

WATER MATTERS

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



Board of Water Supply
City and County of Honolulu

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Pilot Project Allows Customers to Take Control of Their Household Water Usage

The Honolulu Board of Water Supply (BWS) has launched a pilot program to provide Oahu water customers in Mililani, Kapolei, Waipahu, Kailua, Aina Haina/Waiialae, and Hawaii Kai with free, customized tips to reduce their water use, and practice conservation, through an online site managed by WaterSmart.

The WaterSmart platform, already in use in more than 50 cities across the U.S., provides online and mobile access to detailed water usage data for each participating customer and personalized measures to improve water-use efficiency.

For the pilot launch, the BWS sent letters to about 38,000 residential and non-residential customers, in the areas named above, inviting them to participate in the program and take a survey about their water use. Participants will regularly get a Water Report that presents their water usage, compares the customer's water use with similar customers in their area, and offers conservation tips based on their

particular water use practices. This allows customers to review the data, put the recommendations into practice, and then see the results of their efforts.

At the end of the pilot, the BWS will evaluate the program's effectiveness and determine whether or not it should be rolled out to the rest of its customers.

The BWS hopes that the useful information from WaterSmart will inspire customers to take control of how they use water and encourage them to reduce their overall consumption. By doing so, they will be helping the BWS to ensure a sustainable water supply by means of water conservation, a key objective in the BWS's long-term Water Master Plan.



The WaterSmart program aims to empower customers to take control of their water use and reduce their overall consumption.

Next Steps for the BWS Water Master Plan



Participants at the October 2016 BWS Board meeting when the Water Master Plan was adopted.

The Board of Water Supply (BWS) Board of Directors adopted the BWS's long-term Water Master Plan at its October 2016 meeting. This ensures that the plan will serve as an official policy for the BWS as it continues to provide Oahu residents with safe, dependable, and affordable water now and into the next generation.

The BWS is now working to develop a 30-year Capital Improvement Program (CIP) and a long-term financial plan, including water rate and cost

of service studies, to carry out the Water Master Plan -- a comprehensive program that looks ahead 30 years, evaluates the entire water system, identifies necessary

improvements, and strives to balance infrastructure needs with costs of providing water to its customers.

The 30-year CIP will list and sequence the implementation of the various water facility and infrastructure projects that the BWS will need to do, based on various analyses, assessments, projections, and trends, as well as provide cost estimates. The CIP and other BWS financial information will be used to create the long-term financial plan.

The BWS's Stakeholder Advisory Group (SAG) will continue to work with the BWS in making key recommendations in the development of the financial plan and rate study. The recommendations will ultimately go to the BWS Board of Directors for review and adoption.

The BWS remains committed to an open and transparent process, and will continue to engage the public to ensure the plan reflects customer needs.

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Stakeholder Advisory Group Moves Into Rates Phase

For a year-and-a-half, from May 2015, Board of Water Supply (BWS) Stakeholder Advisory Group (SAG) members learned about BWS operations and its long-term capital needs during their bimonthly meetings on the Water Master Plan.

The November 2016 meeting began the next phase of their continued involvement. The SAG is helping the BWS develop its long-term financial plan and the next water rate schedule by providing valuable feedback and input on the BWS's financial policies and water rate development, in their now monthly meetings.

SAG members, who represent diverse interests and communities island-wide, were briefed on the rate-making process:

Step 1: Review and confirm/revise BWS financial policies.

Step 2: Determine revenue requirements. Simply put, how much money does the BWS need to cover operating and maintenance and capital costs?

Step 3: Determine cost of service to serve each of our customer classes to meet their different needs. Current classes are single-family residential, multi-family residential, non-residential, and agricultural.

Step 4: Design rates to divide costs among the customer classes, while integrating community values such as water conservation, support for local agriculture, affordability for low income customers, etc.

Over the next year or so, the SAG will employ this process to help the BWS to set sound financial policies that will guide its long-term financial planning used to structure water rates.

The BWS looks forward to continuing its work with SAG members, who add much valued perspectives and principles to this process.

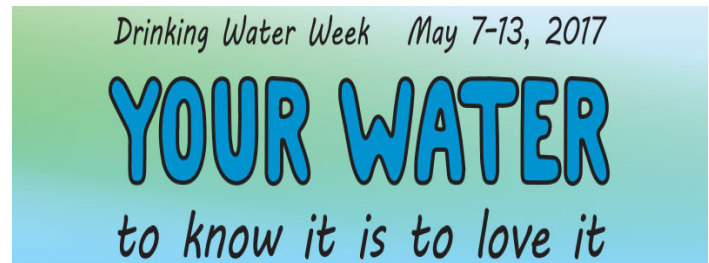
Follow the SAG's activities through meeting notes available on the BWS website at <http://www.boardofwatersupply.com/water-resources/water-master-plan/stakeholder-advisory-group>.



SAG members review BWS financial policies as a first step towards developing the long-term financial plan.

BWS Water Master Plan (continued)

To view the BWS Water Master Plan, visit www.boardofwatersupply.com/watermasterplan. To view the various comments and responses received from the public during the comment period for the plan, check out: <http://www.boardofwatersupply.com/bws/media/files/water-master-plan-public-comments-and-responses-2016-10-21.pdf>.



National Drinking Water Week is being observed nationally from May 7 – 13. This annual event recognizes the importance of clean drinking water in our everyday lives. Drinking Water Week has been celebrated by water utilities around the country and the American Water Works Association since 1988.

The Board of Water Supply (BWS) recognizes that same week as Water Conservation Week. Since 1979, the Mayor of the City and County of Honolulu has proclaimed the first full week in May as Water Conservation Week on Oahu. Oahu students Grades K-12 across the island help the BWS spread the important message of conserving our island's precious groundwater through creative entries in an annual poster and poetry contests for this observance.



From our files: At the 1987 mayoral proclamation ceremony, then-Mayor Frank Fasi poses with then-BWS Manager Kazu Hayashida and a few of that year's Water Conservation Week poster contest participants.



This year, help us celebrate both observances by reflecting on the ways water impacts our lives and talking with family and friends about steps you can take to conserve our natural resources. You can also find more information and ways to enjoy Oahu's drinking water at <http://www.healthyhawaii.com/rethink-your-drink/> and at <http://hawaii5210.com/pages/water>.