handling equipment while driving. They are trained to pull over and park (safely and legally) if they need to adjust the equipment. BWS Water Data Collection Clerks are required to follow all the rules of safe driving as put forth by the State of Hawaii. We do have driver training. Please refer to the attached procedures for setting up the equipment prior to going out and reading the meters.

- c. Procedures allowed by BWS as it pertains to altering, changing or amending the types of reads (example: from no read to an AMR read) so as to bill a customer in a timely way;

We would not change the read.

11. Is there a crew that maintains and cleans meter boxes so that a customer can easily monitor his water usage;

No specific field crew only cleans/maintains meter boxes. If work needs to be done in a meter box, the box will be cleaned.

12. A list of all “pilot projects” as it pertains to testing new products and software prior to purchasing said items in bulk;

This request is very broad – pls specify types of pilot projects you are interested in.

13. Any and all documents that insures the public safety from radio waves associated with AMR devices that can” allegedly” be awakened and read from a central location miles away.

BWS relies on manufacturers to provide equipment that meets all federal regulations (if any) required for them to sell equipment that does not threaten public health and safety. BWS adheres to all manufacturer recommended installation and operation practices. For more information regarding the radio waves emitted from the equipment we use please refer to the following: <https://sensus.com/rf/>