


Your New Water Rates

Here are the rate tables showing the Monthly Customer Charge, Single-Family Residential, and Multi-Unit Residential charges. For a more complete

presentation featuring all of the BWS customer classes and usage charges, please visit our website at www.boardofwatersupply.com/waterrates

Meter Size		Monthly Customer Charge in \$/Month - Effective dates					
		Current	July 2018	July 2019	July 2020	July 2021	July 2022
	5/8-inch or 3/4-inch*	\$9.26	\$9.26	\$10.42	\$10.80	\$11.38	\$12.09
	1-inch	\$9.26	\$9.26	\$13.31	\$13.79	\$14.45	\$15.28
	1-1/2-inch	\$9.26	\$9.26	\$15.23	\$15.78	\$16.50	\$17.41
	2-inch	\$9.26	\$9.26	\$38.81	\$40.18	\$41.61	\$43.45
	3-inch	\$9.26	\$9.26	\$47.95	\$49.64	\$51.35	\$53.55
	4-inch	\$9.26	\$9.26	\$91.74	\$94.95	\$97.98	\$101.92
	6-inch	\$9.26	\$9.26	\$163.91	\$169.63	\$174.84	\$181.64
	8-inch	\$9.26	\$9.26	\$250.03	\$258.76	\$266.57	\$276.78
	12-inch	\$9.26	\$9.26	\$541.31	\$560.18	\$576.78	\$598.53

* Typical for Single Family Residential unit

Single-Family Residential Water Rates, 2018-2022								
Existing			Approved Rates, Effective Dates					
Tier	Gallons/du/month	Rate	July 2018	Gallons/du/month	July 2019	July 2020	July 2021	July 2022
EssN				0 to 2,000	\$3.79	\$3.91	\$4.17	\$4.46
1	0 to 13,000	\$4.42	\$4.42	2,001 to 6,000	\$4.46	\$4.60	\$4.90	\$5.25
				6,001 to 30,000	\$5.06	\$5.20	\$5.50	\$5.85
2	13,001 to 30,000	\$5.33	\$5.33	More than 30,000	\$7.94	\$8.46	\$8.90	\$9.25

EssN: Essential Needs - du: dwelling unit - Rates are in \$ per thousand gallons

Multi-Unit Residential Water Rates, 2018-2022								
Existing			Approved Rates, Effective Dates					
Tier	Gallons/du/month	Rate	July 2018	Gallons/du/month	July 2019	July 2020	July 2021	July 2022
EssN				0 to 2,000	\$3.70	\$3.71	\$3.72	\$3.77
1	0 to 9,000	\$4.42	\$4.42	2,001 to 4,000	\$4.35	\$4.36	\$4.38	\$4.43
				4,001 to 10,000	\$4.95	\$4.96	\$4.98	\$5.03
2	9,001 to 22,000	\$5.33	\$5.33	More than 10,000	\$5.90	\$5.91	\$5.93	\$5.98

EssN: Essential Needs - du: dwelling unit - Rates are in \$ per thousand gallons

Example Single-Family Residential Water Bill Calculations

All calculations presented are approximate and non-binding. This guide is for example, only.

Low Water Use

2,000 gal. monthly water use
 Monthly customer charge \$ 10.42
 2,000 gal. @ \$3.79 per 1,000 gal. 7.58
August 2019 Water Bill \$18.00

Median Water Use

6,000 gal. monthly water use
 Monthly customer charge \$ 10.42
 2,000 gal. @ \$3.79 per 1,000 gal. 7.58
 4,000 gal. @ \$4.46 per 1,000 gal. 17.84
August 2019 Water Bill \$35.84

Average Water Use

9,000 gal. monthly water use
 Monthly customer charge \$ 10.42
 2,000 gal. @ \$3.79 per 1,000 gal. 7.58
 4,000 gal. @ \$4.46 per 1,000 gal. 17.84
 3,000 gal. @ \$5.06 per 1,000 gal. 15.18
August 2019 Water Bill \$51.02

High Water Use

35,000 gal. monthly water use
 Monthly customer charge \$ 10.42
 2,000 gal. @ \$3.79 per 1,000 gal. 7.58
 4,000 gal. @ \$4.46 per 1,000 gal. 17.84
 24,000 gal. @ \$5.06 per 1,000 gal. 121.44
 5,000 gal. @ \$8.46 per 1,000 gal. 42.30
August 2019 Water Bill \$199.58

BWS Encourages Water Conservation Through Our Rebate Programs!



BWS has rebate programs to help our customers conserve water and save money! We currently offer rebates on residential clothes washers, rain barrel catchment, and weather-based irrigation controllers. Information and rebate forms at www.boardofwatersupply.com/rebates.

WATER MATTERS

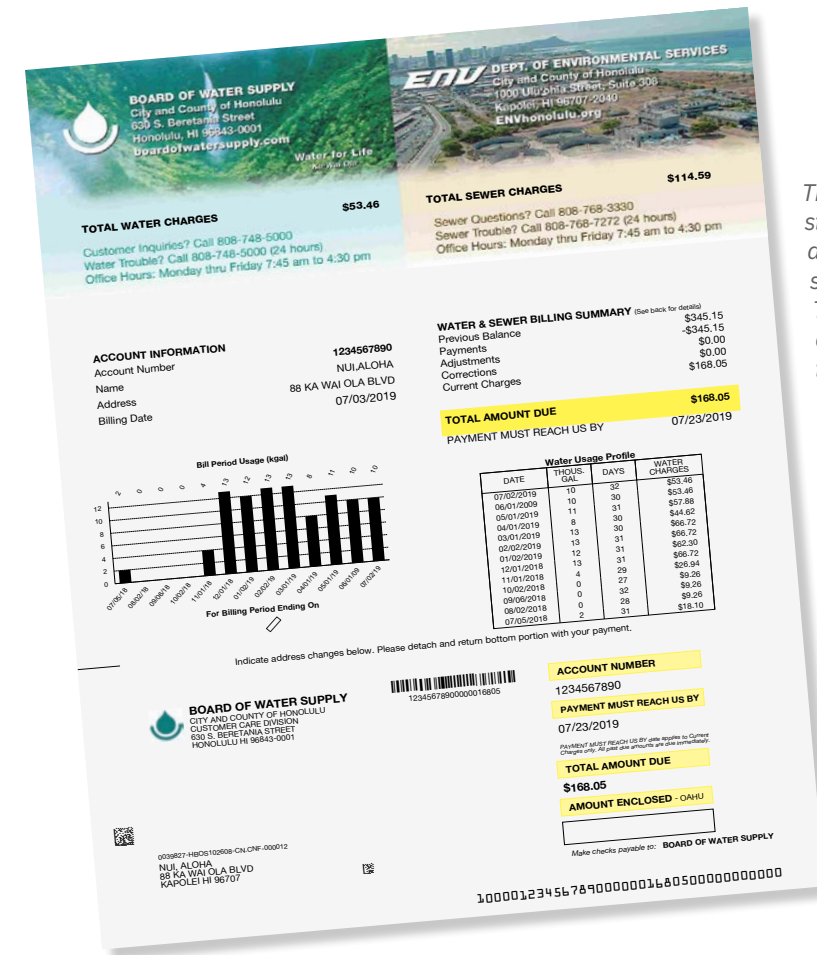
Safe, dependable, and affordable water, now and into the future



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Summer 2019

New Rates: How To Read Your New Water Bill




The new rate structure will not affect the front side of your bill. The front side of all bills, such as this example for a single-family residential customer, will look the same as before.

or 3/4" and will have the lowest monthly customer charge.

- A NEW Essential Needs rate tier for the first 2,000 gallons of water used each month for basic indoor water needs, such as drinking, cooking, and personal hygiene. All residential customers get this rate, which is below the actual cost to serve them.
- Adjusted rate tiers to encourage water conservation.
- For owners of a private fire protection system, there will now be a monthly fire meter standby charge, based on the size of the fire meter, instead of a charge for incidental water use.

Going forward, you will be billed for your water services at the new rate structure. This guide illustrates important changes to your billing statement resulting from the new rates and new rate tiers. Please take a few minutes to review this guide that explains the various parts of your combined water-and-sewer bill.

The same detailed information on adjustments, payments, and balances will continue to be presented clearly and simply on your new bill. Bill payment information and telephone numbers are also included so you can find help when you need it. If you have questions about the rates or your bill, call our customer service representatives for assistance at 748-5030 or email us at customerservice@hbws.org. To learn more about our new rates, please visit our website at www.boardofwatersupply.com/waterrates.


 ERNEST Y.W. LAU, P.E.
 Manager and Chief Engineer

Dear Valued Customer:
 The Board of Water Supply (BWS) is implementing new rates and a new rate structure for residential users as of July 1, 2019. The changes allow the BWS to more equitably recover the cost to provide water for each type of customer, such as single-family residential, multi-unit residential, non-residential, etc. The new rate structure also rewards those who conserve and use less water.
 The new water rates and rate tiers based on usage will be applied to your bill once

your billing period begins on or after July 1, 2019. The majority of BWS customers will see these changes reflected in their bill for the first time starting with the August 2019 bill.

Some of the significant changes are:

- A monthly "Customer Charge" that replaces the former "Billing Charge." The monthly Customer Charge is now based on each customer's meter size, as larger meters require more resources for maintenance and repair. Most single-family homes have meters that are 5/8"



JULY 2019 SINGLE FAMILY RESIDENTIAL BILL DETAIL

A. Recap

Your previous balance before current charges

B. Billing Period

Reflecting the start and end dates for metered water usage

- **July 2019 bill**
Billing period starts before July 1
- **August 2019 bill**
Billing period starts on or after July 1

C. Water Rates & Charges

Detailed monthly water charges and rates

- **July 2019 bill**
Water charges based on former rate tiers
- **August 2019 bill**
Water charges based on new rate tiers

D. Monthly Charge

Assessed for the costs of meter maintenance, meter reading, billing, and other activities to provide water service, regardless if water is used

- **July 2019 bill**
"Water Billing Charge." All customers pay the same amount
- **August 2019 bill**
New "Customer Charge" based on your water meter size, as now indicated; replaces the former "Water Billing Charge"

E. Sewer Rates & Charges

Detailed monthly sewer service charges and rates

G. Total Amount Due

And the date by which your payment for the **current charges** must be received by the BWS to be on time

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
	Previous Balance		345.15
A 06/05/2019	Payment	-177.10	
06/24/2019	Payment	-168.05	
	Balance Before Current Charges		0.00
C	Meter No. 02218955 Curr Rdg: 94.000 Prev Rdg: 84.000 Cons: 10.000 thousand gals		
	Single Family Water Charges 06/02/2019 to 07/02/2019		
D	Tier 1 = 10 Kgal @ \$4.42	44.20	
	Water Billing Charge	9.26	
	Total Water Charges		53.46
E	Single Family Sewer Charges 06/02/2019 to 07/02/2019		
	Water Irrigation Factor - 2 Kgal @ \$0	0.00	
	Sewer Volume Charge - 8 Kgal @ \$4.63	37.04	
	Sewer Base Charge for 1 Units	77.55	
	Total Sewer Charges		114.59
G	TOTAL AMOUNT DUE		\$168.05
	PAYMENT MUST REACH US BY 07/23/2019		

Please note: If your billing period spans the months of June and July 2019, water usage will be charged at the old rate schedule, including the billing charge. When your billing period starts on or after July 1, 2019, your water usage will be charged at the new rate schedule.

NEW AUGUST 2019 SINGLE FAMILY RESIDENTIAL BILL DETAIL

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
	Previous Balance		168.05
A 07/18/2019	Payment	-168.05	
	Balance Before Current Charges		0.00
C	Meter No. 02218955 Curr Rdg: 105.000 Prev Rdg: 94.000 Cons: 11.000 thousand gals		
	Single Family Water Charges 07/03/2019 to 08/04/2019		
D	Tier 1 = 2 Kgal @ \$3.79	7.58	
	Tier 2 = 4 Kgal @ \$4.46	17.84	
	Tier 3 = 5 Kgal @ \$5.06	25.30	
	Customer Charge at Meter Size 5/8 inch	10.42	
	Total Water Charges		61.14
E	Single Family Sewer Charges 07/03/2019 to 08/04/2019		
	Water Irrigation Factor - 2 Kgal @ \$0	0.00	
	Sewer Volume Charge - 9 Kgal @ \$4.63	41.67	
	Sewer Base Charge for 1 Units	77.55	
	Total Sewer Charges		119.22
G	TOTAL AMOUNT DUE		\$180.36
	PAYMENT MUST REACH US BY 08/26/2019		

THE BOTTOM HALF OF EACH BILL DETAIL PAGE IS THE SAME

PAYING YOUR BILL

- By mail using the enclosed envelope.
 - By Automatic Bill Payment from your checking or savings account.
 - Online at www.boardofwatersupply.com.
 - In person at our office or our night deposit box at 630 S. Beretania Street.
 - At any Satellite City Hall. Call 808-768-3798 for locations.
 - Over the phone with a credit card. Call 808-748-5020.
- There is a charge for all dishonored payments.

ESTIMATED

If a meter cannot be read, an estimated bill will be sent. To avoid this, please do not obstruct the meter.

WATER BILLING CHARGE

Monthly charges assessed for the costs of metering, meter reading, billing, and other activities to furnish water service, regardless if water is used.

MOVING/VACATING

All water and sewer charges are your responsibility until you notify us to close your account.

NOT PAYING YOUR BILL ON TIME

If payment is not received by the stated due date, water service may be disconnected. If your service is turned off for non-payment, you may be required to pay your bill in full, plus a reactivation charge, before your water is restored.

DIRECT LINE NUMBERS BOARD OF WATER SUPPLY

Main Line 808-748-5000
(Monday - Friday, 7:45am - 4:30pm)
Customer Care 808-748-5030
Water Trouble 808-748-5000 (24 Hours)
Tips for Efficient Water Use... 808-748-5041

DEPARTMENT OF ENVIRONMENTAL SERVICES

Sewer Questions 808-768-3330 (Monday - Friday, 7:45am - 4:30pm)
Sewer Trouble 808-768-7272 (24 Hours)

FOLLOW US ON SOCIAL MEDIA

Facebook.com/BWSHonolulu and Twitter @BWSHonolulu

To ensure proper credit to your account, do not punch holes, staple, fold or mutilate this form. Thank you.
Please make sure the address appears in the envelope window.

NEW AUGUST 2019 MULTI-UNIT RESIDENTIAL BILL DETAIL

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
	Previous Balance		2,259.81
A 07/30/2019	Payment	-2,259.81	
	Balance Before Current Charges		0.00
C	Meter No. 98070309 Curr Rdg: 607.000 Prev Rdg: 485.000 Cons: 122.000 thousand gals		
	Multi-Family Water Charges 07/08/2019 to 08/05/2019		
D	Tier 1 - 36 Kgals @ \$3.70	133.20	
	Tier 2 - 36 Kgal @ \$4.35	156.60	
	Tier 3 - 50 Kgal @ \$4.95	247.50	
	Customer Charge at Meter Size 2 inch	38.81	
	Total Water Charges		576.11
E	Multi Family Sewer Charges 07/08/2019 to 08/05/2019		
	Water Irrigation Factor - 24 Kgal @ \$0	0.00	
	Sewer Volume Charge - 98 Kgal @ \$4.63	453.74	
	Sewer Base Charge for 18 Units	959.76	
	Total Sewer Charges		1,413.50
G	TOTAL AMOUNT DUE		\$1,989.61
	PAYMENT MUST REACH US BY 08/27/2019		

NEW AUGUST 2019 NON-RESIDENTIAL BILL DETAIL

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
	Previous Balance		1,214.54
A 07/17/2019	Payment	-1,214.54	
	Balance Before Current Charges		0.00
C	Meter No. 11060361 Curr Rdg: 18984.000 Prev Rdg: 18698.000 Cons: 286.000 thousand gals		
	Non-Residential Rate Charges 07/04/2019 to 08/01/2019		
D	Water Charge = 286 Kgal @ \$5.01	1,432.86	
	Customer Charge at Meter Size 1-1/2 inch	15.23	
	Total Water Charges		1,448.09
F	Meter No. 02224869 Curr Rdg: 44.000 Prev Rdg: 44.000 Cons: 0.000 thousand gals		
	Automatic Fire Sprinkler Charges 07/03/2019 to 07/31/2019		
	Fire Meter Standby Charge at Meter Size 8 inch	47.83	
	Total Current Charges		47.83
G	TOTAL AMOUNT DUE		\$1,495.92
	PAYMENT MUST REACH US BY 08/25/2019		

NEW AUGUST 2019 AGRICULTURE BILL DETAIL

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
	Previous Balance		117.75
A 07/29/2019	Payment	-117.75	
	Balance Before Current Charges		0.00
C	Meter No. 90060028 Curr Rdg: 21362.000 Prev Rdg: 21312.000 Cons: 50.000 thousand gals		
	Agriculture Rate Charges 07/04/2019 to 08/01/2019		
D	Tier 1 = 2 Kgal @ \$3.79	7.58	
	Tier 2 = 4 Kgals @ \$4.46	17.84	
	Tier 3 = 44 Kgals @ \$1.95	85.80	
	Customer Charge at Meter Size 1-1/2 inch	15.23	
	Total Water Charges		126.45
G	TOTAL AMOUNT DUE		\$126.45
	PAYMENT MUST REACH US BY 08/25/2019		

A. Recap

Your previous balance before current charges

B. Billing Period

Reflecting the start and end dates for metered water usage

C. Water Rates & Charges

Detailed monthly water charges and rates

- **August 2019 bill**
Please note new rate tiers

D. Monthly Charge

Assessed for the costs of meter maintenance, meter reading, billing, and other activities to provide water service, regardless if water is used

- **August 2019 bill**
New "Customer Charge" based on your water meter size, as now indicated; replaces the former "Water Billing Charge"

E. Sewer Rates & Charges

Detailed monthly sewer service charges and rates

F. Automatic Fire Sprinkler Charge

Monthly charge for fire meter maintenance costs based on the fire meter size (replaces the charge for incidental use)

G. Total Amount Due

And the date by which your payment for the **current charges** must be received by the BWS to be on time

Please note that the changes discussed here refer only to the **water portion of your bill**. Questions regarding sewer rates & charges should be directed to the City's Department of Environmental Services at 768-3330 or via envsewerinfo@honolulu.gov.