

# BWS Upgrading Automated Water Meter Reading Equipment

A Board of Water Supply (BWS) contractor will be changing out meter transponder units in BWS water meter boxes over the next year, beginning in January 2020.

The project will increase the efficiency of the automated meter reading process.

The BWS will replace roughly 80,000 of these devices throughout Oahu. The BWS has been gradually exchanging aging meter transponder units for newer ones; this project will accelerate those efforts.



The BWS has contracted Royal Contracting Company to install the new transponders and EKNA Services, Inc., as the construction managers. The project tasks include:

- Notifying customers of work in their area 1-2 weeks prior. Most meters are in the public right-of-way.
- For meter boxes on private property, arranging with the customer, in advance, to gain access to the box.
- At the meter box, changing out the old meter transponder unit for a new one, taking 15-20 minutes per meter.
- Perform Quality Assurance/Quality Control work to ensure transponders are operating correctly.

Work will occur seven days a week, from 7:30 a.m. to 10:30 p.m., except on state highways where work is allowed only from 7:30 a.m. to 3:30

p.m. Water service will not be disrupted. Note that the BWS is NOT changing the water meter; only the meter transponder.

To address concerns that the project may be used to mask illegal activity:

- All contractor employees will have special BWS Contractor ID badges.
- No BWS employee or contractor shall ask the customer for any type of payment in conjunction with this project.
- BWS will post information online detailing locations where contractors are working, along with more information on the project:
  - **BWS MXU website** [hbws.me/mxu](http://hbws.me/mxu)
  - **Facebook.com/BWSHonolulu**
  - **Twitter at @BWSHonolulu**
  - **Nextdoor.com**

If customers have concerns or questions about the project, they can contact the BWS via:

- Email [ContactUs@hbws.org](mailto:ContactUs@hbws.org) (Monitored 7:45 a.m. to 4:30 p.m., Mon. thru Fri)
- Phone at **748-6500** (Monitored 7:45 a.m. to 10:30 p.m., including weekends. After hours, please leave your name and phone number so that we may return your call.)

