

Honolulu Board of Water Supply

News Release



Contact: Kathleen Elliott-Pahinui
Telephone: (808) 748-5319
Cell: (808) 292-4672

December 9, 2016

BOARD OF WATER SUPPLY TO CHANGE PAYMENT ACCEPTANCE POLICY STARTING JANUARY 1, 2017

Credit card payment from non-residential customers will no longer be accepted.

HONOLULU – Effective January 1, 2017, the Honolulu Board of Water Supply (BWS) will accept credit card payments for single-family residential accounts only. Customers affected by this change may still use alternative methods of payment such as cash, check or automatic deductions from their checking/savings account.

This change will not affect the majority of BWS ratepayers who pay with credit cards. About 13% of payment transactions by BWS customers are made via credit card; however, of this amount, approximately 1% are made to non-residential accounts.

“Customer satisfaction is a high priority and we strive to balance it with what is fair to all of our ratepayers,” stated Jennifer Elflein, head of Customer Care at BWS. “However, due to a change in contract terms, we can no longer accept credit card payments from customers who are not billed at the residential single-family rate. We will solicit a bid for a new contract in 2017 and hope to re-establish this payment option at a later date.”

BWS will be sending letters to inform non-residential customers that paid with a credit card within the past 12 months, of the change in policy. For more information about the change or any questions regarding your account, please call 748-5030.

About the Board of Water Supply

The Board of Water Supply (BWS), a semi-autonomous agency of the City and County of Honolulu, manages Oahu’s municipal water resources and distribution system. As the largest water utility in the State, the BWS serves approximately one million customers on Oahu. The BWS embraces its mission of “Water for Life – *Ka Wai Ola*”—to provide a safe, dependable, and affordable water supply, now and into the future. *Uwē ka lani, ola ka honua* – “When the heavens weep, the earth lives.” For more information about the BWS, visit www.boardofwatersupply.com, follow [@BWSHonolulu](https://twitter.com/BWSHonolulu) or like the BWS’s Facebook page at <http://www.facebook.com/BWSHonolulu>.