



WATER MATTERS

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

Volume 9 - Issue 1

March 2022

Red Hill Updates Available Online



The H-201 Moanalua Freeway in the foreground, descends into Halawa Valley from Red Hill. The Red Hill fuel tanks are buried inside the hillside, just 100 feet above Oahu's pure water source.

In early December, out of an abundance of caution due to reports by the Navy regarding contamination of its Red Hill well, the Board of Water Supply (BWS) shut down three nearby water sources to prevent further spread of the fuel or contamination of its own supplies. One of those sources, Halawa Shaft, is one of the largest BWS sources on Oahu.

The BWS will make up 20% of Honolulu's water supplied by Halawa Shaft by using other sources. We are working to minimize any impacts to our ability to provide reliable water service and, as always, we ask water users to be as water efficient as possible. The BWS will monitor water demand closely and, if necessary, will ask for the public's help to further conserve water.

The BWS has a special page on our website, www.boardofwatersupply.com/redhill to keep Oahu water users updated on the issue.

Users can find the latest information about the State Department of Health's emergency order to defuel the Red Hill underground storage tanks, ongoing testing of the three BWS sources, BWS news releases and statements on the issue, frequently asked questions, and helpful links to other involved agencies.

Your Water Is Safe To Drink

The BWS is sure that the water it serves to its customers has NOT been contaminated and compromised by the Navy's Red Hill situation. Here is why:

- 1) The Navy drinking water system and the BWS drinking water system are isolated from each other.
- 2) All municipal drinking water sources are regularly tested according to EPA-mandated protocols and must meet or exceed all requirements for safe drinking water.
- 3) Since 2014, in addition to all the EPA-mandated drinking water testing, the BWS has performed extra testing at sources nearby the Red Hill fuel tanks. This extra testing is intended to detect any potential contamination before it impacts the municipal water supply. For the past eight years, the BWS has not detected any contamination from the Red Hill fuel tanks in any nearby municipal drinking water source.

So not only are the systems isolated from each other, but both regular EPA testing and extra BWS testing of the sources near Red Hill confirm that municipal drinking water around the island remains uncontaminated and safe to drink.

Option to Pay Water Bills at the Bank Ends Feb. 28

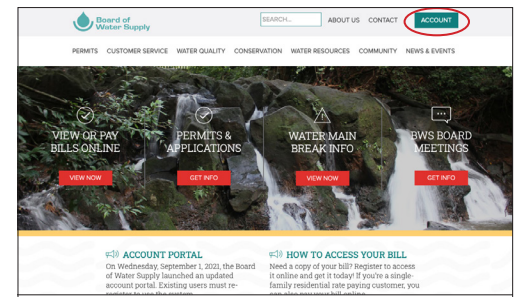
Have you been paying your water bill at Bank of Hawaii (BOH)? If you have, please note that the BWS contract for BOH services will end soon and, with that, so does the option to pay your water bill at the bank. The last day for customers to pay their water bill at the bank is Feb. 28, 2022. After that, bank payment is not an option.

BWS customers are asked to use other bill payment options instead:

- By mail, using the address on the payment stub (must enclose payment stub)
- Online at www.boardofwatersupply.com*
- Call (808) 748-5000, option 2, to use our 24/7 Pay by Phone service or to speak with customer service staff during business hours*
- Automatic bill payment from your checking or savings account
- At the BWS lobby or the BWS night deposit box at 630 South Beretania Street
- At any Satellite City Hall (must have payment stub)

For more information about these bill payment options, visit the BWS website at www.boardofwatersupply.com/payment or contact BWS staff via phone at (808) 748-5000, option 2, or via email at customerservice@hbws.org.

*BWS accepts Visa, MasterCard, or Discover credit and debit card payments for only single-family residential accounts and does not charge a card processing fee.



If We Each Save a Little Water, Together We Can Save a Lot

As we make our way through spring and into summer, let's work together to help keep Oahu's water demand from exceeding available supply. Cutting water waste by making small lifestyle changes can help reduce your household water use and contribute to a larger islandwide effort to keep our groundwater resources sustainable.

Here are some Board of Water Supply programs which encourage customers to conserve water:

WaterSensible

Residential rebates

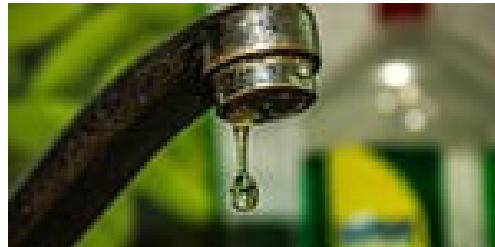
The Board of Water Supply offers rebates to residential customers who purchase and install a qualifying clothes washer, rain barrel, or weather-based irrigation controller.

More information and rebate forms are at www.boardofwatersupply.com/rebates.

7 Easy Ways to Save Water

1. Water lawns just 1-2 times a week.
2. Don't water lawns between 9 AM and 5 PM
3. Check for plumbing leaks
4. Install water-efficient fixtures
5. Take shorter showers
6. Put a nozzle on your garden hose
7. Don't let the faucet run and run

More information on each is online at boardofwatersupply.com/7ways.



Take control of your water usage

Get a better understanding of your home uses water, how your usage compares with similar users in your community, and what your household can do to improve water efficiency when you subscribe to WaterSmart.

WaterSmart is a free online program that provides BWS customers access to detailed online and mobile water use data to encourage them to take control of their water usage. It also offers recommendations, based on how each customer consumes water at their home, to make their usage more efficient.

Visit www.honolulu.watersmart.com to sign up. You can also opt to receive alerts for high water use, which could indicate a leak.

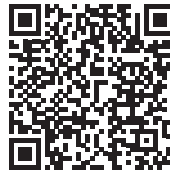
Remember, if each save a little water, then together we can save a lot!

We're Hiring: Work at BWS!



- Customer Care - Civil Engineers - Mechanical Engineers - Finance - Information Technology
- Trades Apprentices - Clerical - Hydrogeologists - Microbiologists - Data Processing
- Systems Analysts - Listings Updated Continuously

Visit the City and County of Honolulu Department of Human Resources at www.honolulu.gov/hr or submit a resume with your detailed work experience to bwshr@hbws.org.



Scan this code to get a list of current BWS openings on the City and County of Honolulu HR website.

More information at www.boardofwatersupply.com/jobs

THERE IS NO SUBSTITUTE FOR PURE WATER

Waiwai

The Source for Water Updates



Get the latest from the BWS!

Get the latest updates on Red Hill and Board of Water Supply initiatives to protect Oahu watersheds via our new email newsletter. More info at:

www.boardofwatersupply.com

First issue at: hbws.me/waiwai



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