

WATER MATTERS

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



Board of Water Supply
City and County of Honolulu

Vol. 2, Issue 1

Winter 2014/2015

New Parking Procedures at BWS Visitor Lots

Providing adequate, FREE CUSTOMER PARKING and a safe, secure environment for our visitors is a priority at the Board of Water Supply (BWS). To help fulfill our commitment to you, the BWS will be implementing new parking procedures beginning March 2015.

In an effort to ensure parking is available for visitors conducting business at the BWS, parking control arms have been installed at both entrances to the customer parking lot of the Beretania Street headquarters. This will provide sufficient and free parking for our visitors, increase safety in the customer parking lot, and ensure a safe and secure environment for our employees.

In March and April 2015, the BWS will position security staff at each lot entrance, Monday to Friday from 11 a.m. to 2 p.m., to assist drivers with the new equipment. When the program is fully implemented on May 1, 2015, security officers will no longer be positioned at the parking control arms. For more information, contact the BWS Security Center at (808) 748-5911.

The BWS reserves the right to tow cars that are determined to be parked for non-BWS related business.

To enter the lot please follow these three steps at the parking control arms:

1. Press the intercom button to speak with BWS security.



(Intercom panel is silver and is located on the left side of the black panel.)

2. Indicate the purpose of your visit.

3. Once cleared for entry, the parking arm will rise and you may park.

To view a brief how-to video, visit www.boardofwatersupply.com.

Bank of Hawaii to Accept Water Bill Payments

Do you pay your water bill at First Hawaiian Bank (FHB)?

If you do, please note that effective April 1, 2015, FHB will no longer be accepting water bill payments. Instead, customers will have the option to drop off water bill payments at any **Bank of Hawaii (BOH)** traditional branch on Oahu (excluding in-store branches).

To drop off payment at BOH, please provide the teller with a check (made payable to the Board of Water Supply) and the bill payment stub which must be detached from the bottom portion of the bill.



Bank of Hawaii

Thank you for your understanding and cooperation. Please visit www.boh.com for a list of BOH locations on Oahu.

For more information about the various bill payment options, please visit www.boardofwatersupply.com or contact us at (808) 748-5030 or contactus@hbws.org.

For added convenience the Board of Water Supply (BWS) also offers customers the following bill payment options:

1. **By mail** using the enclosed envelope provided with the bill.
2. **Online** at www.boardofwatersupply.com via credit or debit card with no transaction fees.
3. **By Automatic Bill Payment** from your checking or savings account.
4. **In person** at our office or at our night deposit box at 630 South Beretania Street.
5. At any **Satellite City Hall**.

Mulch Discontinued at H. X. G.

To assist with statewide efforts to prevent the spread of invasive pests, particularly the Coconut Rhinoceros Beetle, the Board of Water Supply (BWS) no longer offers free mulch to the community at the Halawa Xeriscape Garden (HXG).



To assist the public with a mulch alternative, BWS and the Friends of Halawa Xeriscape Garden (FOHXG) are offering a free workshop, "Simply Compost," on Saturday, February 21, 2015, at 10:30 a.m. To register, call Diane Moses at (808) 748-5363 or email workshops@hbws.org

For more information about the Coconut Rhinoceros Beetle visit <http://hdoa.hawaii.gov/blog/main/destructive-beetles-found-on-oahu-coconut-trees/>

CONSERVATION TIP



When you clean your fish tank, use the water you've drained on your plants. The water is rich in nitrogen and phosphorus, providing you with a free and effective fertilizer.



We're Chasing Leaks for Fix a Leak Week

Are you ready to chase down leaks? Fix a Leak Week 2015 is March 16 to 22. Remember: Fixing leaks saves valuable water and can lower your water bill all year long.

Free toilet leak detection dye tablets are available to the public at the Board of Water Supply Public Service Building at 630 South Beretania Street.

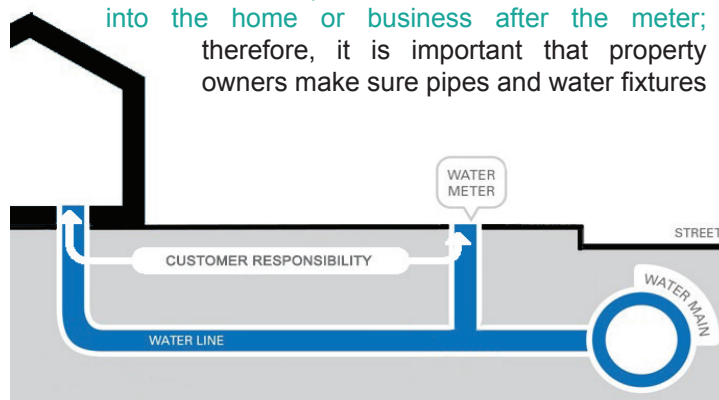
For more leak detection information and to view a BWS leak detection video, visit the Conservation - Leak Detection page at www.boardofwatersupply.com. For more information about National Fix a Leak Week, visit epa.gov/watersense.

Who is Responsible for Water Meter Repair?

Have you ever had problems with your water meter and did not know who was responsible for its repair?

The Board of Water Supply (BWS) is responsible for maintaining and repairing its facilities, water mains, the meter boxes, and the water meter. BWS water meters measure a customer's water use.

BWS customers are responsible for the water delivered into the home or business after the meter; therefore, it is important that property owners make sure pipes and water fixtures



on their property are in good repair. Leaks lead to higher water bills!

If there are any leaks on your property, the customer is responsible for paying for the pipe repair and water that was wasted through a leak.



Call BWS for any problems with your water meter, such as meter leaks.

If you notice a leak in your water meter or need to shut off water service for any reason, please do not attempt to repair or modify the meter box yourself. Call BWS at (808) 748-5000 and a troubleshooter will be dispatched to assist.

(Left) Customers are responsible for paying for pipe repair and water wasted that occurs between the water meter and the home or business.

TROUBLE CALL ... (808) 748-5000

Customer Service ... (808) 748-5030

Billing & Payments ... (808) 748-5020



BOARD OF WATER SUPPLY

630 S. Beretania Street • Honolulu, Hawaii 96843

(808) 748-5000

www.boardofwatersupply.com