



# WATER MATTERS

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

Volume 10 – Issue 1

Spring 2023

## Need Help Paying Your Bill?

**Low-Income Home Water Assistance Program (LIHWAP)**

Board of Water Supply

Waianae (808) 696-4261

Kaneohe (808) 239-5754

Aiea (808) 488-6834

Palolo (808) 732-7755

Kalihi (808) 847-0804

If your water has been or will be shut off, call for help.  
[www.hcapweb.org](http://www.hcapweb.org)

The Low-Income Home Water Assistance Program (LIHWAP) Water Crisis Intervention assists households in crisis whose water or wastewater service has been/will be disconnected due to non-payment.

Apply for LIHWAP Water Crisis Intervention today in-person, by appointment only, at one of Honolulu Community Action Program's 5 District Service Centers on Oahu.

Please call your nearest District Service Center, and not the Board of

Water Supply, to begin the application process.

Central Oahu: (808) 488-6834

Kalihi-Palama: (808) 847-0804

Leahi: (808) 732-7755

Leeward: (808) 696-4261

Windward: (808) 239-5754

For more information, please visit <https://www.hcapweb.org>. The LIHWAP program ends September 30, 2023.

## Access Your Water Bill Anytime Anywhere

Enjoy the convenience of viewing your bill 24/7 from wherever you are when you sign up on the Board of Water Supply (BWS) Online Service Portal.

Click on the "My Account" button on any page at [www.boardofwatersupply.com](http://www.boardofwatersupply.com) to sign up or sign in.

The portal provides secure access to your account information. You can start/stop service and communicate with the BWS to report billing issues and concerns when it

is convenient for you. Even if it's outside of our regular business hours.

Account holders can also choose to enroll for paperless billing to reduce their carbon footprint.

Also, the BWS accepts Visa, Mastercard, and Discover debit and credit card payments for single-family residential rate payers only and does not charge a credit card processing fee.



Board of Water Supply

PERMITS CUSTOMER SERVICE WATER QUALITY CONSERVATION WATER RESOURCES NEWS & EVENTS

ABOUT PFAS

GO TO: About PFAS | BWS Review of EPA Proposed Rule | FAQ for BWS on PFAS

**PFAS Information**

Per- and polyfluoroalkyl substances (PFAS) are a group of chemicals used to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. Fluoropolymer coatings can be in a variety of products.

Some of the information below has been excerpted from the Environmental Protection Agency's (EPA) website. Please note as the EPA increases its understanding of PFAS as a chemical class, the information is updated.

For more in-depth information: <https://www.epa.gov/pfas/our-current-understanding-human-health-and-environmental-risks-pfas>

What are PFAS?

## PFAS Information Available on BWS Website

Per- and polyfluoroalkyl substances (PFAS) are a **group of chemicals used to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water.** Fluoropolymer coatings can be in a variety of products.

The Board of Water Supply (BWS) recently notified the public about the low-level detection of PFAS in a couple of its wells.

Customers can learn more about PFAS on the BWS website:

<https://www.boardofwatersupply.com/pfas>.

The page contains information, including links to the EPA webpage for more in-depth information, local announcements about PFAS detections, and other updates.

# Using a Home Water Filter is a Personal Decision

*Q. I am concerned about chemicals I've heard about in the news that can contaminate our ground water. Do I need to purchase a water filter for my home?*



A. The Board of Water Supply (BWS) regularly tests its water to ensure it is safe to drink and use.

Water served by the BWS meets all federal and state drinking water standards and does not require treatment by a home filtration unit.

Using a home water filter is a personal decision and there are many products to choose from.

The BWS does not endorse any consumer water treatment products or brands.

BWS's advice to consumers regarding a water filtration device is to:

- understand what the product does or does not do;
- use the unit according to the manufacturer instructions; and
- make sure it is properly maintained.

## Various Observances Heighten Water Awareness Year-Round

Using water efficiently year-round is important. Especially for Board of Water Supply (BWS) customers.

After the Navy's Red Hill fuel spill in 2021, three Aiea-area wells – one of which supplied 20% of metropolitan Honolulu's water -- continue to be shut down as a precaution to prevent further fuel contamination of the island's aquifer.

One way the BWS reminds the public to be mindful of water use is with various observances throughout the year that promote the value of water.

Upcoming observances over the next year include:

*May 7 -13 - Water Conservation Week*

*July - Smart Irrigation Month*

*September 25-Oct. 1 - Source Protection Week*

*October 19 - Imagine A Day Without Water*

2024

*February: Ka Wai Wednesdays*

*March 22: World Water Day*

*April 14-20 - Detect-A-Leak Week*

See how the BWS observes each of these special events, as they occur, through video vignettes, links to useful tips, and contests, via the BWS website at [www.boardofwatersupply.com](http://www.boardofwatersupply.com) and/or



BWS Facebook and Instagram sites (@BWSHonolulu).

City & County of Honolulu

# Better Building Benchmarking

Water usage for large buildings (100,000+ sq. ft.) including multi-family residential  
**Due to the city by June 30, 2023**

Need help or more information?  
Visit [www.boardofwatersupply.com](http://www.boardofwatersupply.com)



**VOLUNTEERS NEEDED**  
Halawa Xeriscape Garden  
Wednesdays & Saturdays  
9 AM - Noon

Help maintain the garden and/or propagate plants in the nursery.



Interested?  
Call (808) 748-5315  
or email [workshops@hbws.org](mailto:workshops@hbws.org)  
for more details.

