



WATER MATTERS

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

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July–August 2021

Show Aloha for Our Island Water Supply–Cut Out Waste

When temperatures rise, so does demand for tap water. This increases the stress on Oahu’s finite ground water supply and the 2,100 miles of Board of Water Supply pressurized water lines that deliver water to everyone’s tap. In this warm season, consumers can show aloha for our island water supply by helping to cut out water waste and helping to lower island-wide demand.

Take these small steps to make a big difference:

- Take shorter showers.
- Wash only full loads of laundry and dishes.
- Water your lawn before 9 a.m. or after 5 p.m. to reduce evaporation.
- Turn off the tap when not using water.
- Check for and fix plumbing leaks – especially toilet leaks.

• Get more water-saving ideas at hbws.me/7ways.

Water-Saving Rebates, Too

The BWS also offers rebates for the purchase and installation of a qualifying clothes washer, rain barrel, or weather-based irrigation controller for residential customers to help them use water more efficiently. Learn more at hbws.me/rebates.

BIA Home Show Winner

Congratulations to Sandra Tanoue of Aiea! She was the winner of a BWS drawing for a 35-gallon rain barrel at the virtual Building Industry Association Home Show this year. By using rain water for plant irrigation and other outdoor uses, this lucky resident helps save Oahu’s precious resources AND save money on her water and sewer bill. Pictured is her husband, Dwight, who picked it up on her behalf. →



Advisory: Trespassing on Watershed Lands Can Be Costly



NO TRESPASSING
This Is Not A Hiking Trail
NO PUBLIC ACCESS

VIOLATORS ARE SUBJECT TO FINES OF \$500 TO \$2,000, IMPRISONMENT, OR BOTH.
BY AUTHORITY RCH §40-3, AS AMENDED, & HRS 706-515

BOARD OF WATER SUPPLY
CITY AND COUNTY OF HONOLULU



Niihale State-Wide Hiking Trail System
Scan this code for information on approved, legal hiking trails in Hawaii.
<https://hawaiitrails.hawaii.gov/trails/#/>

Visiting a pond or waterfall in watershed lands can be enticing. Especially when people view selfies from others finding relief in cool waters near lush greenery in the back of a valley.

Before you plan a hike to an inland water spot, make sure that the trail to access it is open and legal.

Some of these sites, such as Hamama Falls or Kalihi Ice Ponds, are on watershed land managed by the Board of Water Supply. The BWS does not permit access of any kind to these lands.

Accessing these lands increases the possibility of humans or animals introducing invasive species and diseases or doing things that could degrade the watershed. Keeping

these lands clean and pristine is key to Oahu’s ability to recharge our fresh water resources, which serve more than 1 million people on the island, for today and into the future.

Trails that enter watershed lands are closed with No Trespassing signs and some even have cameras.

Trespassers can be cited by the Honolulu Police Department. This would require them to make a court appearance and possibly face fines of up to \$2,000, community service, and/or up to six months in prison.

The BWS requests that hikers use approved trails and not access a sensitive watershed area. A list of these trails can be found at hawaiitrails.hawaii.gov/trails/.

Learn About Your Water Quality

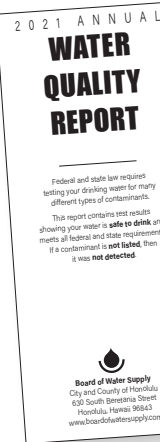
The Board of Water Supply works hard to make certain that the water we serve to people on Oahu is safe to drink. BWS Water Quality staff run about 30,000 tests annually to ensure that tap water not only meets, but exceeds, the most demanding federal and state regulations that govern the quality of our island’s drinking water.

To inform consumers about the quality of their drinking water, the BWS mails a Water Quality Report to all customers each summer,

as required by the federal Environmental Protection Agency.

The report is also available online at hbws.me/wqr.

For questions about your report, please contact the BWS Water Quality Division at 748-5850 or email contactus@hbws.org.



State and state law requires testing your drinking water for many different types of contaminants. Below is a complete list.

Regulated Primary Contaminants		
Arsenic	2,4-D	Fecal coliform
Barium	Fluoride	Selenium
Cadmium	Lead	Strontium
Copper	Nitrate (as N)	Syngas
Iron	Perchlorate	Tetrachloroethylene (PCE)
Lead	Sulfate	Toluene
Manganese	Total hardness	Total coliform
Nitrate (as N)	Total trihalomethanes (THMs)	
Nitrite (as N)		
Total dissolved solids		
Total suspended solids		
Total trihalomethanes (THMs)		
Total dissolved solids		
Total suspended solids		

Regulated Contaminants

Chloroform, hexachloro
Dibromochloroform
Dichloroacetic acid (DCAA)
Dibromodichloroacetic acid (DBDCAA)
Dibromochloroacetic acid (DBCCA)
Dibromodichloroacetic acid (DBDDCAA)
Dibromodichloroacetic acid (DBDDCAA)
Dibromodichloroacetic acid (DBDDCAA)
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Dibromodichloroacetic acid (DBDDCAA)

Monocyclic aromatic hydrocarbons (MAHs)
Polynuclear aromatic hydrocarbons (PAHs)
Pesticides
Pharmaceuticals
Solvents
Stearium
Vanadium

In this report, one part per million (ppm) is the same as one milligram of the substance in one liter of water (mg/L). To put this into perspective: 1 ppm is approximately one second in 43 days. One part per billion (ppb) is even smaller – about 1 second in 327 years.

Changes Coming To Your BWS Online Account

Sign Up For Paperless Billing

- Better security – the bill is provided directly to you via email.
- You don't have to wait for your mailed statement to pay your bill.
- You can pay your bill online anytime from anywhere.
- No need for checks or stamps.
- Reduce your carbon footprint.

For Customers Who Currently Pay Online & Those Who Have Been Inactive

Access to the updated online services page

will start in September 2021:

- You will need to re-register to access online services. Your current Username and Password will not work on the site.
- Current users will also need to re-enroll for paperless billing.

Questions or Need Assistance?

For questions or assistance with signing up, please contact the BWS Customer Care staff:

- Email: customerservice@hbws.org
- Phone: (808) 748-5000, Option 5

Your privacy is important to us. We have safeguards in place to ensure safe transactions and protect your personal information so you

can confidently pay your bill quickly and easily online.

Access Your Account Online

- Access your account online at **boardofwatersupply.com**
- Customer Service: (808) 748-5000, and press Option 5

Bill Payment Options

In addition to online bill payment, the BWS offers other bill payment options. More detail about each of these methods are online at hbws.me/pay.

- Payments can be made 24/7 through our payment drop box outside of the building.
- Payments can also be made with Cashiering staff in the lobby. No appointment needed.
- Customers can obtain account information and pay their bills 24/7 using the BWS Pay-by-Phone service at (808) 204-4234.
- Mail to P.O. Box 135037, Honolulu, Hawaii 96801-5037
- Automatic deduction from the customer's checking account.

Need Help?

We're open Monday – Friday from 7:45 a.m. – 4:30 p.m. to serve you.

Call: 808-748-5000, Option 5

Email: CustomerService@hbws.org

Visit: **boardofwatersupply.com/MyAccount**

New and existing customers can get access in two easy steps:

1. Register for the service at **www.boardofwatersupply.com**
2. Enroll in Paperless Billing

Enjoy the convenience of receiving emails when your bill has been generated, then accessing your bills electronically by logging in to the new site and re-enrolling for paperless billing.

Note to existing users: We recommend you access the site by going to www.boardofwatersupply.com, but if you choose to bookmark the *My Account* page, please be sure to update your bookmark with the new web address.

We've updated the navigation and some features for an improved user experience.

Online Services By Customer Type	Single-Family Residential	Multi-Family Residential/ Non-residential*
24/7 secure account access		
Access account information		
Update account profile New Feature!		
Start/Stop service New Feature!		
Paperless billing		
Communicate with BWS via secure email to report billing issues and concerns New Feature!		
Pay bill online via Visa, Mastercard, Discover Card <small>BWS accepts credit and debit card payments for only single-family residential accounts and does not charge a credit card processing fee.</small>		
Allow for guest payment on an account New Feature!		

*Includes commercial, government, and agricultural accounts

Lanikai Parking

The City and County of Honolulu Department of Transportation Services (DTS) is restricting parking in Lanikai to reduce traffic congestion for residents due to on-going construction by the BWS in the area.

- No parking will be allowed along any street in Lanikai including cross streets, Mokulua Dr., and Aalapapa Dr. from 8:30 AM to 4:00 PM, Monday through Friday.
- These parking restrictions aim at maintaining emergency vehicle and resident access to and from the neighborhood.
- On Mondays through Fridays, excluding holidays, parking will be allowed after 4:00 PM (cars must be moved before 8:30 AM).
- Please use alternate ways of access: walking, biking, or using TheBus Route 671 from Kailua Town to access Lanikai.
- This parking restriction is expected to last through December 2021.



Board of Water Supply

630 S. Beretania St., Honolulu, HI 96843
www.boardofwatersupply.com



TROUBLE CALL: (808) 748-5000

Customer Service: (808) 748-5030

Billing & Payments: (808) 748-5020

GET THE HNL.INFO PHONE APP FOR

Phone & Email Alerts: <https://hnl.info>



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