

WATER FOR LIFE

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



Board of Water Supply
City and County of Honolulu

Water Rates Online Survey

January 2018

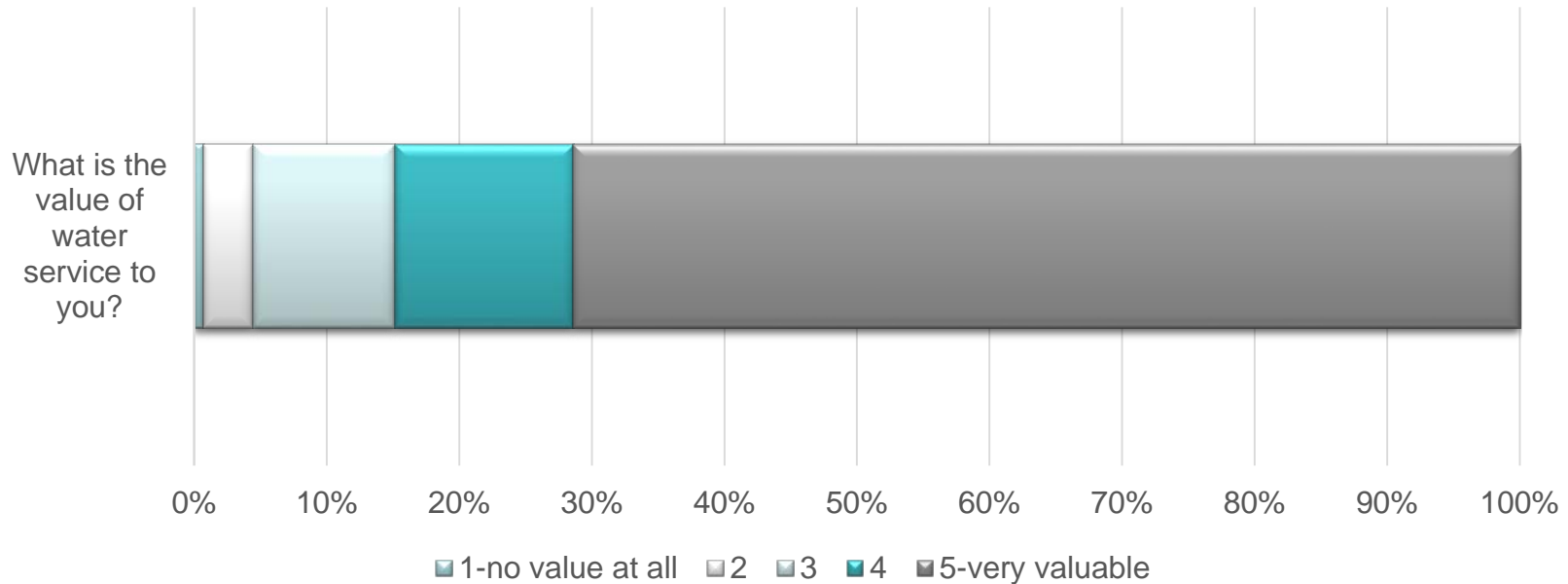




How would you rate the value of your water service?

Most people pay bills for water, phone, cable, electricity, and other important services. When you think about what you pay for these services every month, and compare what you get for your money, how would you rate the value of your water service? (Remember that the bill you receive from BWS includes both water and sewer service. We're interested in how you value the water service only.)

Using the 5-point scale where 1=no value at all and 5=very valuable, what is the value of water service to you?

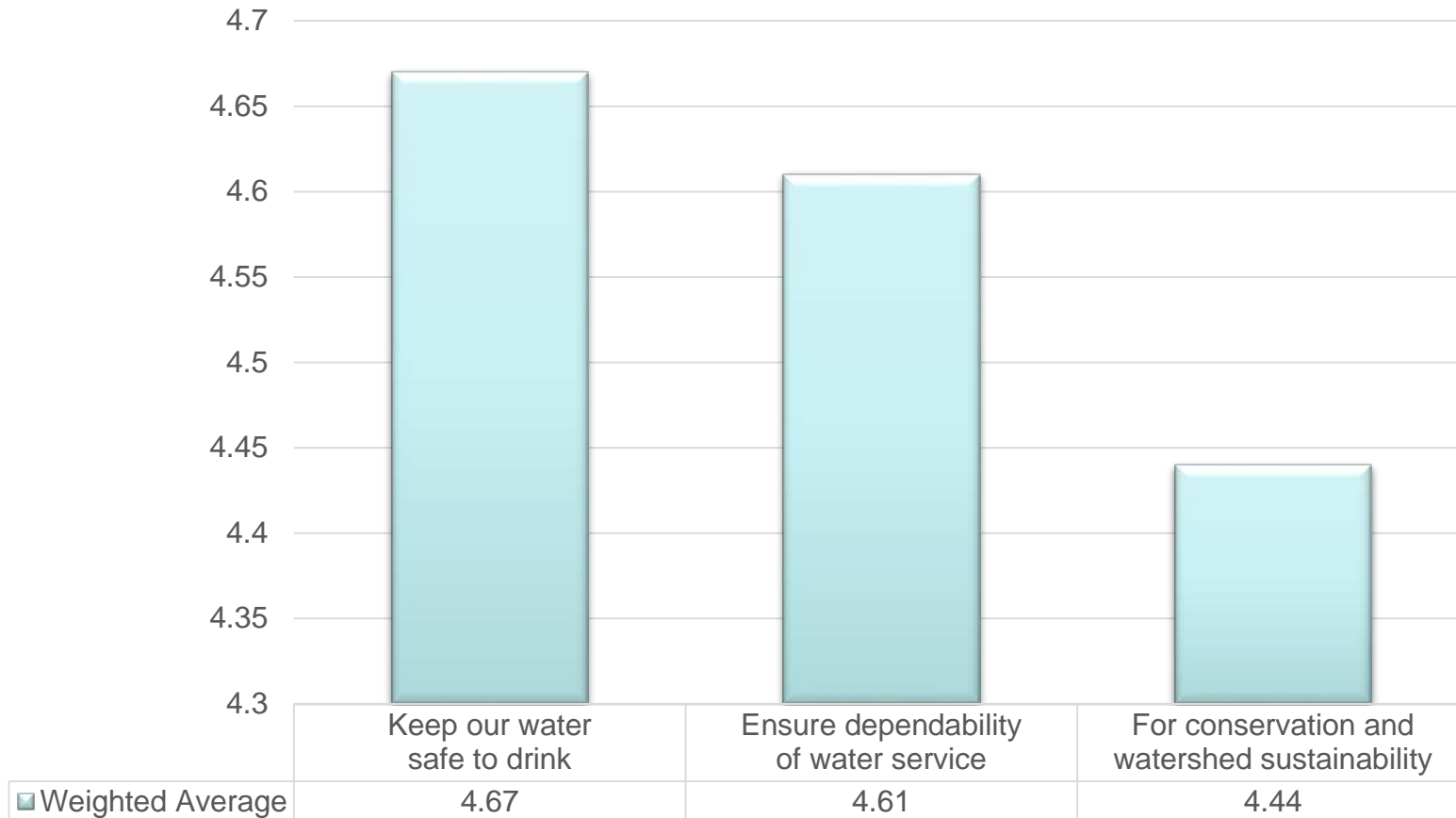




How important is it for BWS to have enough funding to:

The BWS's mission is to provide safe, dependable, and affordable water, now and into the future.

Using the 5-point scale, where 1=not at all important and 5=very important, how important do you think it is for BWS to:

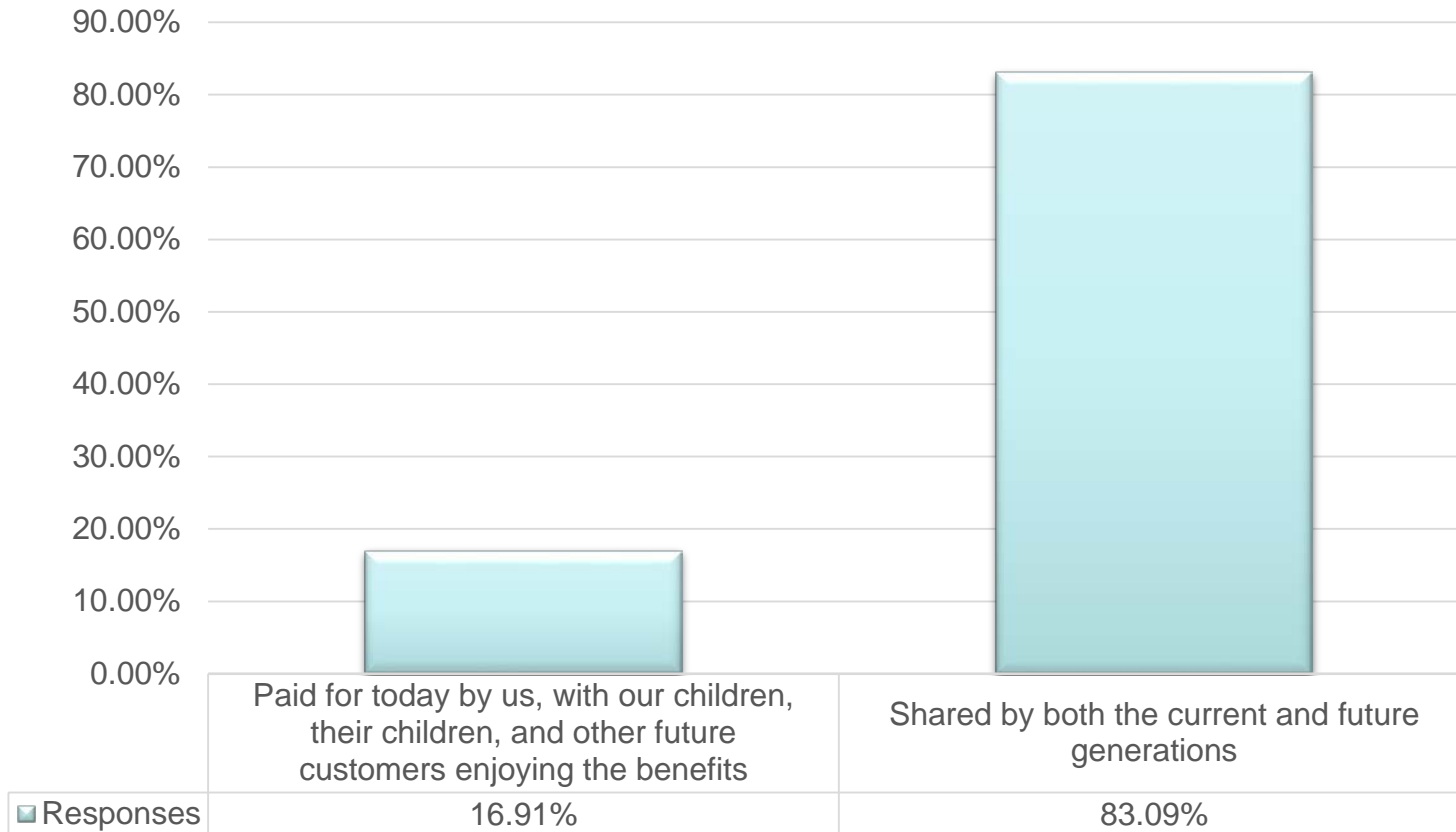


Base: 1,001 respondents



The cost of improving the water system

The water system isn't something you build once and use forever. We constantly add to it, renew and replace parts that wear out, and make other modifications to keep it functioning dependably, for generation after generation of customers. You have probably seen us, and our contractors' crews, working all over the island. The improvements are essential and cost around \$100 million per year, more or less. In your opinion, should the costs of this necessary work be:

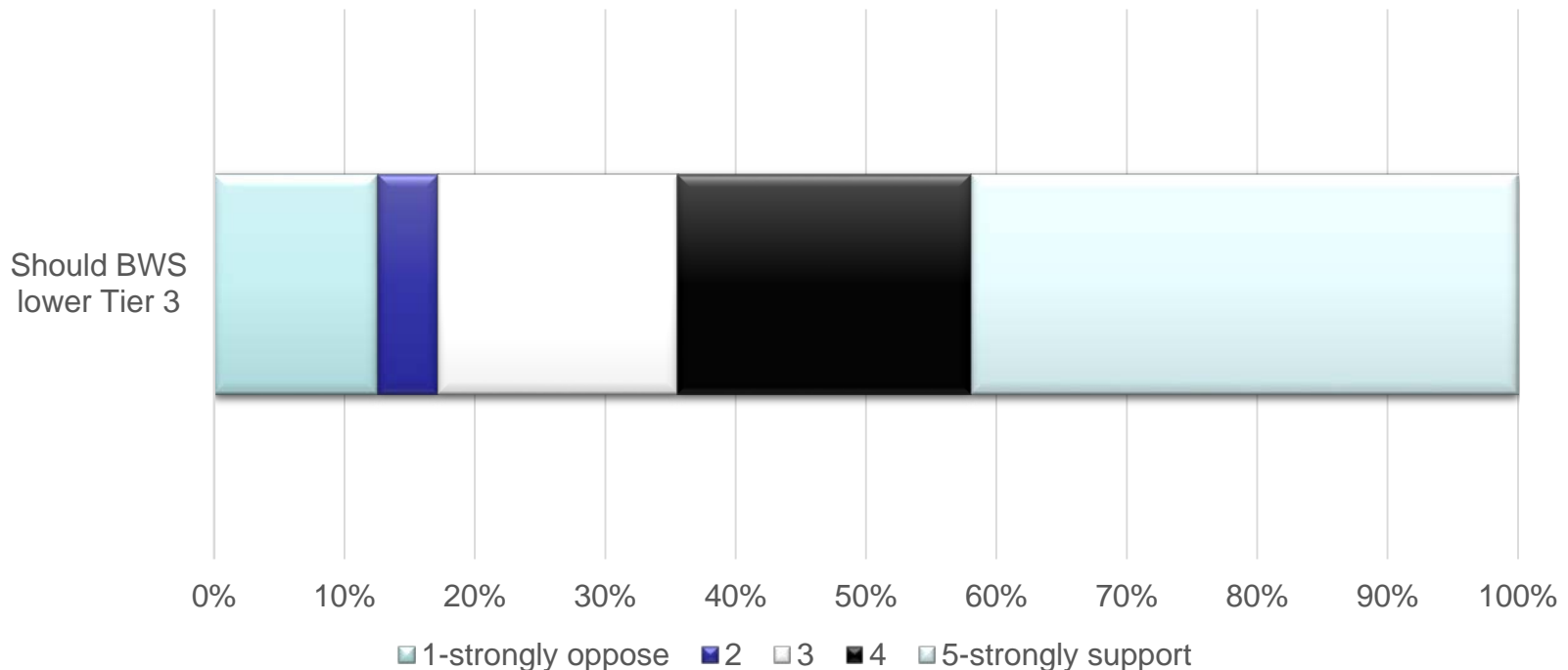




Should BWS adjust a rate tier?

What would you think about lowering Tier 3 to over 20,000 gallons to increase charges for our highest water users and encourage water conservation? This change would require those customers who are using more of our water resources to pay more for them. Would you support or oppose this type of adjustment?

Use the scale of 1 to 5 where 1=strongly oppose and 5=strongly support.

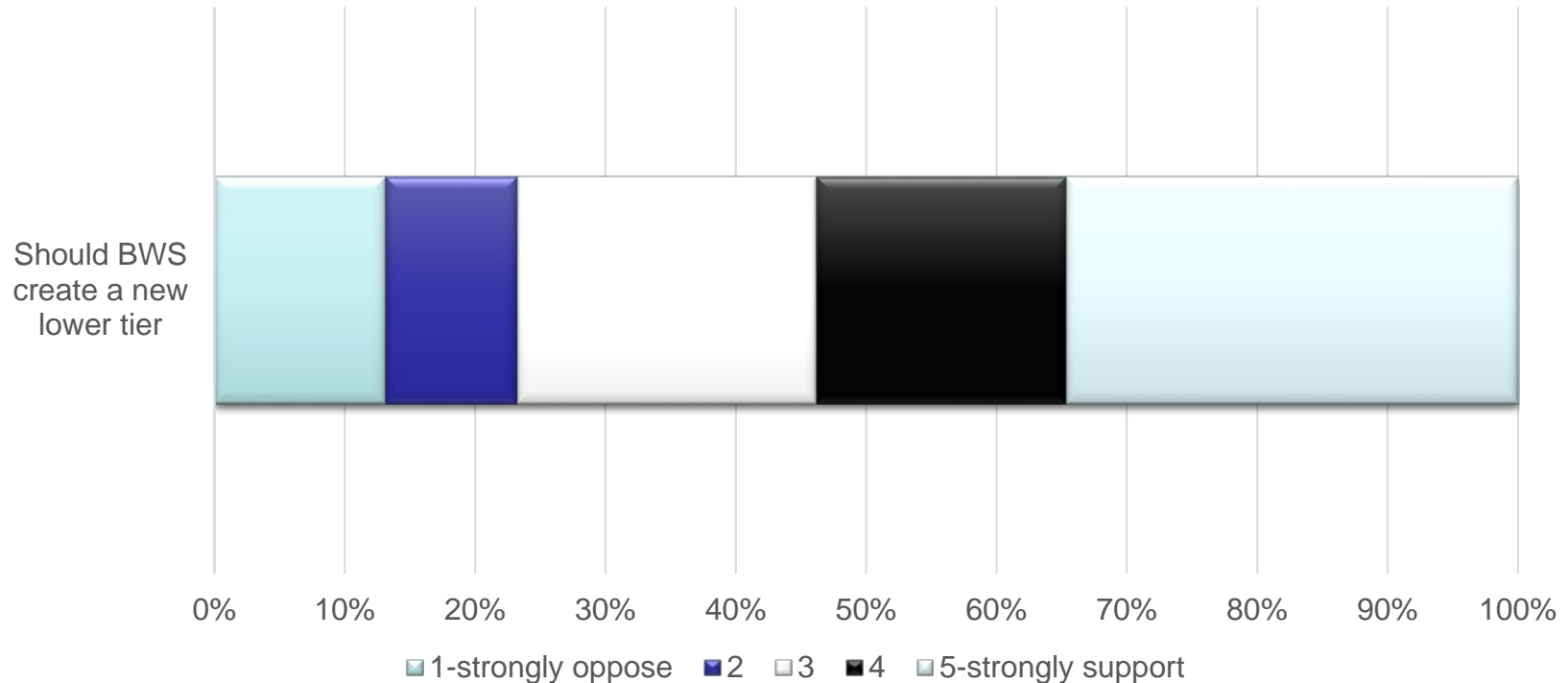




Should BWS add a rate tier?

Some people suggest that we should add a new tier with a very low rate to ensure affordability and reward conservation. This new tier would be charged at a lower cost and would require pricing other tiers a bit higher to make up the difference. Would you support or oppose this type of adjustment?

Use the 5-point scale, where 1=strongly oppose and 5=strongly support.

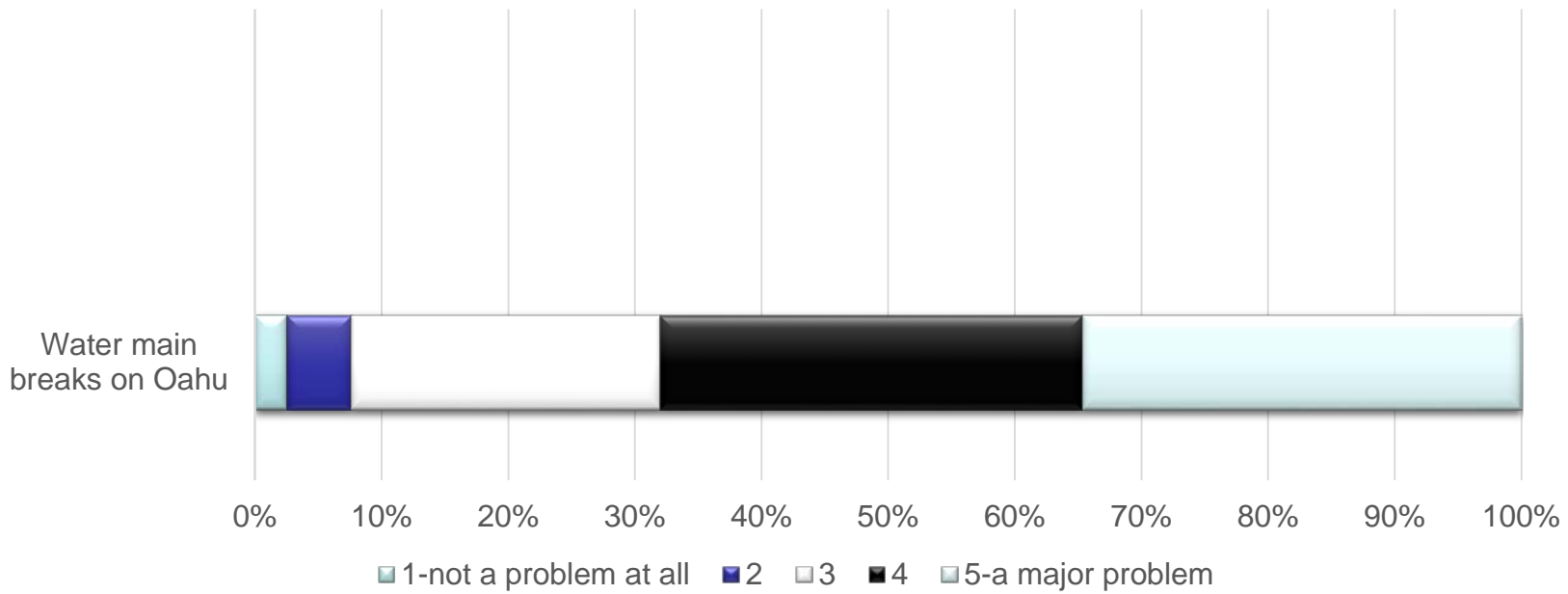




How significant of a problem are water main breaks?

With about 300 breaks per year, water main breaks on Oahu are about the national average for a system of this size. Do you think this is acceptable or is this number of main breaks a significant problem?

On the 5-point scale, where 1=not a problem at all and 5=a major problem, please indicate how significant of a problem (for example repair costs, traffic delays, property damage) you think water main breaks on Oahu are.

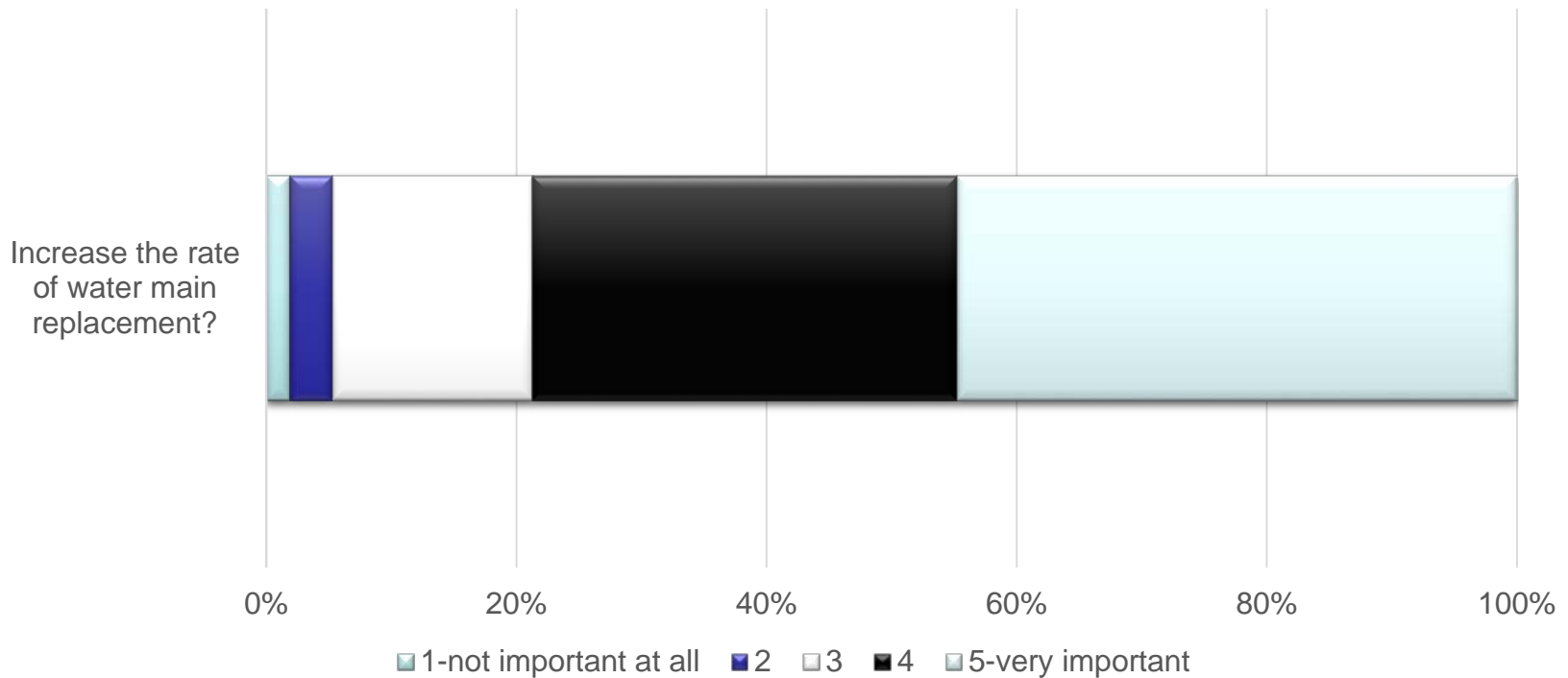




Should BWS increase its rate of water main replacement?

While BWS's number of main breaks today are about average, without substantial increases to the rate of water main replacement, this number is expected to grow in the coming years. How important is it to replace more pipeline to prevent the number of breaks from rising significantly?

Using the 5-point scale, where 1=not important at all and 5=very important, how important do you think it is for BWS to increase its rate of water main replacement?

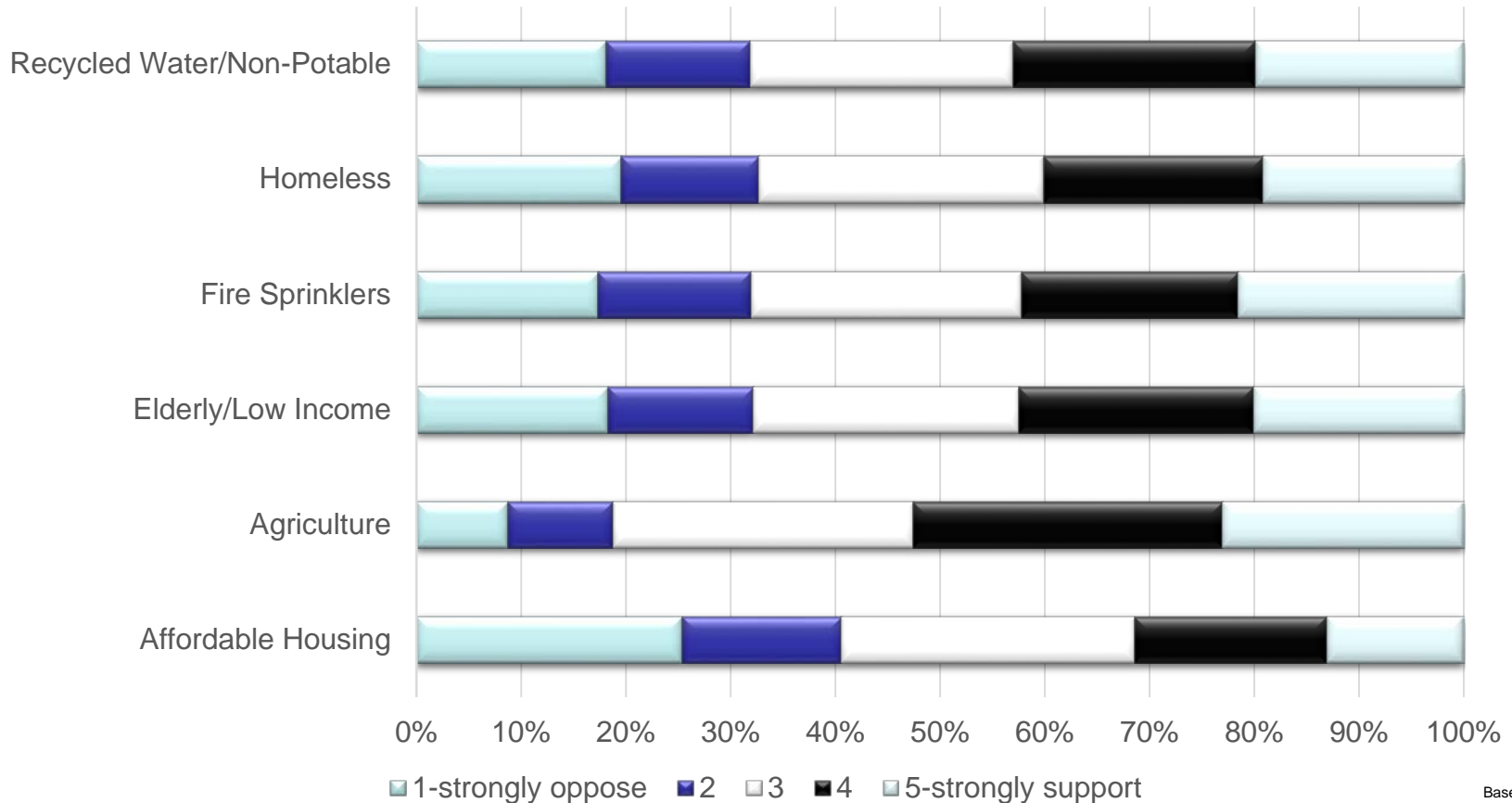




Would you support or oppose the following subsidies?

Some people say it is important for BWS to provide subsidies to specific customer groups. These may require additional funding.

On a 5-point scale, where 1=strongly oppose and 5=strongly support, would you support or oppose an increase in your water rates in order to provide subsidies for the following:





Do you support BWS establishing a fee dedicated to...

The BWS Water Master Plan emphasizes the importance of a holistic approach to water dependability on Oahu. Water conservation and supply sustainability are keys to BWS's ability to provide a dependable, high-quality water supply. Both of these programs require funding. On the 5-point scale, where 1=strongly oppose and 5=strongly support, please indicate your level of support for the BWS establishing:

