



# WATER MATTERS

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

Volume 11 – Issue 2

Summer 2024

## Take the BWS Customer Household Questionnaire

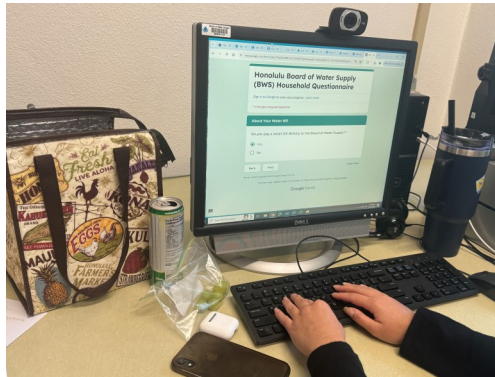
*Results will help to develop programs that could assist our communities*

The Board of Water Supply (BWS) is participating in a water access and affordability questionnaire taking place in communities across the United States.

This household questionnaire – conducted in collaboration with The Center for Water Security and Cooperation (CWSC) – is in its second year helping with water utilities across the country to explore access and affordability issues in their communities.

The BWS encourages as many of its customers as possible to participate in this voluntary questionnaire which should take 5-10 minutes to complete.

Your cooperation will allow the BWS to give support where it's needed. The questionnaire is open to the public through September.



For Ernest Lau, BWS Manager and Chief Engineer, strong customer participation will help the agency continue to work towards its brand mission of providing safe, dependable, and affordable water supply for O'ahu, now and into the future.

“Ola I Ka Wai- water is life, and everyone needs it to survive,” said Lau. “We want to hear from you. The BWS wants to continue to stand behind every person and support

those in need. Your input will help us implement programs that are meant to better help our island's communities, especially our most vulnerable residents, including our kūpuna. Mahalo for taking time to give your honest feedback.”

The water access and affordability questionnaire is accessible online via the BWS website at [boardofwatersupply.com](http://boardofwatersupply.com), by picking up an informational flyer at community events or from a satellite city hall, or by scanning the QR code below.

If you have any questions, reach out to Public Information Officer Kathleen Elliott-Pahinui at (808) 748-5319 or [Kelliott-pahinui@hbws.org](mailto:Kelliott-pahinui@hbws.org).



## Use Water Wisely in Warmer Weather

In the summer, O'ahu water demand increases as residents and businesses seek relief from the heat and humidity, stay cool, and try to keep thirsty lawns and gardens green until temperatures drop.

The Board of Water Supply asks everyone to use water carefully, especially in this hot time of year. Excessive water demand, if left unchecked, could diminish the quantity and quality of our island groundwater resource.

Limit water waste when possible. Turn off the tap when you're not using water. Each time you do, you support island-wide efforts to reduce needless loss of our finite groundwater resources.

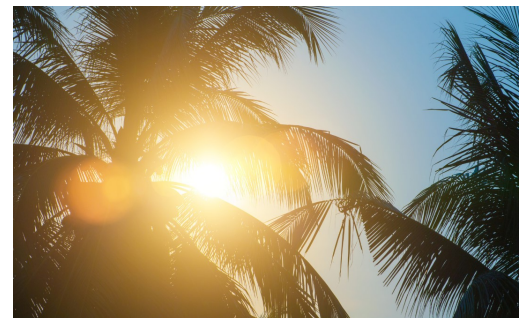
Use these tips to save water now as well as year-round:

**Keep a filled water pitcher in your refrigerator** for quick access to a chilled, refreshing drink. Avoid wasting water while you wait for tap water to get cold.

**Thaw smarter. Fill a bowl with water** to quickly thaw frozen foods, rather than placing the item under a running faucet.

**Make showers short and sweet.** Save up to 2-1/2 gallons of water on each minute cut from your shower time. Shut off water while you lather up and scrub to conserve even more of O'ahu's precious resource!

**Water your lawn and plants “by the dawn’s early light.”** Water in the early morning hours every 3 days. Irrigating



during warmer hours results in water loss from evaporation.

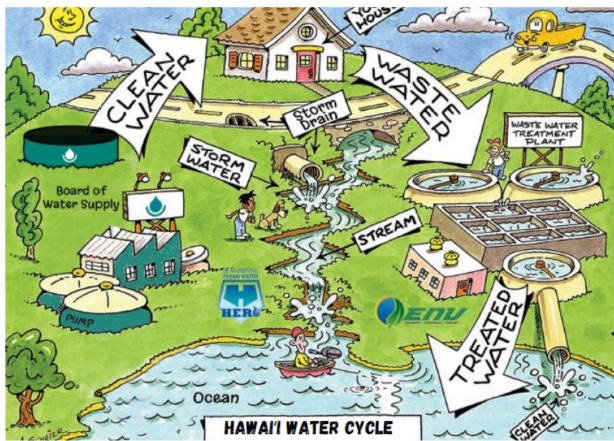
**Be water-efficient when you wash your car.** Use a bucket and sponge to clean your car's exterior. Or, take it to an automated car wash, where water is usually recycled.

**Make a clean sweep. Use a broom** as much as possible to remove debris from

*(Continued on back page)*

# Imagine A Day Without Water

Sat, Sept. 28, 10am to 2pm  
Kapolei Regional Park



## Free Event to Focus on the Value of Water in Our Lives

Join the Board of Water Supply and various city, state, and community agencies and organizations for the Imagine a Day Without Water event.

- Learn about important ways water touches our lives.
- Free admission and educational activities for all, from keiki to kūpuna, including:
  - ◇ xeriscape plant craft;
  - ◇ workshops on rain barrel catchment systems for residential properties;
  - ◇ and more!
- 'Ono food available for purchase.

For more information, go to [boardofwatersupply.com/onestwaterhawaii](http://boardofwatersupply.com/onestwaterhawaii).

### Wise Water Use

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outdoor surfaces such as steps, sidewalks, and driveways.

**Check for leaks.** Detecting and fixing leaks is an important practice not only in the summer, but also throughout the year.

**Collect air conditioning condensate** for outdoor use and water your lawn or decorative plants.

**Don't play with water.** Our island home has many places where you can cool down without wasting water. Enjoy your community swimming pool or the beach.

**Cover your swimming pool** when not in use to prevent evaporation.

Visit [boardofwatersupply.com/conservation/tips](http://boardofwatersupply.com/conservation/tips) for links to ideas to reduce water usage, including rebates for the purchase of various water-efficient equipment and devices.

Small efforts by each of us combine to make a big difference overall. When it comes to saving our precious water supply, every drop counts!

## Switch to Water-Efficient Toilets Results in Projected \$17,000 in Savings for Waikīkī Hotel

By changing out more than 200 toilets that used up to 3.5 gallons per flush (gpf) with 1.28 gpf WaterSense-labeled toilets, a 198-room O'ahu hotel is projected to save \$17,000 in water and sewer costs in the first year alone.

Starting in June 2023, the Ramada Plaza by Wyndham Waikīkī started switching to water-efficient toilets. The gradual changeout allowed the hotel to complete the project, which took about a half-year, with no major disruption to its guests.

The hotel has saved an average of 5,000 gallons per day, or about 150,000 gallons

per month, over the same period a year ago.

The new toilets cost about \$120 each, for a total cost of \$23,000. The Ramada Plaza also had applied for and received a \$45-per-toilet rebate from the Board of Water Supply (BWS).

With more than \$8,500 in rebates plus the \$17,000 projected savings, the hotel could recoup its water-saving investment in about 10 months.

The hotel also installed high-efficiency showerheads and faucets in the bathrooms

of their guest rooms to further reduce its water footprint. These fixtures typically last for decades and the savings will add up over time, making these capital improvements wise investments.

The BWS is offering a limited-time \$100-per-toilet rebate for hotel, commercial, and residential properties.

To learn more about how to save water and see various commercial and residential rebate offers, visit [boardofwatersupply.com/rebates](http://boardofwatersupply.com/rebates).



**Board of  
Water Supply**

630 S. Beretania St., Honolulu, HI 96843  
[www.boardofwatersupply.com](http://www.boardofwatersupply.com)



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