



STAKEHOLDER ADVISORY GROUP

Board of Water Supply, City & County of Honolulu
October 19, 2023
Meeting 48

WELCOME & INTRODUCTIONS

DAVE EBERSOLD, FACILITATOR

STAKEHOLDER ADVISORY GROUP MEETING 48

OCTOBER 19, 2023



MEETING OBJECTIVES

- Discuss BWS Customer Satisfaction Survey
- Accept notes from meeting #47
- Review detailed water rate proposal and public outreach activities
- Provide BWS updates



PUBLIC COMMENT ON AGENDA ITEMS





WARD RESEARCH
I N C O R P O R A T E D

Understanding and Tracking Resident Perceptions of the Board of Water Supply

Prepared for:

The Board of Water Supply

April 2023

Objectives and Methodology

- Objective: Track measures of satisfaction & other key metrics related to perceptions of the Board of Water Supply and fulfillment of its mission.
- 5th wave of tracking study. Baseline conducted in 2015; studies every 2 years.
- Mixed methodology phone/online survey
- n=388 surveys online (March 18 to 31, 2023)
- n=313 surveys via telephone (March 20 to April 3, 2023).
- Total of 701 Oahu resident interviews. Maximum sampling error is +/-3.7%.
- Data weighted by age & ethnicity; allows for more accurate tracking of data given that previous data were also weighted by same standards.

2023	Unweighted	Weighted
18-24 years old	2%	9%
25-34	10	21
35-44	18	17
45-54	19	17
55-64	22	16
65 and older	28	18
Refused	1	1

2023	Unweighted	Weighted
Caucasian	20%	19%
Chinese	9	6
Filipino	9	14
Hawaiian/part-Hwn	20	20
Japanese	24	22
Mixed/Other	15	15
Refused	3	3

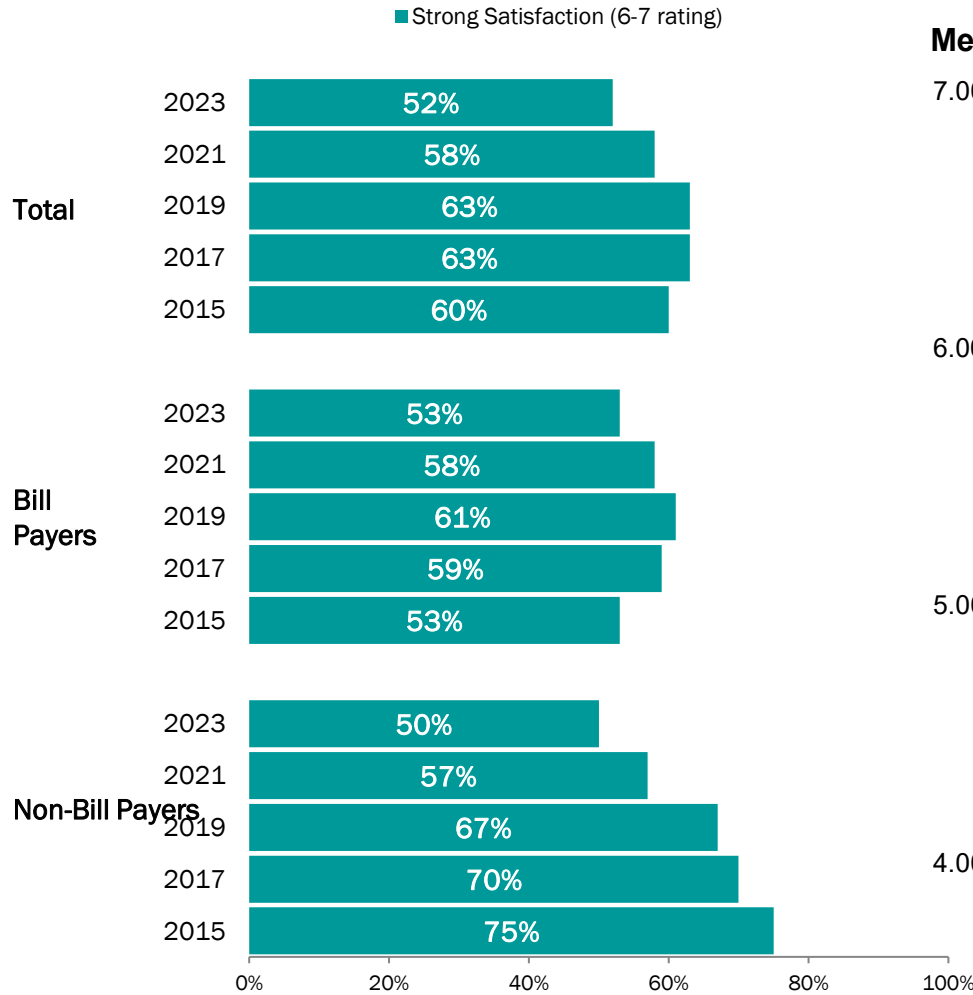
Analysis and Presentation

Notes:

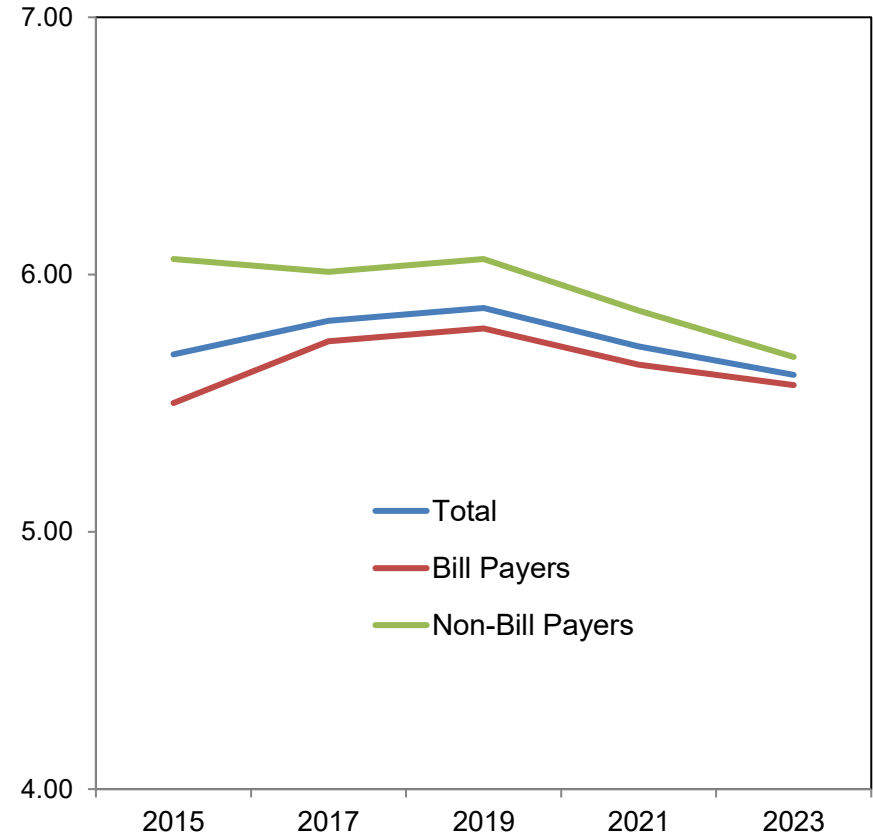
- ✓ 7-point satisfaction scale used throughout
- ✓ Focus on:
 - Top two box; 6 or 7 rating
 - Mean scores

Overall Satisfaction with the BWS

How would you rate your overall satisfaction with the Board of Water Supply?



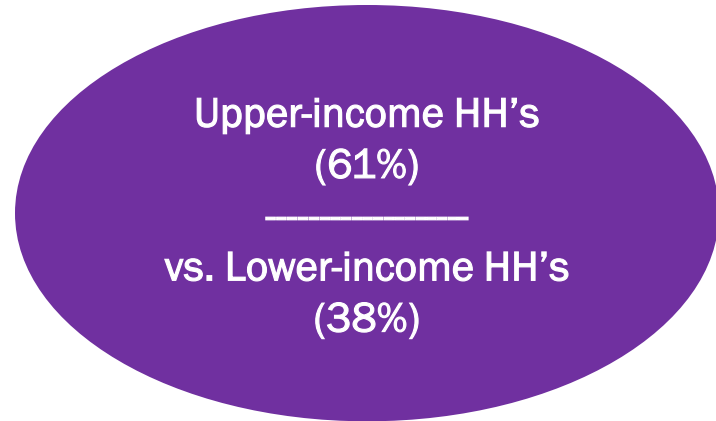
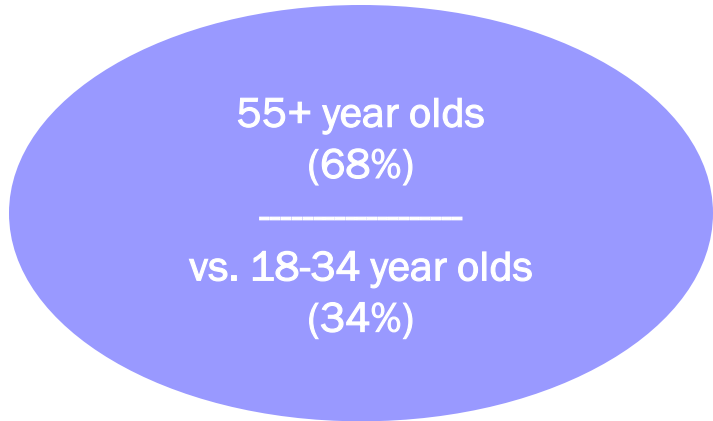
Mean Rating



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685; Bill Payers: 2023=471, 2021=423, 2019=460, 2017=472, 2015=454; Non-Bill Payers: 2023=230, 2021=252, 2019=222, 2017=214, 2015=231

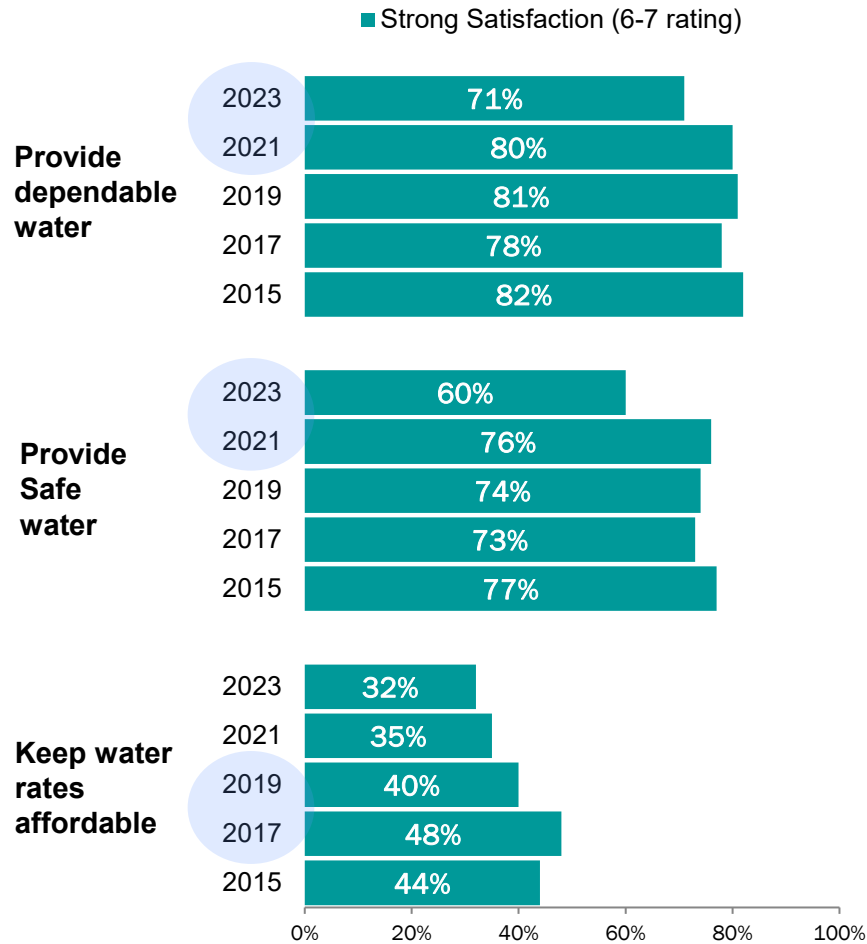
Subsample Findings

Significantly greater proportions indicated strong overall satisfaction with BWS:

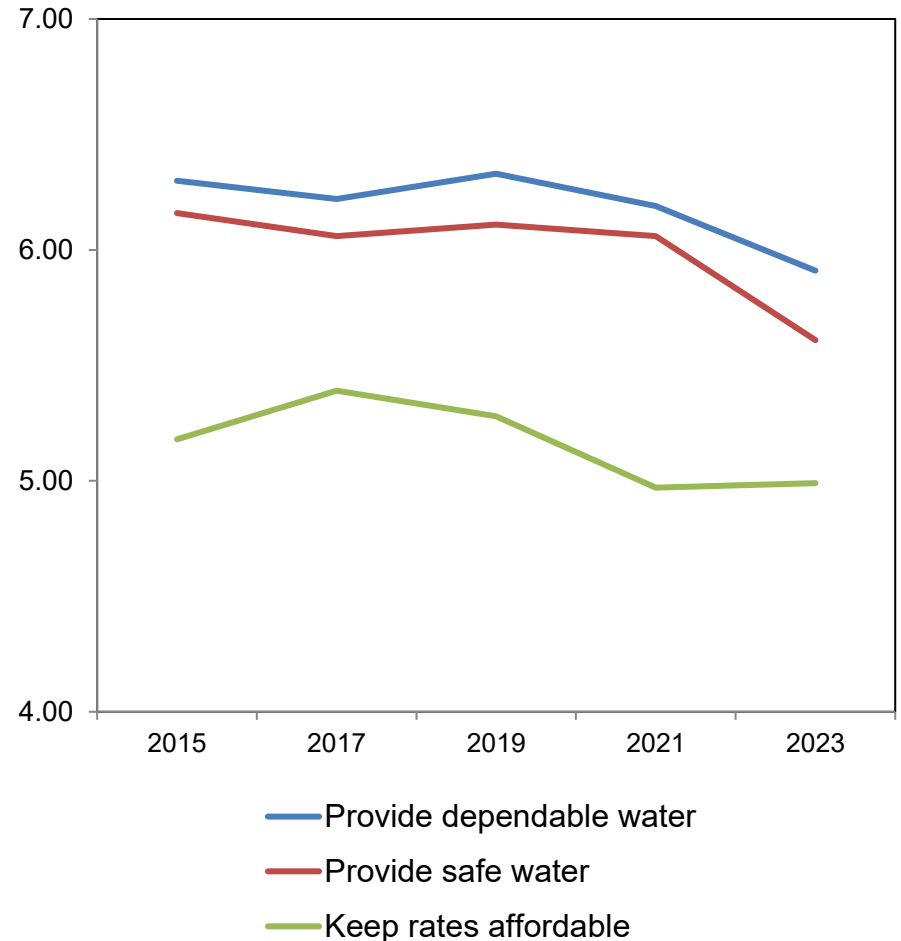


The BWS Mission

How satisfied are you with the Board of Water Supply's ability to...?



Mean Rating



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

Indicates statistically-significant differences in strong satisfaction ratings

The BWS Mission

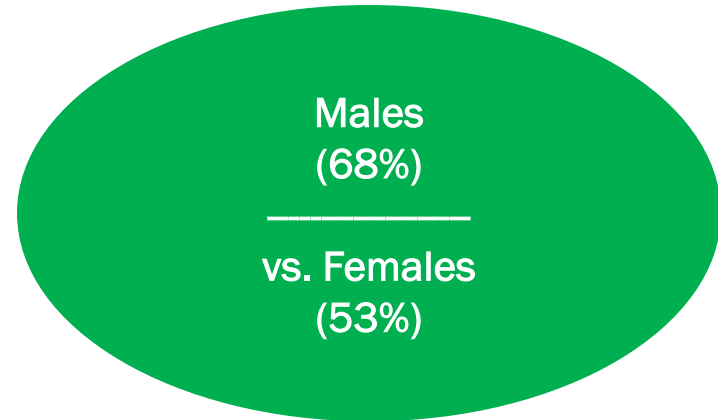
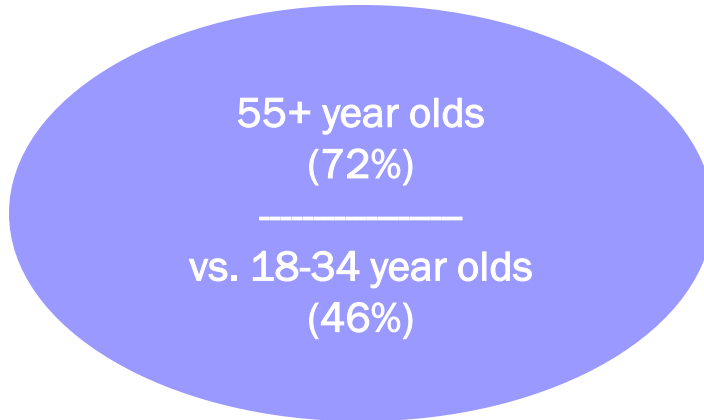
How satisfied are you with the Board of Water Supply's ability to provide safe water?

Region	6 & 7 ratings			Mean ratings			Base	
	2023	2021	+/-	2023	2021	+/-	2023	2021
Total	60%	76%	-16%	5.61	6.06	-0.45	701	675
East Honolulu	68%	71%	-3%	5.52	5.79	-0.27	89	88
Urban Honolulu	56%	79%	-23%	5.56	6.08	-0.52	182	183
Windward	72%	79%	-7%	5.78	6.36	-0.58	90	99
PC/Aiea/Moanalua*	53%	74%	-21%	5.54	5.99	-0.45	136	94
Central Oahu	69%	80%	-11%	5.79	6.19	-0.40	104	103
Ewa Plain	54%	73%	-19%	5.41	5.86	-0.45	69	70
North Shore	14%	100%	-86%	5.91	7.00	-1.09	11	6
Leeward	62%	70%	-8%	5.95	5.93	0.02	20	32

*Includes 96818, 96819, 96701, and 96782

Subsample Findings

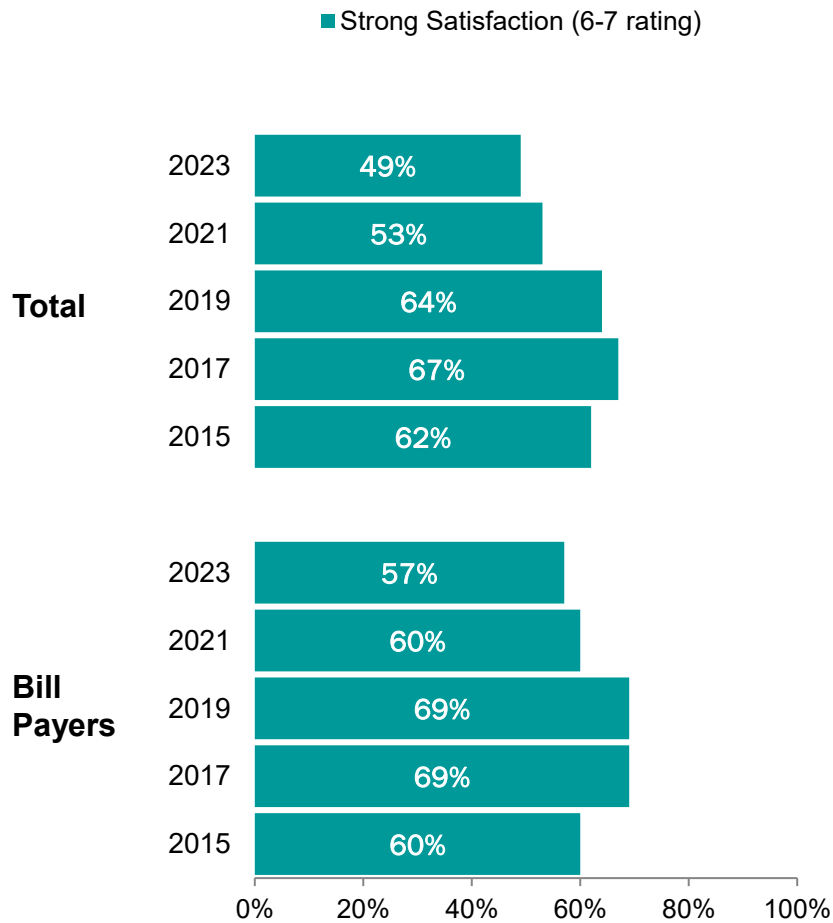
Significantly greater proportions indicated strong satisfaction with the Board of Water Supply's ability to provide safe water :



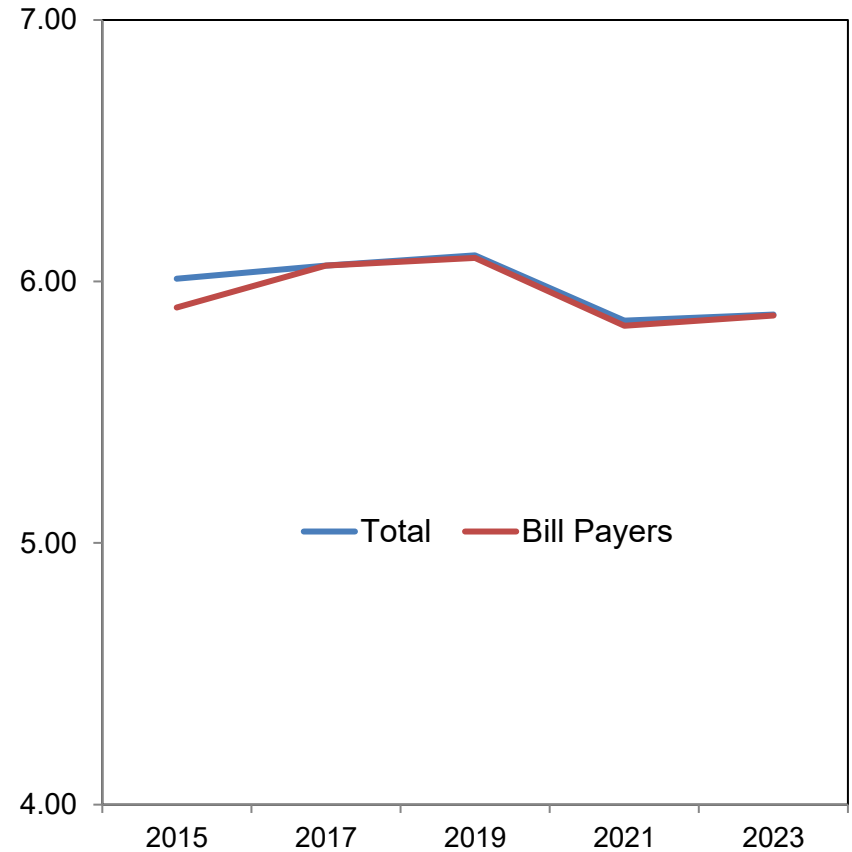
Customer Service

Satisfaction with Overall Customer Service

How would you rate your satisfaction with the Board of Water Supply in terms of overall customer service?



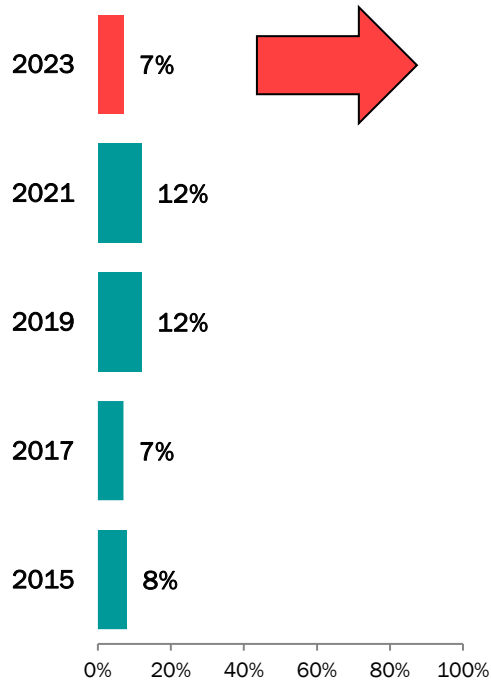
Mean Rating



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685;
 Bill Payers: 2023=471, 2021=423, 2019=460, 2017=472, 2015=454;

Contacting the BWS – Bill Payers Only

In past 6 months, have you called the Board of Water Supply about an account, billing, or payment related matter?

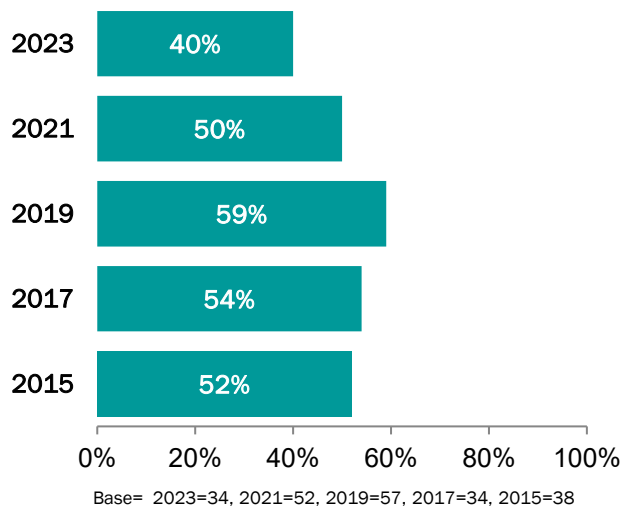


Note: Prior to 2021, question was worded "Did you contact the Board of Water Supply about a bill in the past six months?"

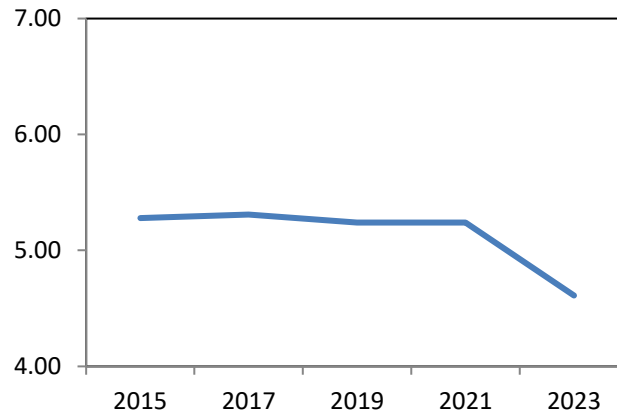
Base= Total: 2023=471, 2021=423, 2019=460, 2017=472, 2015=454

How satisfied were you with how the communication was handled?

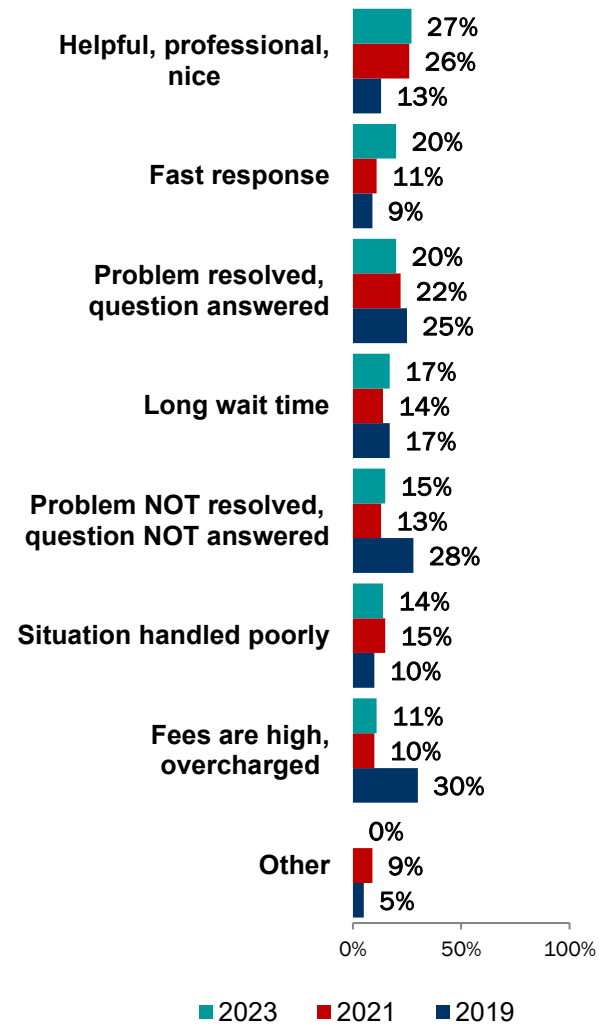
Strong Satisfaction (6-7 rating)



Mean Rating

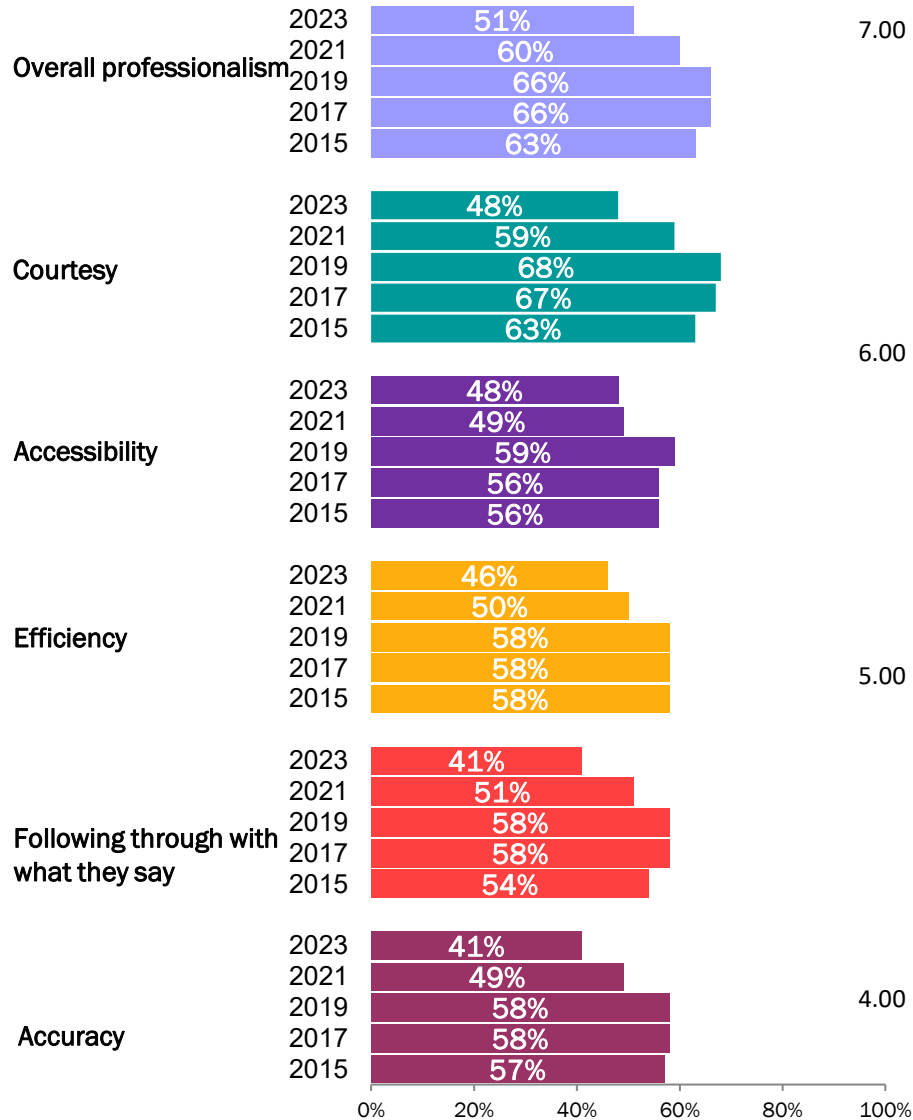


Why do you say that?

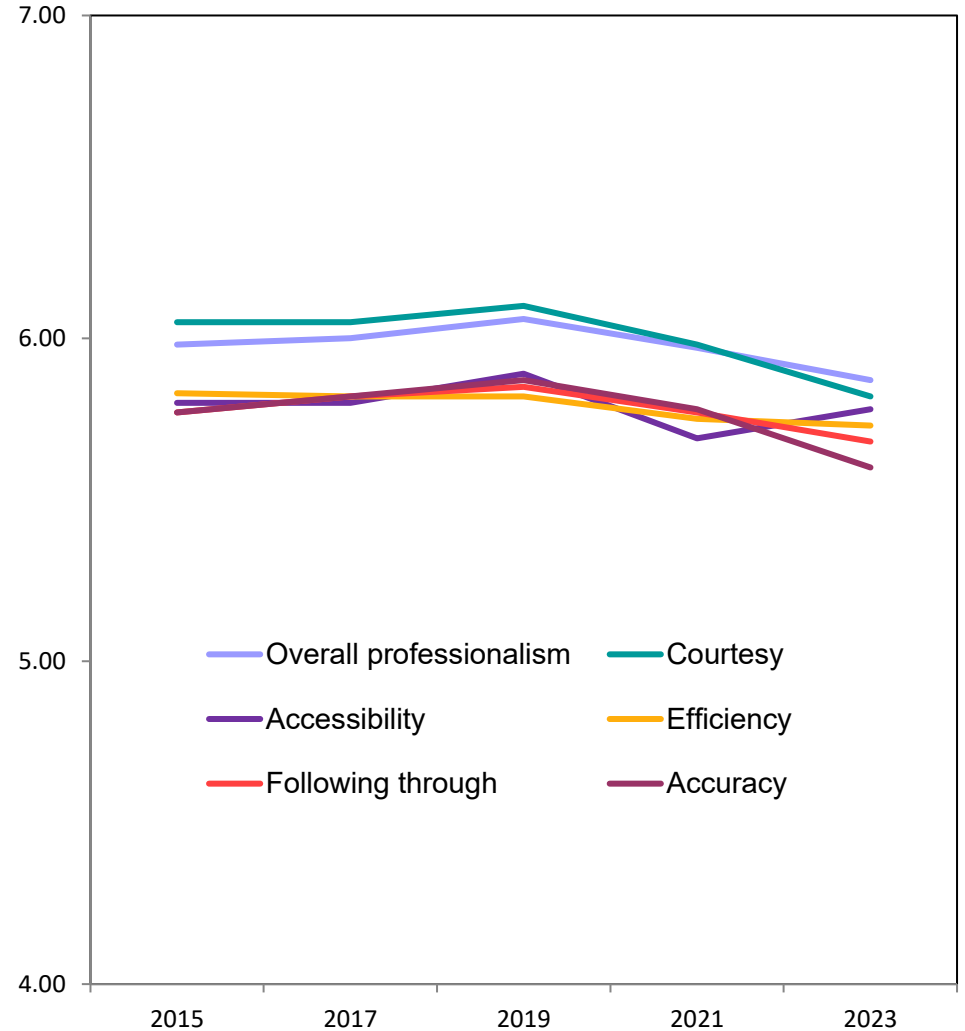


BWS Employees

Strong Satisfaction (6-7 rating)



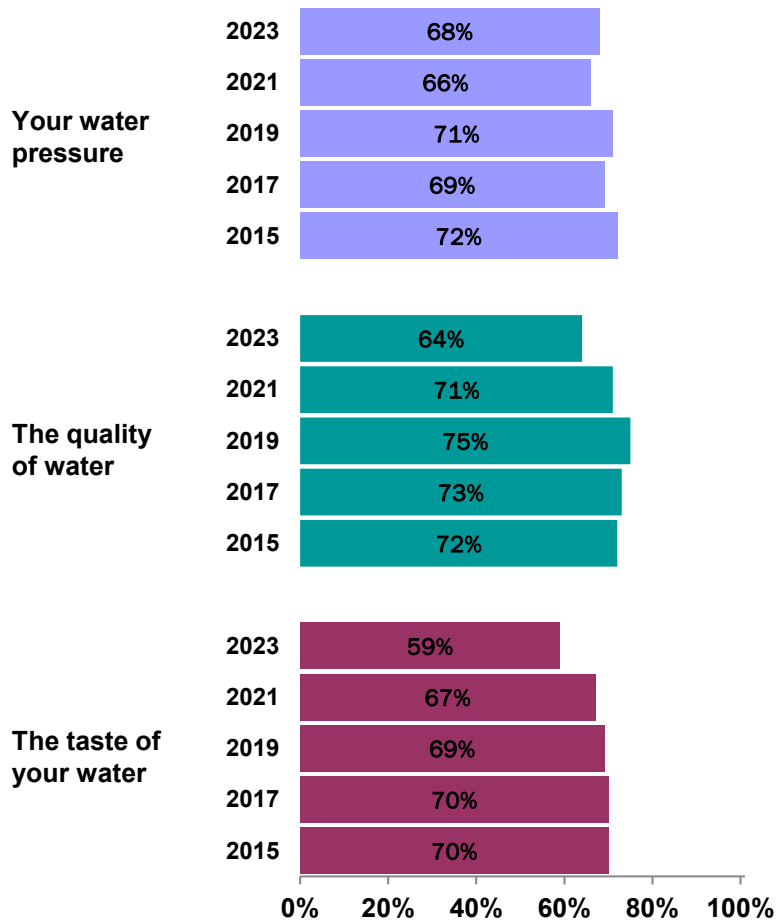
Mean Rating



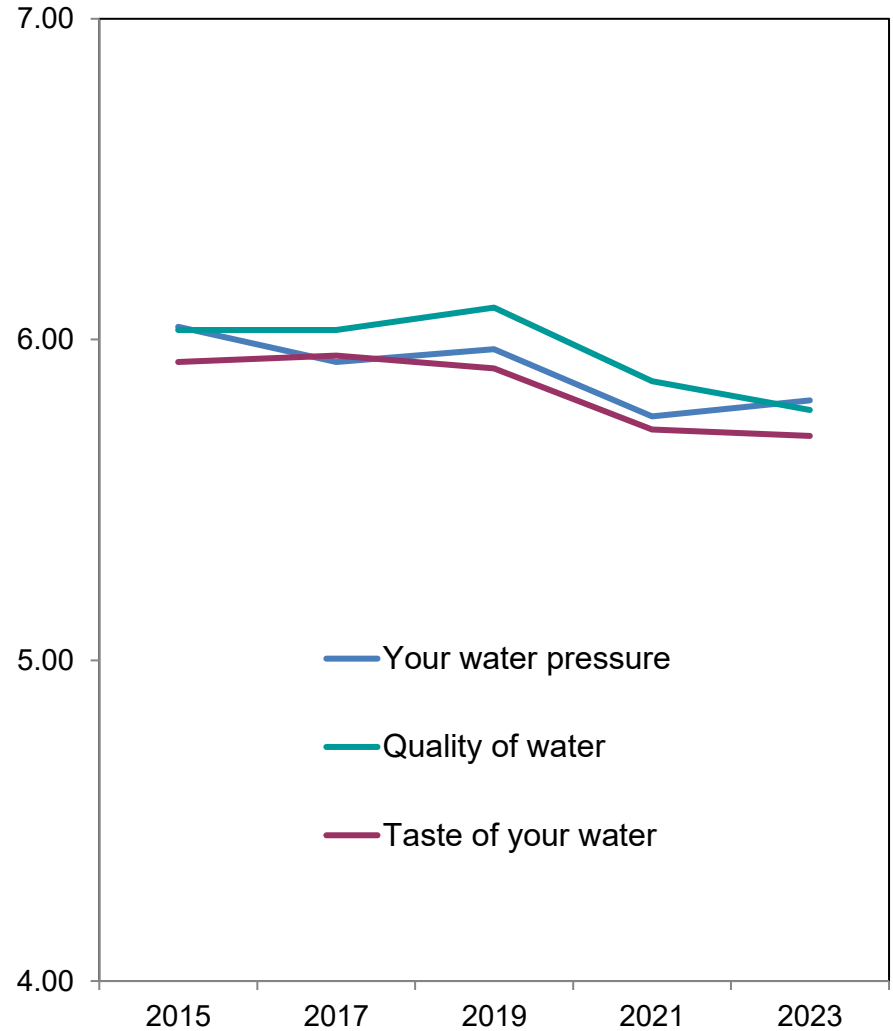
The Quality of Water and the Delivery of Water Service

The Quality of Water

How satisfied are you with:
Strong Satisfaction (6-7 rating)



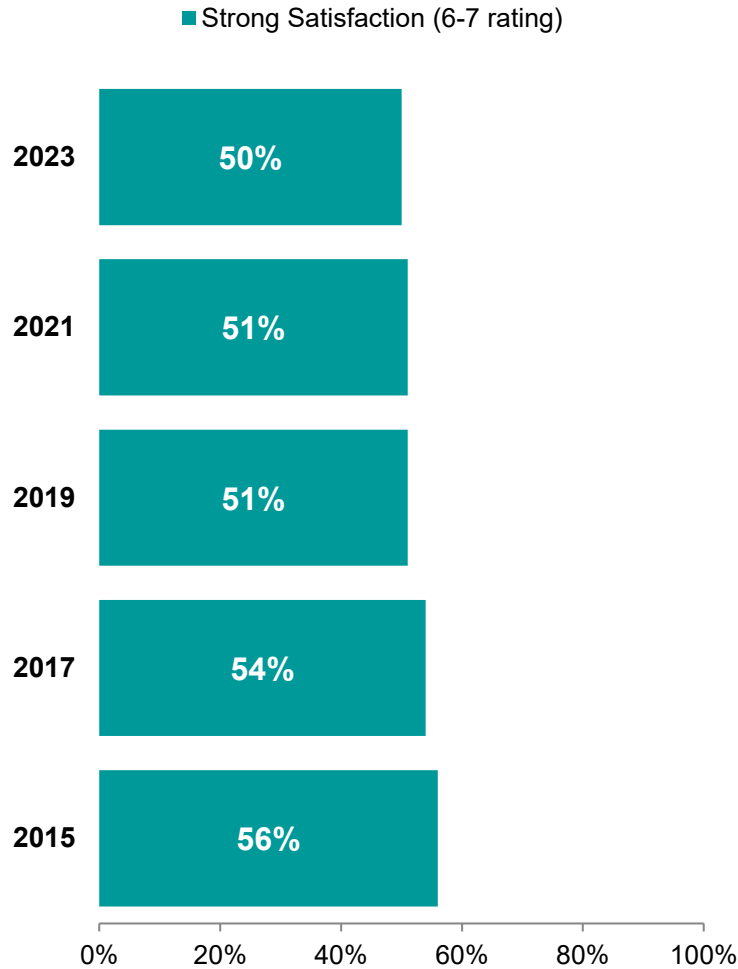
Mean Rating



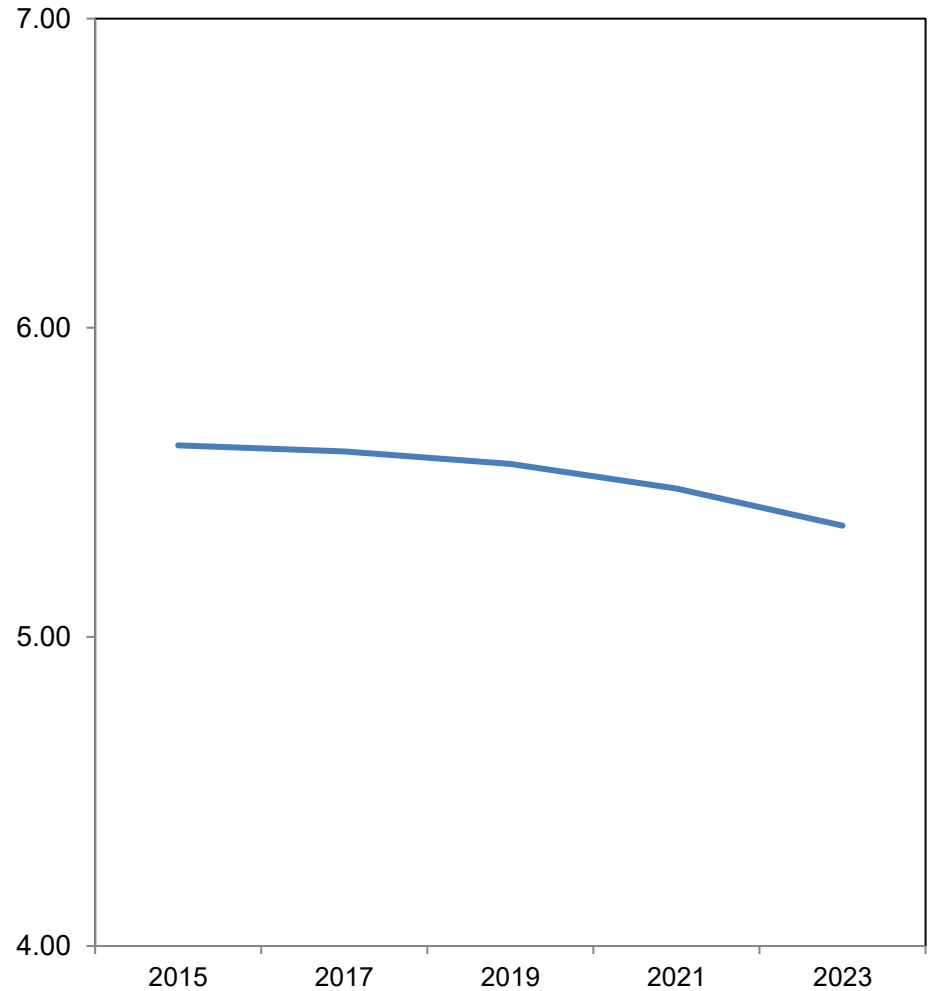
Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

Protecting and Managing Resources

How satisfied are you with the job that the Board of Water Supply is doing protecting, managing, and sustaining O'ahu's water resources?



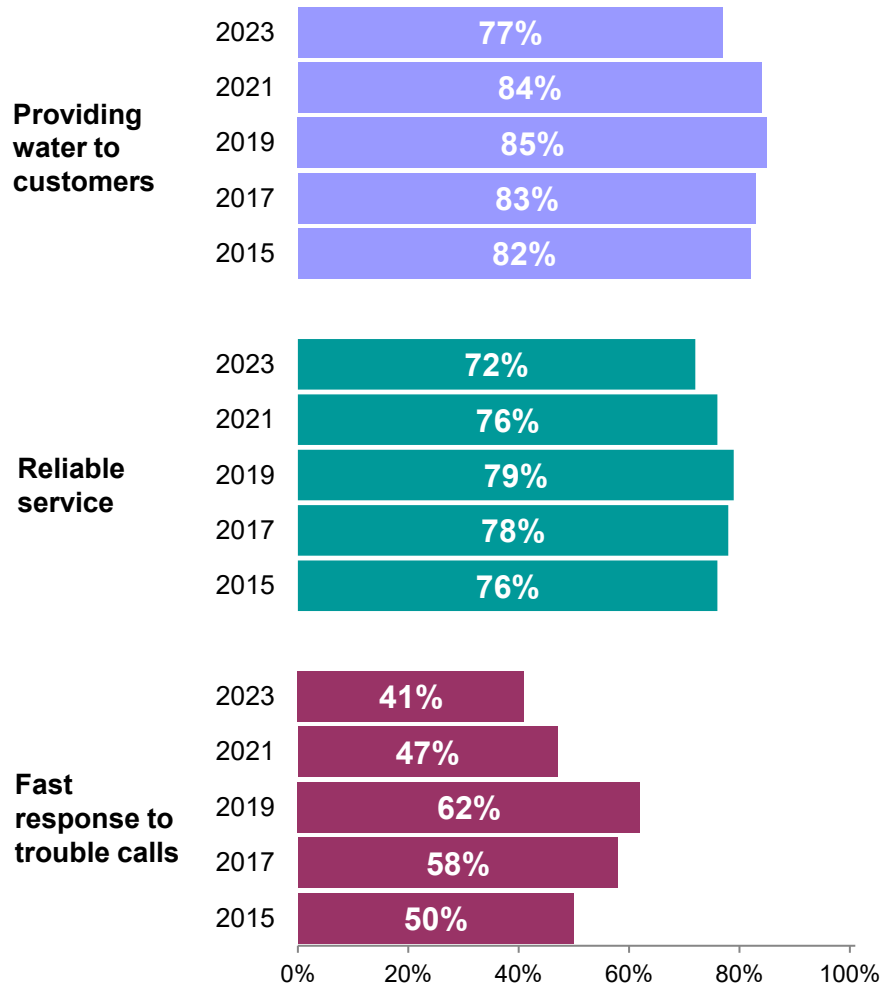
Mean Rating



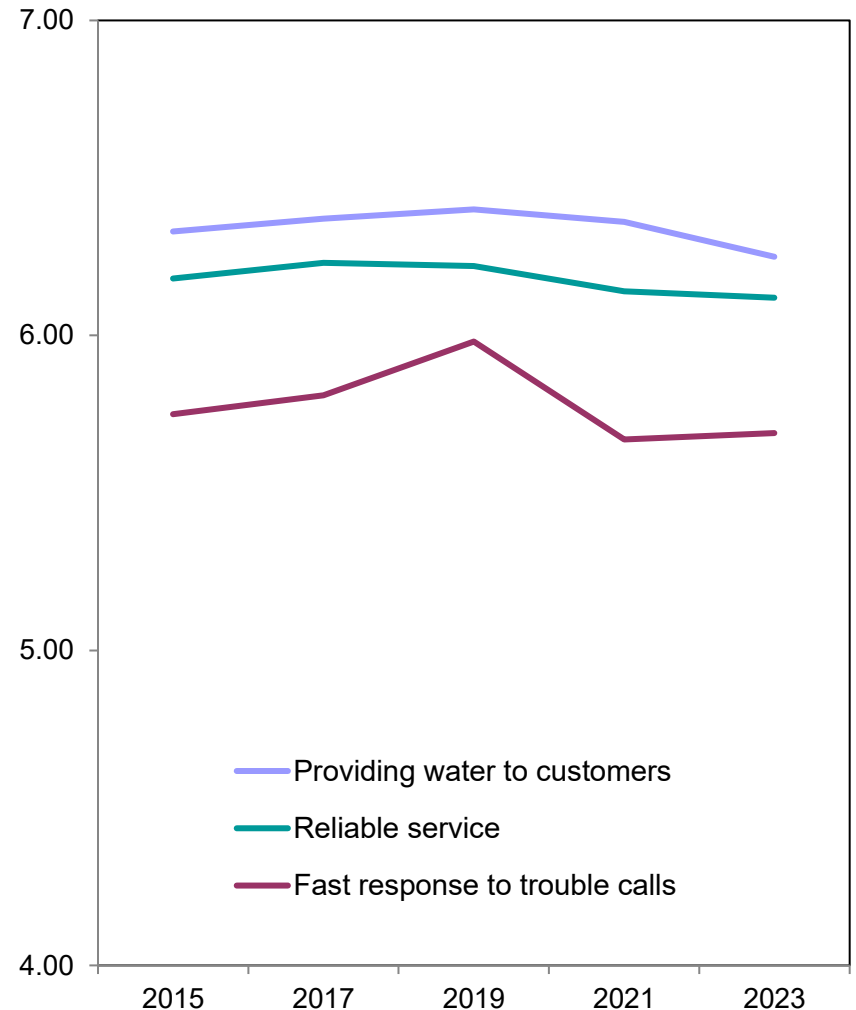
The Delivery of Water Service

How would you rate your satisfaction with the Board of Water Supply in terms of:

Strong Satisfaction (6-7 rating)



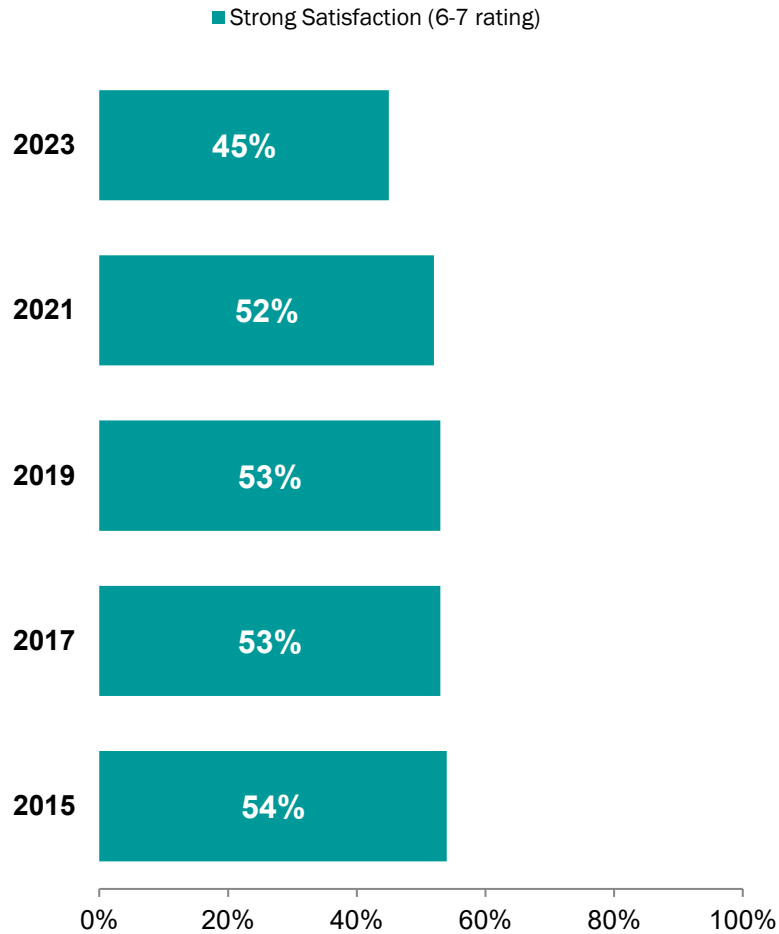
Mean Rating



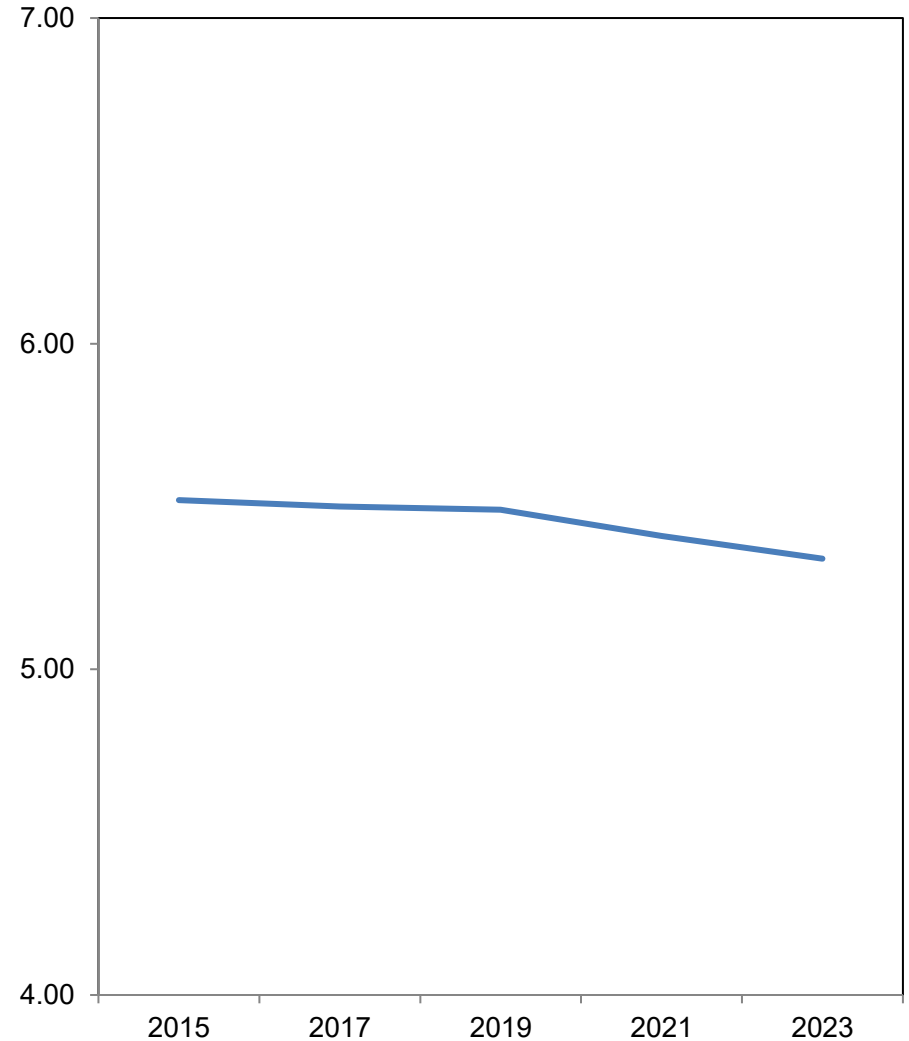
Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

Maintaining and Replacing

How satisfied are you with the job that the Board of Water Supply is doing repairing, maintaining, and replacing O'ahu's water delivery system?



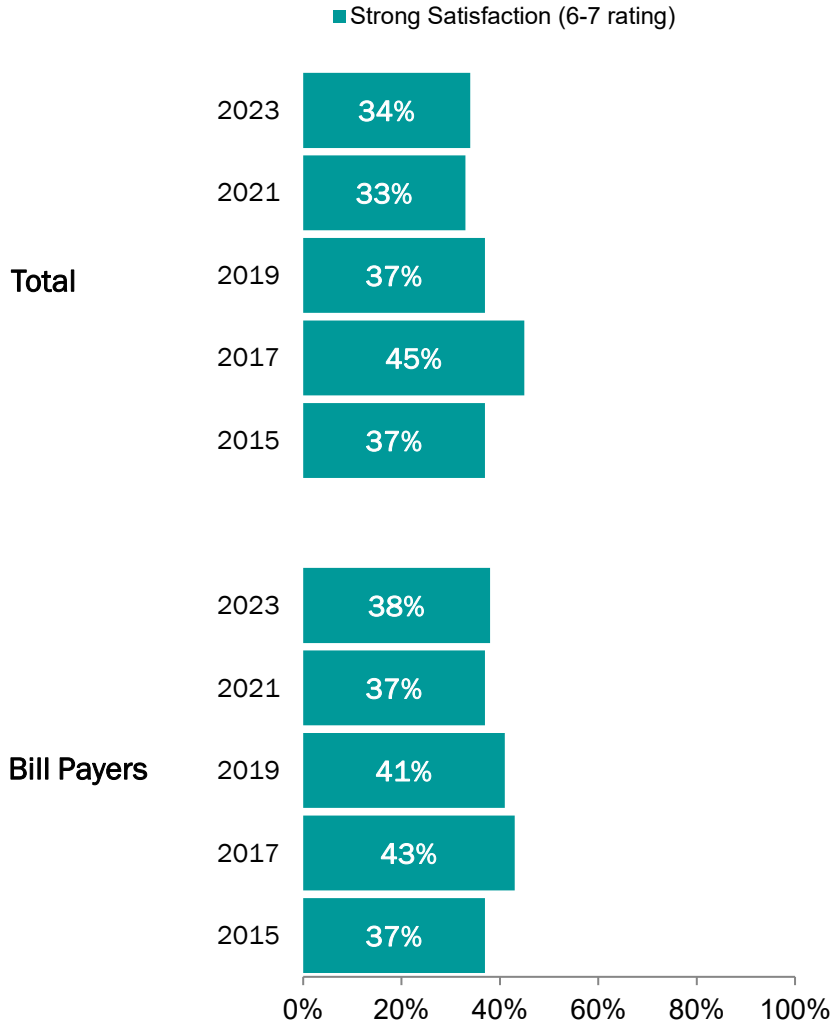
Mean Rating



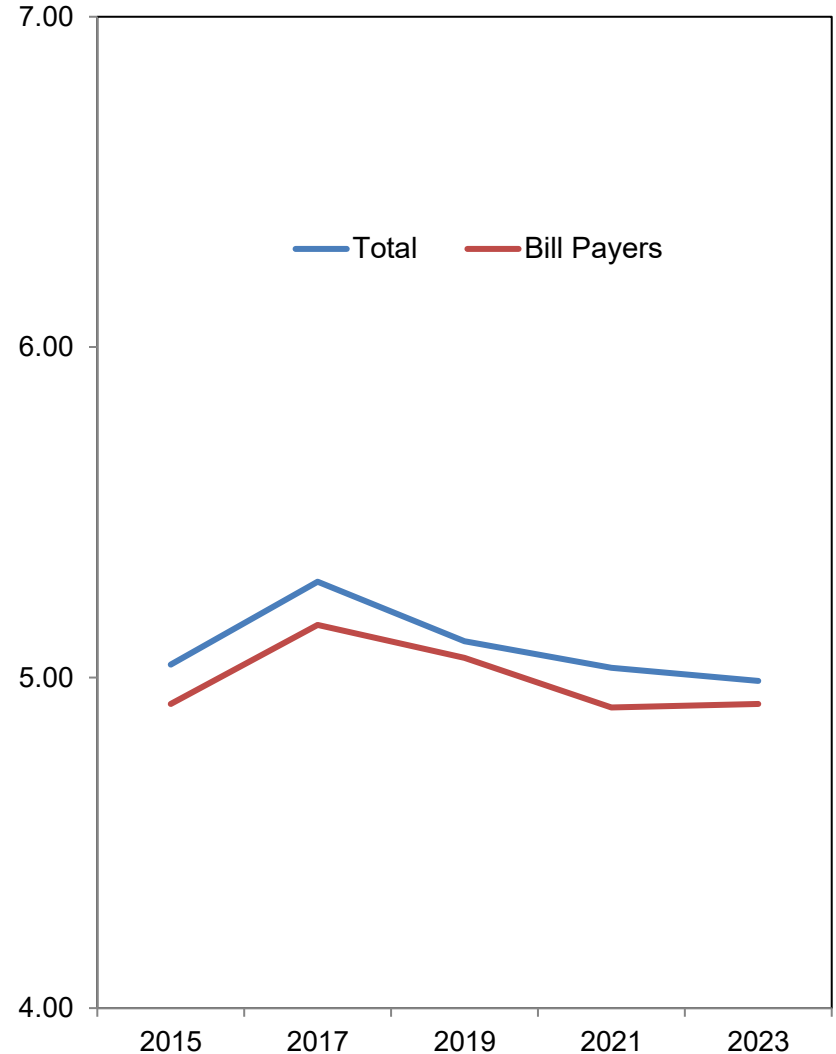
Rates, Bills, and the Cost of Water Service

Fairness of Water Rates

How would you rate your satisfaction with the Board of Water Supply in terms of fairness of water rates?

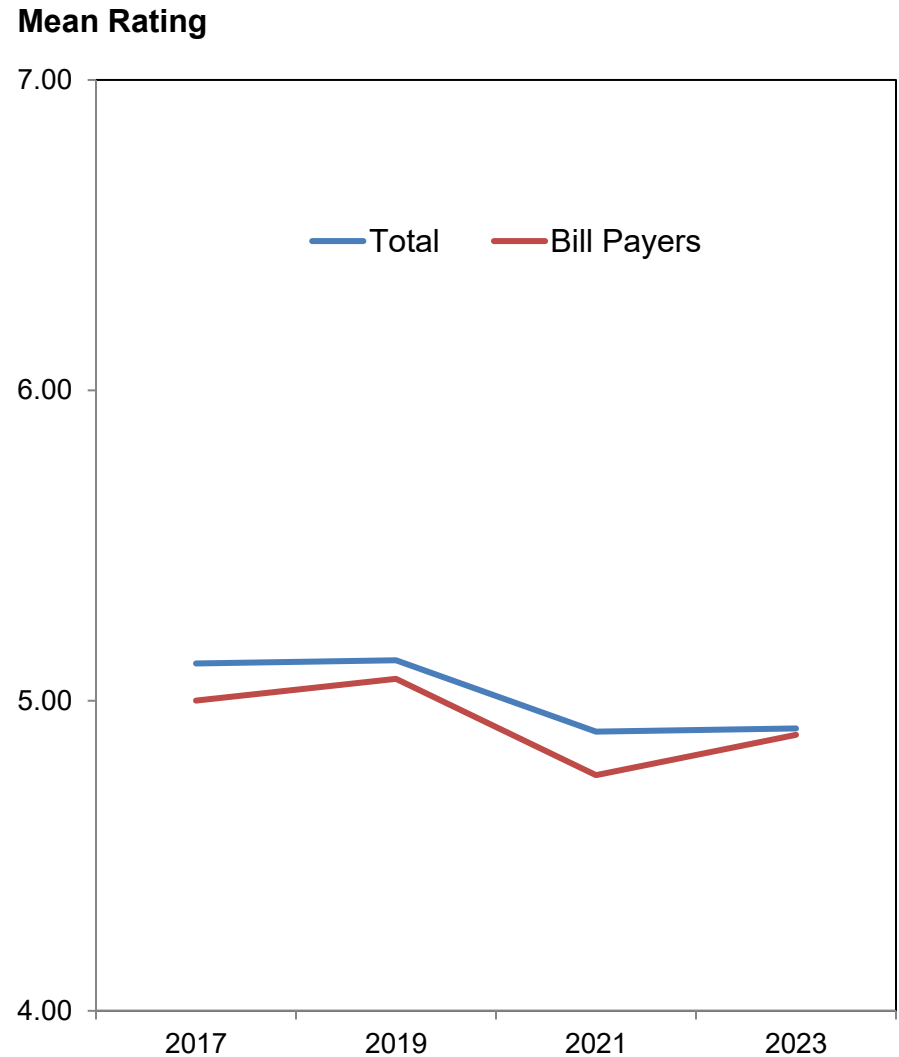
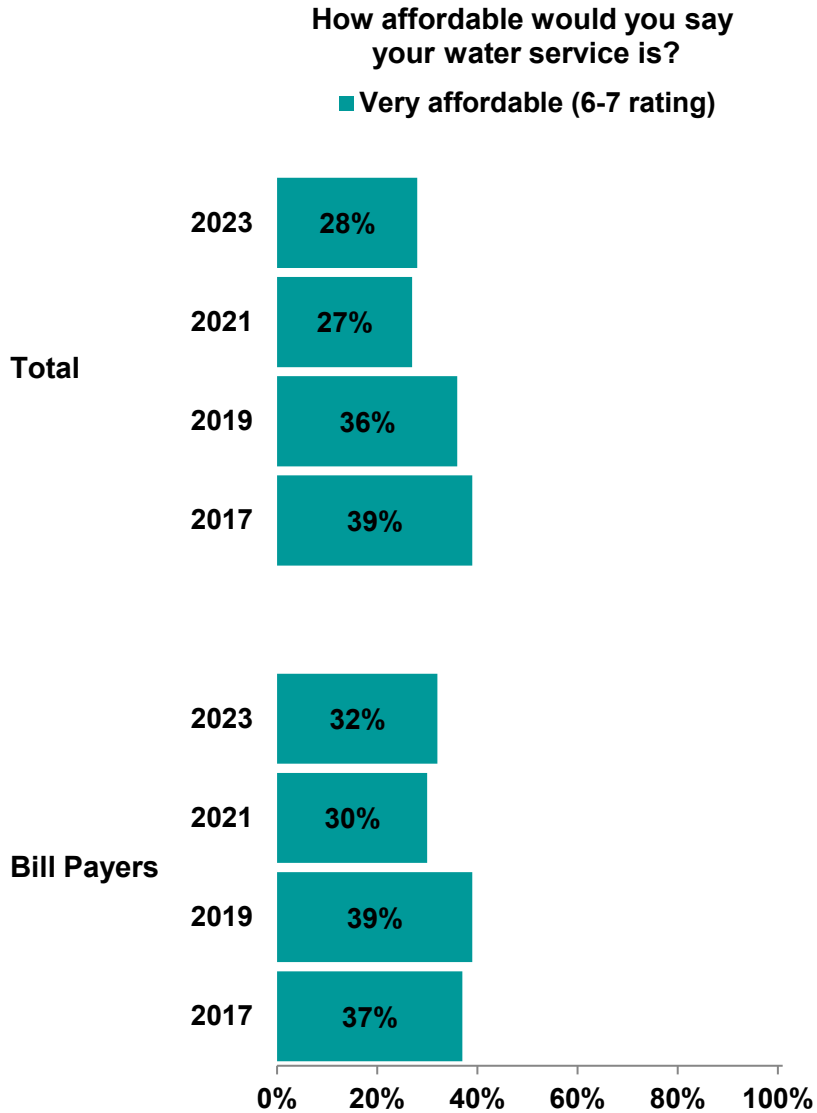


Mean Rating



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685; Bill Payers: 2023=471, 2021=423, 2019=460, 2017=472, 2015=454

Perceptions about Affordability of Water Service

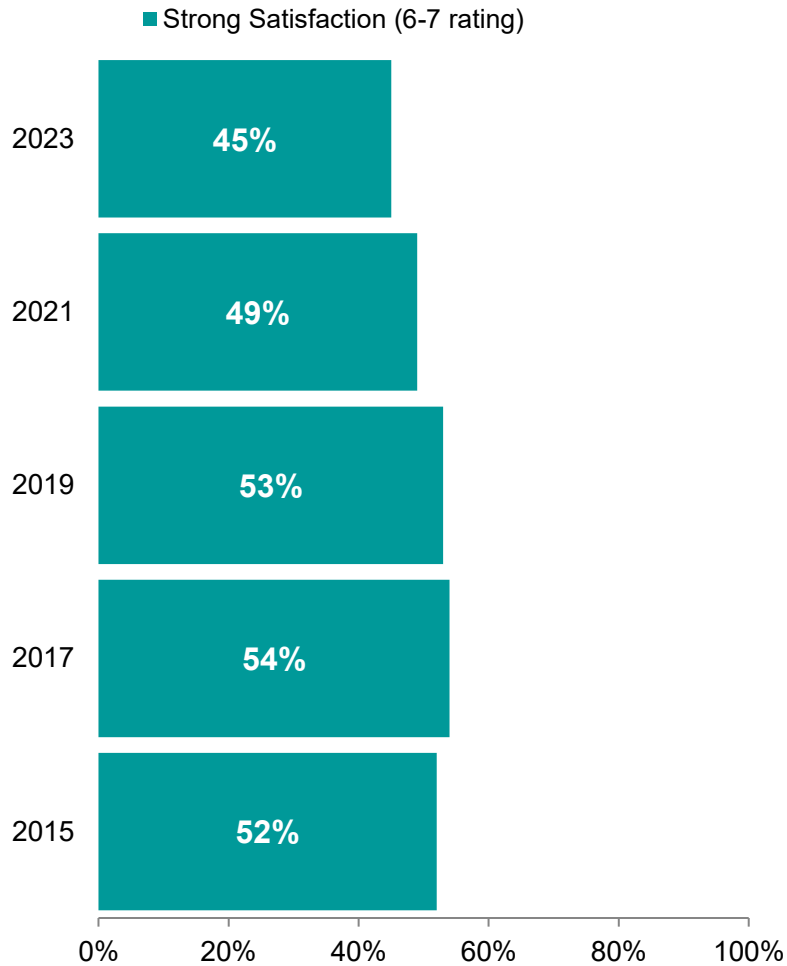


Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685; Bill Payers: 2023=471, 2021=423, 2019=460, 2017=472

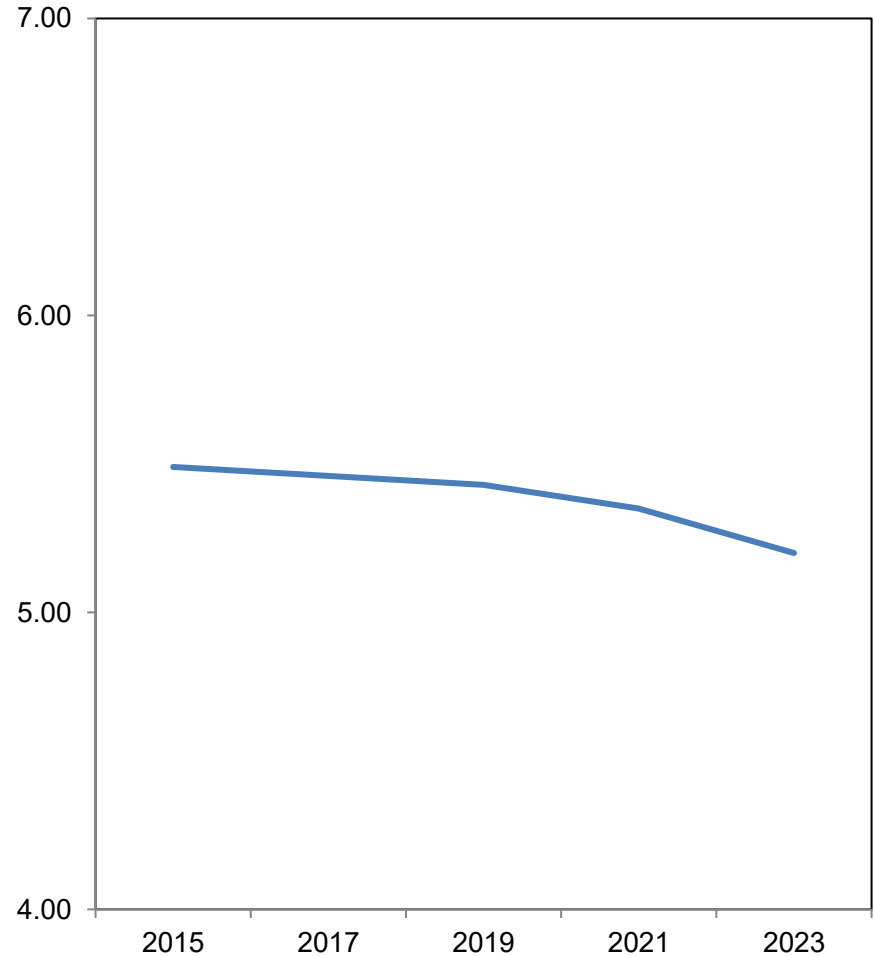
Water Conservation

Information on Water Conservation

How would you rate the Board of Water Supply in terms of their efforts to inform residents how to conserve water and keep their bills lower?



Mean Rating



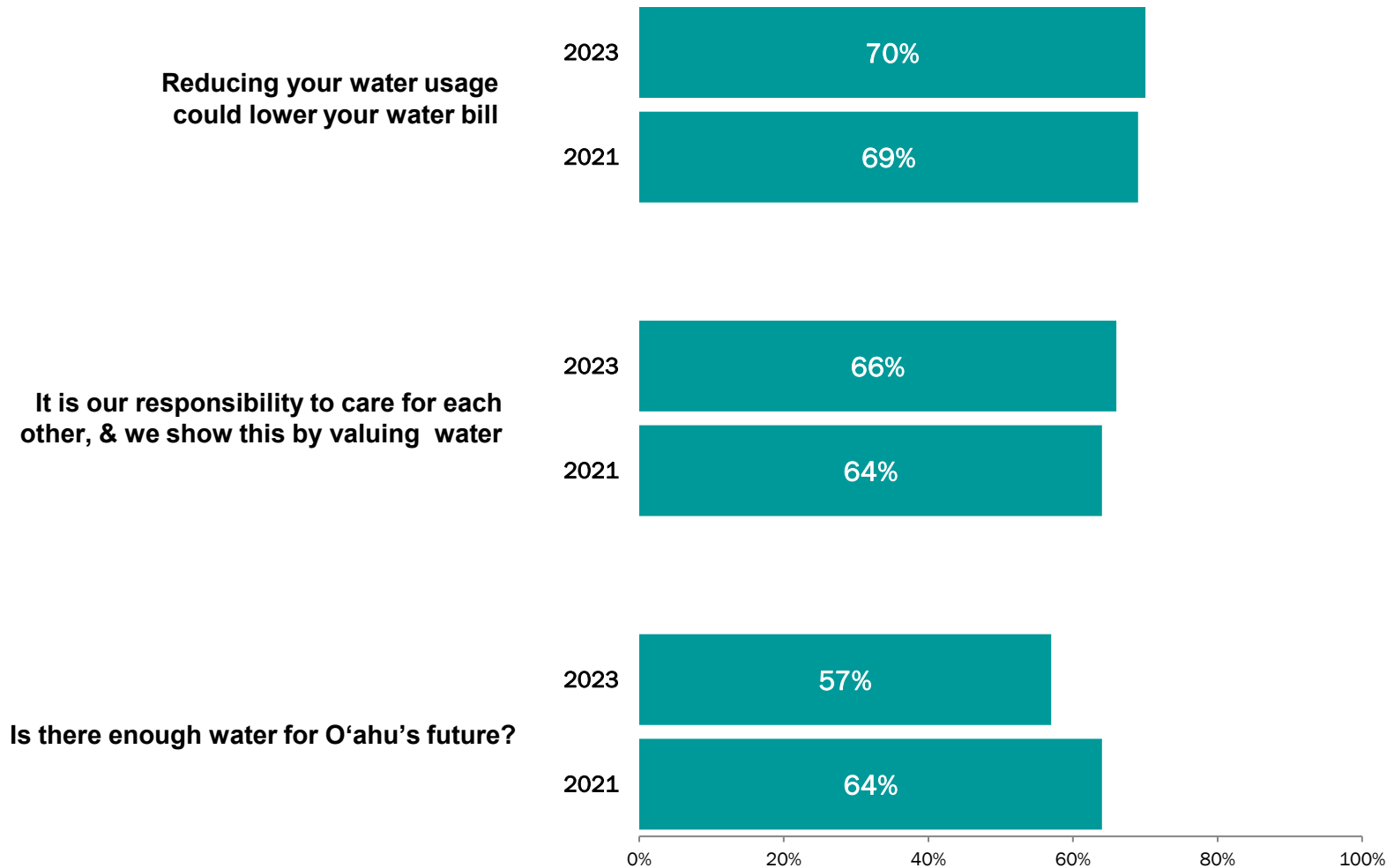
Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

Note: Prior to 2021, question was worded "How would you rate the Board of Water Supply in terms of informing residents how to conserve water and keep their bills lower?"

Impact of Various Water Conservation Messages – (added in 2021)

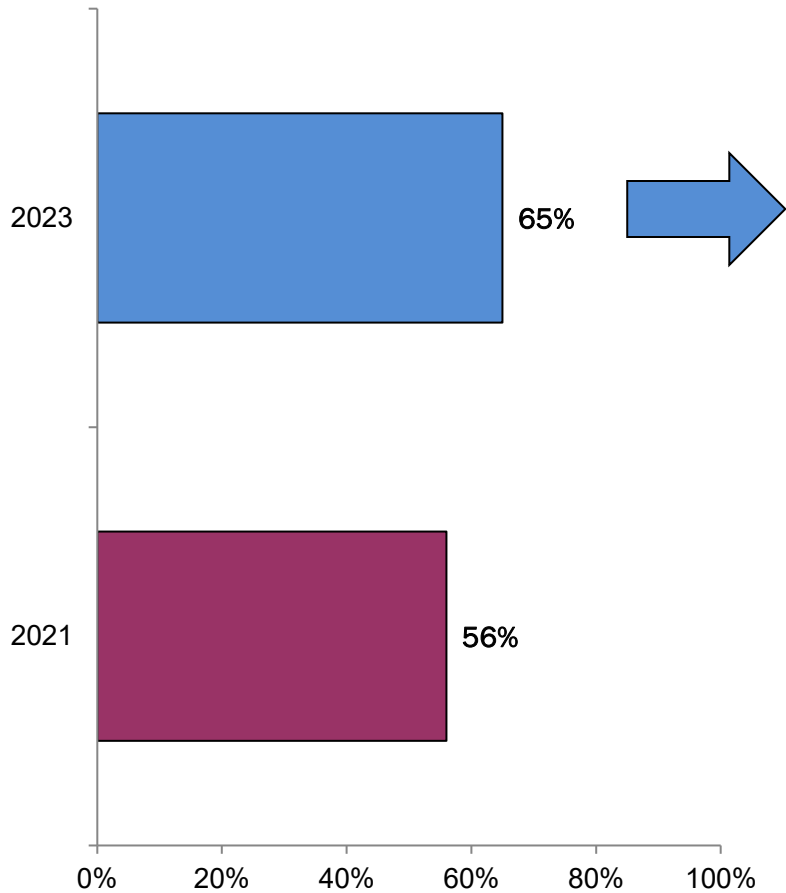
How much impact would that have in getting you to conserve water?

■ Strong Impact (6-7 rating)



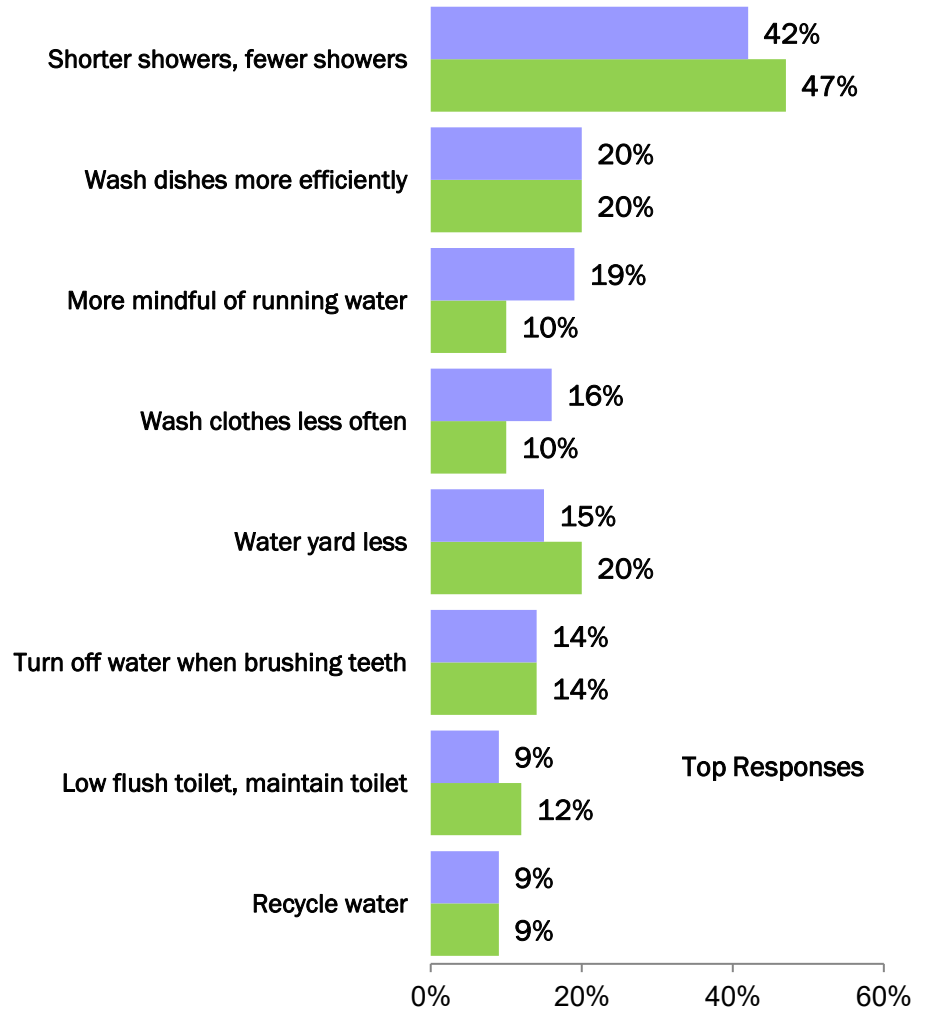
Changes in Daily Routines To Conserve Water – (added in 2021)

In the past year or two, have you made any changes in your daily routines to conserve water?



Base= Total: 2023=701, 2021=675 *Question was added in 2021

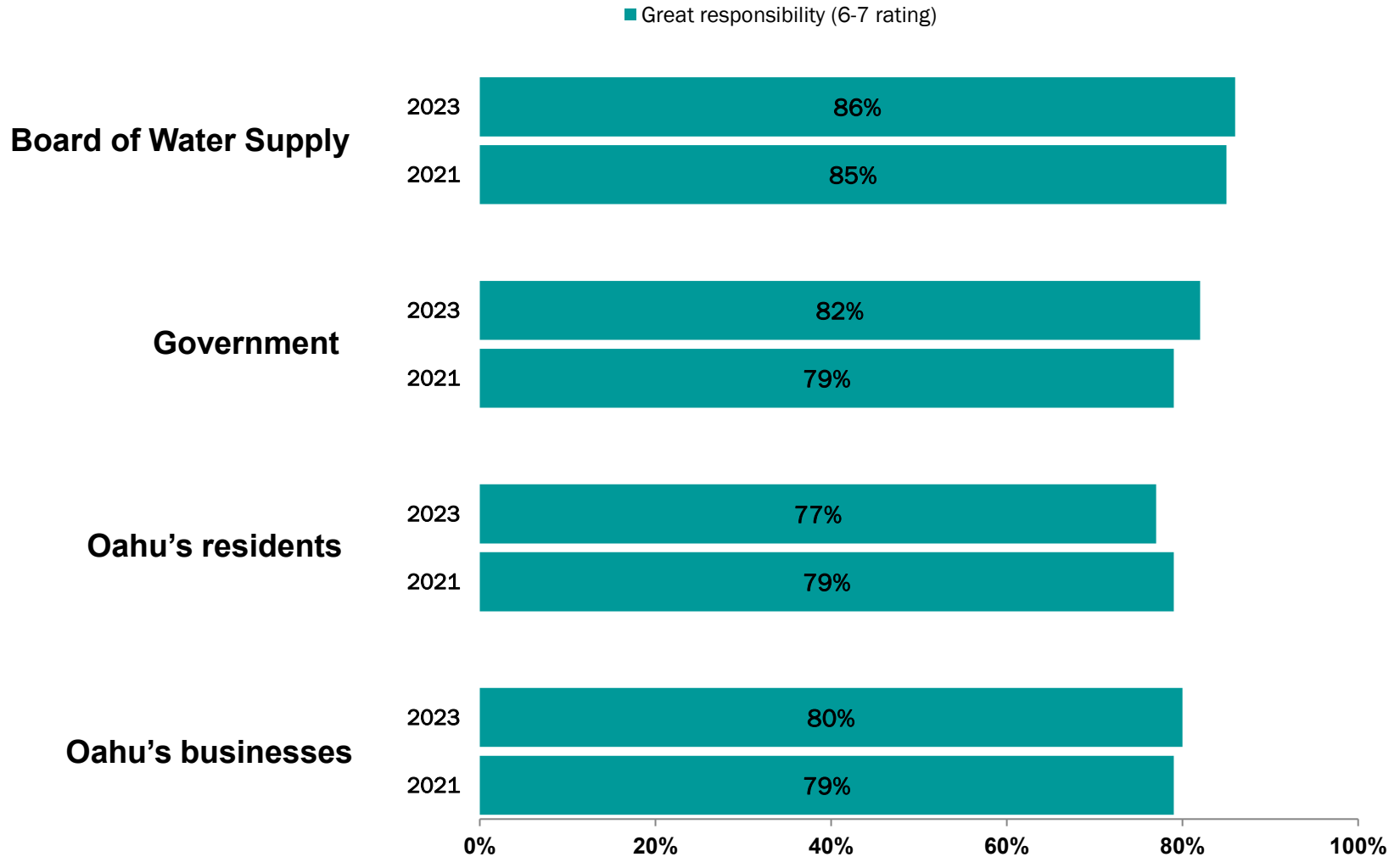
What kinds of changes have you made?



Base= Total: 2023=701, 2021=379 *Question was added in 2021

Responsibility in Water Conservation – (added in 2021)

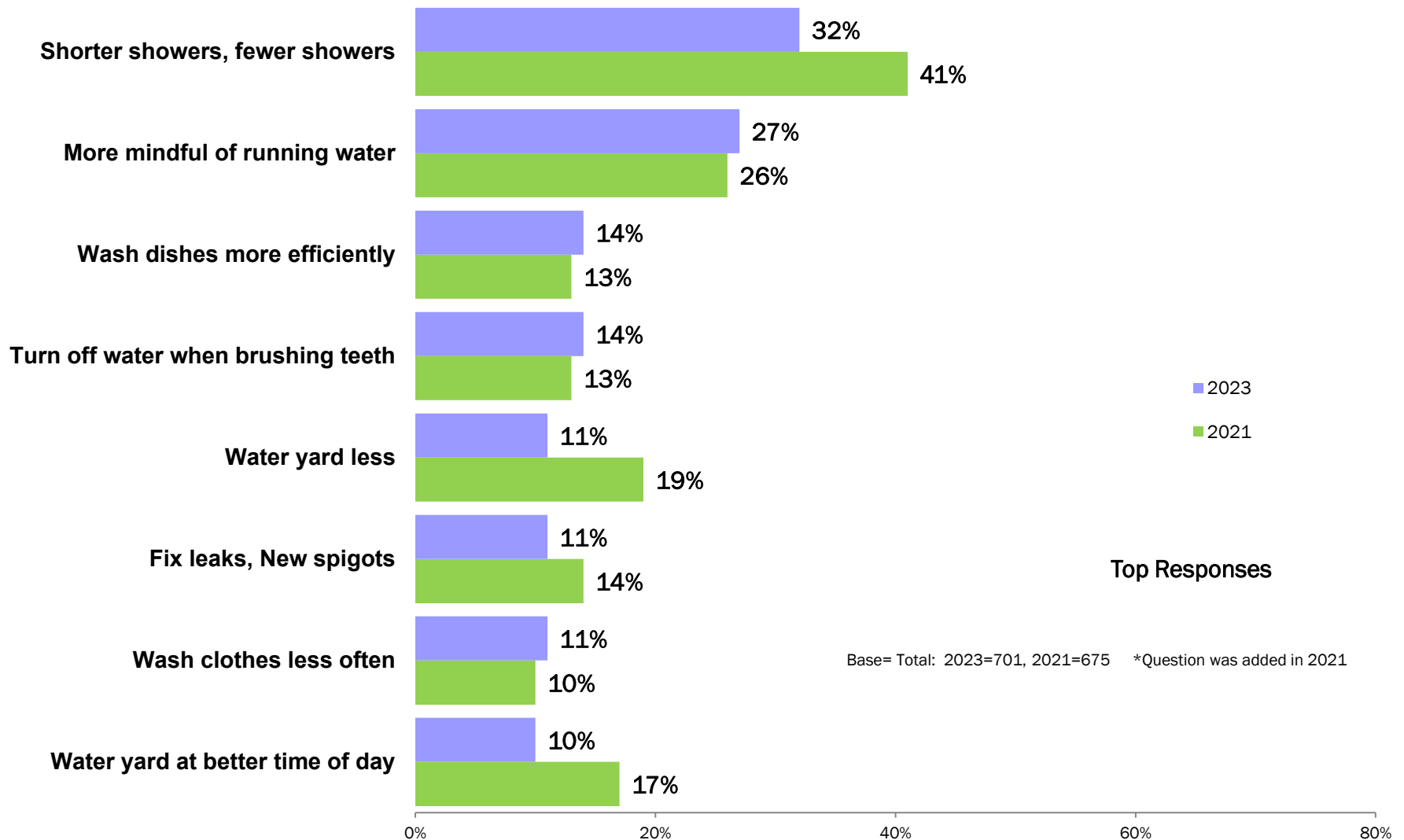
Who has the greatest responsibility in water conservation?



Base= Total: 2023=701, 2021=675 *Question was added in 2021

Suggestions For Conserving Water – (added in 2021)

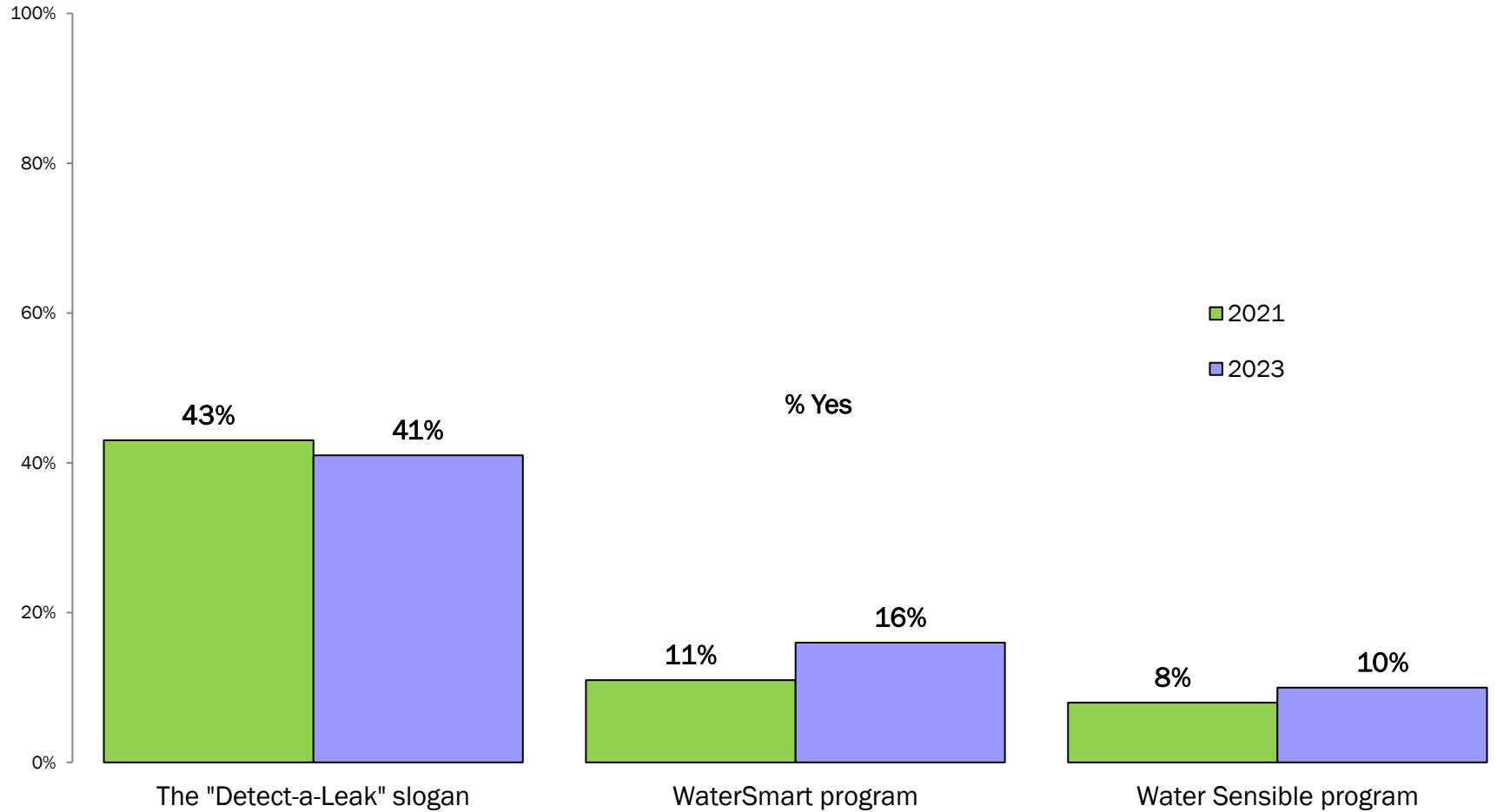
If someone asked you what are some of the ways that you could conserve water, what would you say?



Community Outreach and Message Recall

BWS Programs (added in 2021)

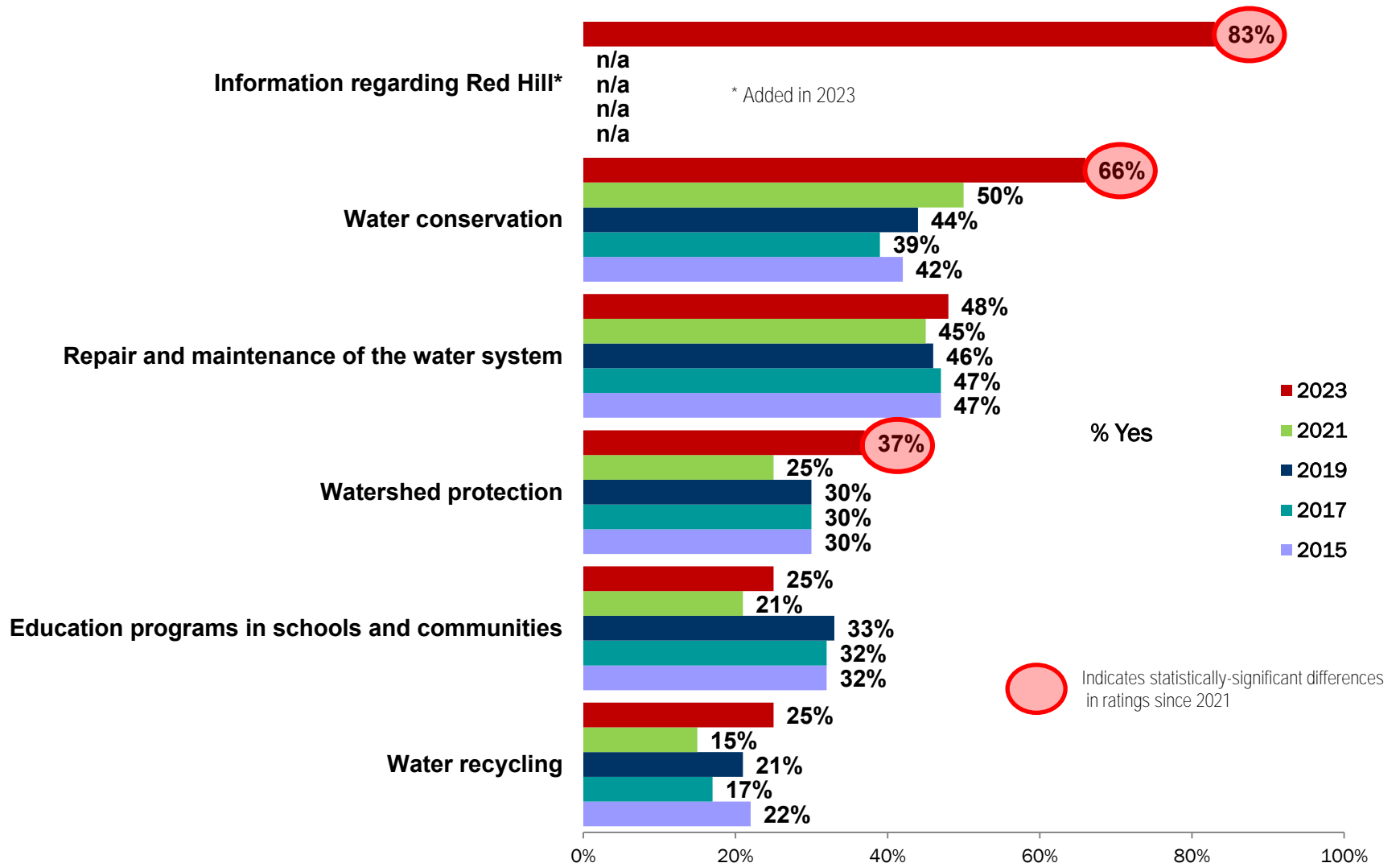
Have you ever seen, read, or heard of...



Base= Total: 2023=701. 2021=675 *Question added in 2021

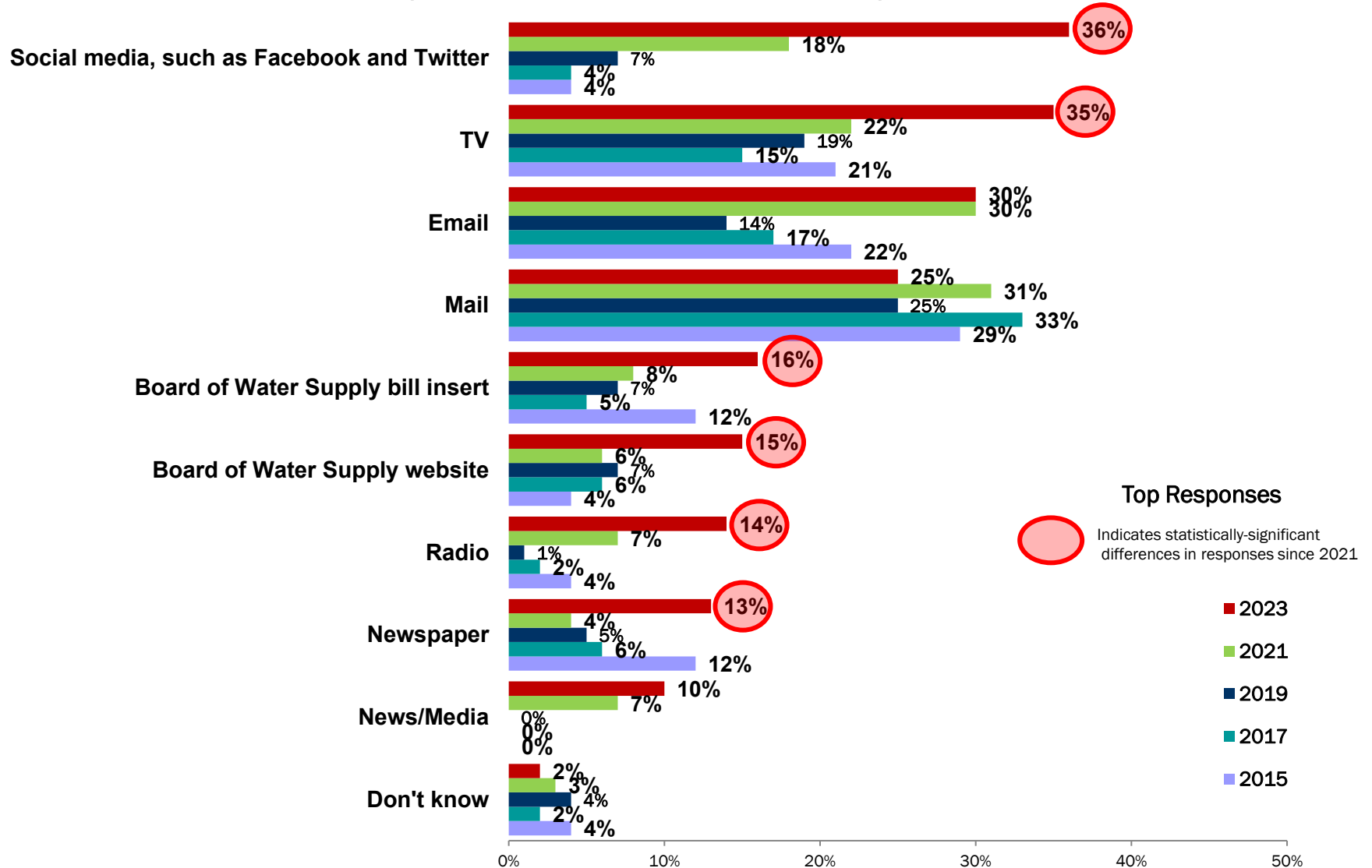
BWS Programs and Activities

Have seen or heard of the BWS's activities and programs in the following areas?



Communication from the BWS

How do you prefer to get information about Board of Water Supply programs and services?



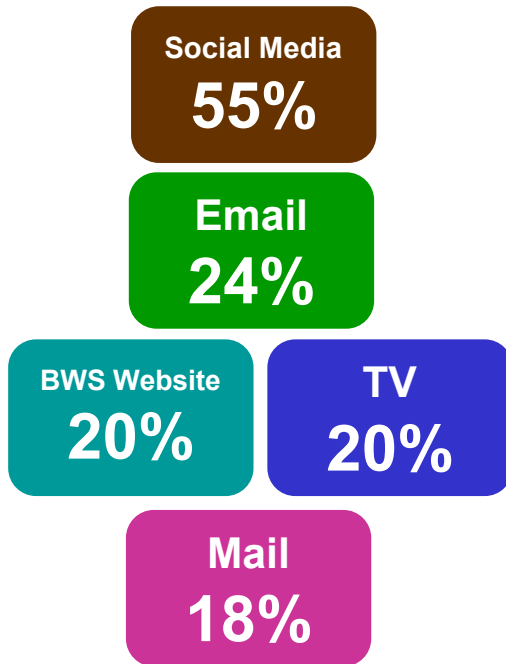
Communication from the BWS (by Age Segments)

How do you prefer to get information about Board of Water Supply programs and services?

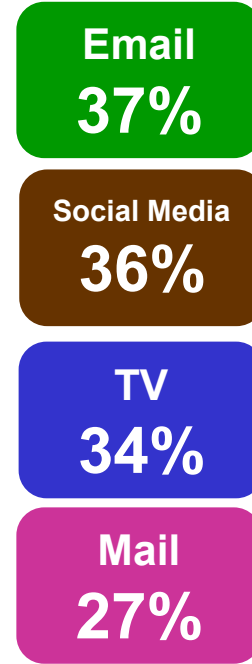
Total (n=701)



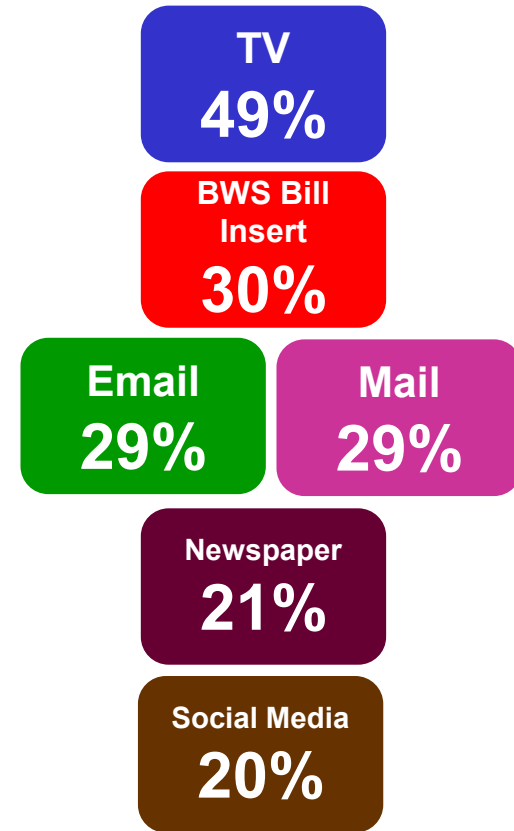
18 to 34 years (n=214)



35 to 54 years (n=239)

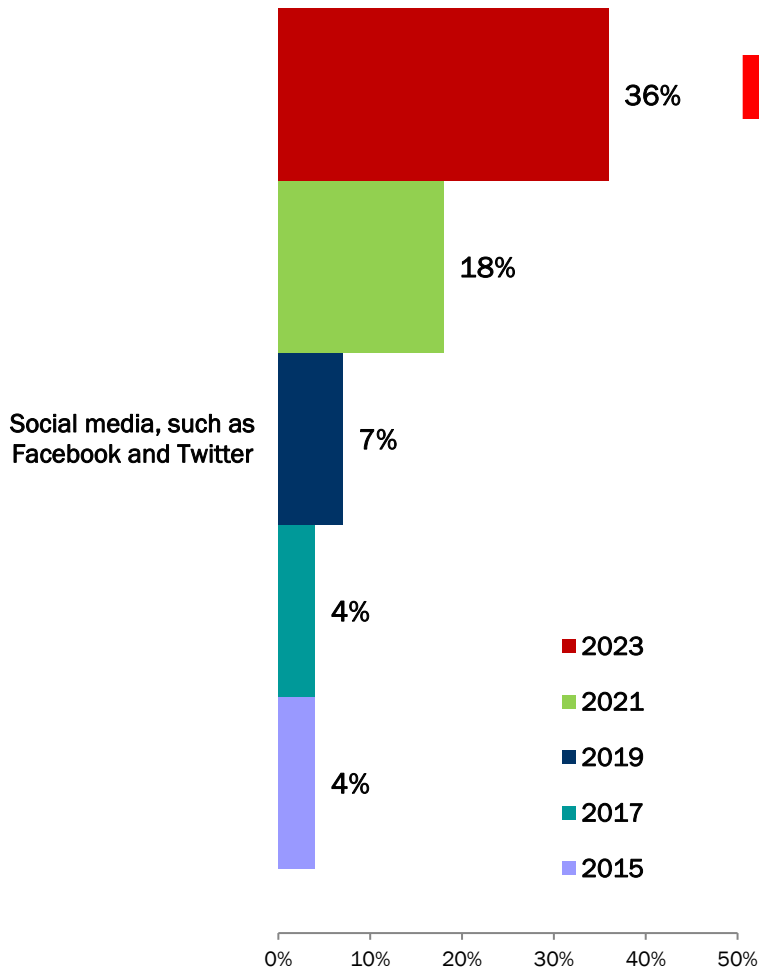


55+ years (n=239)



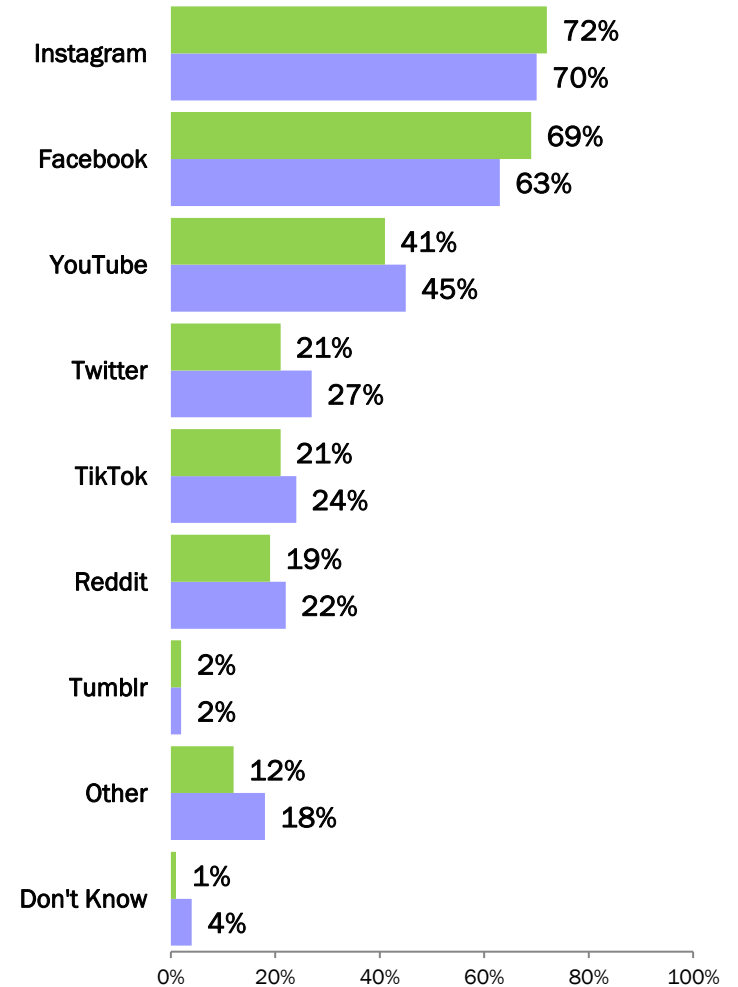
Digital Information

How do you prefer to get information about Board of Water Supply programs and services?



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

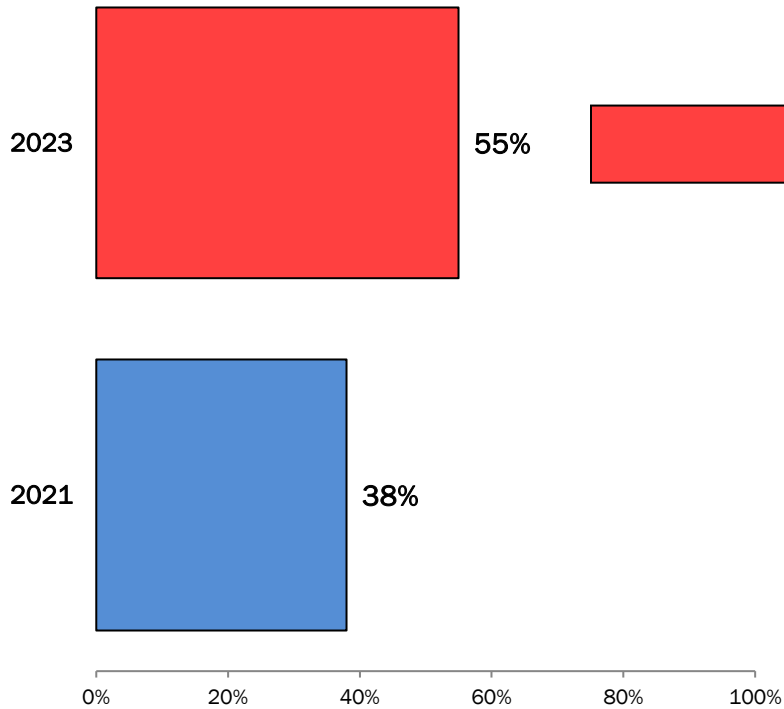
Where do you get your digital information?



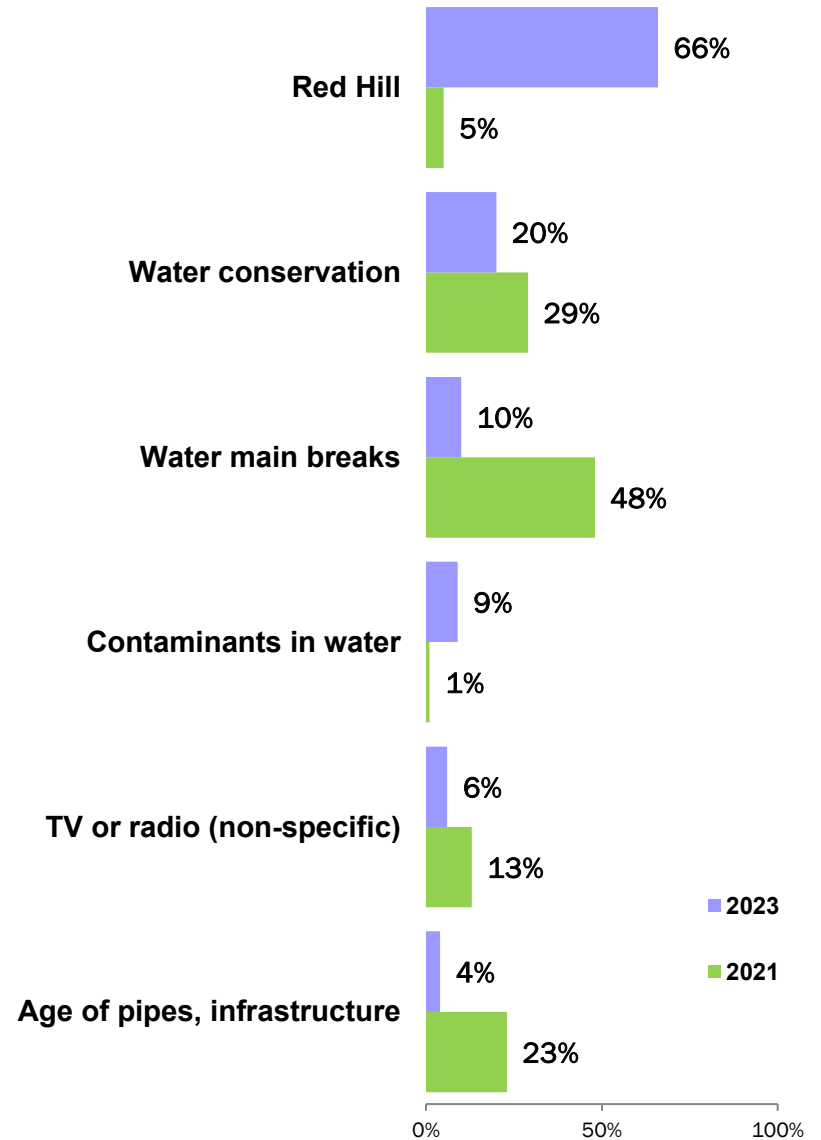
Base= Total: 2023=254, 2021=120 *Question added in 2021

Message Recall

In the past 6 months, do you remember seeing or hearing any messages or news stories from the Board of Water Supply?

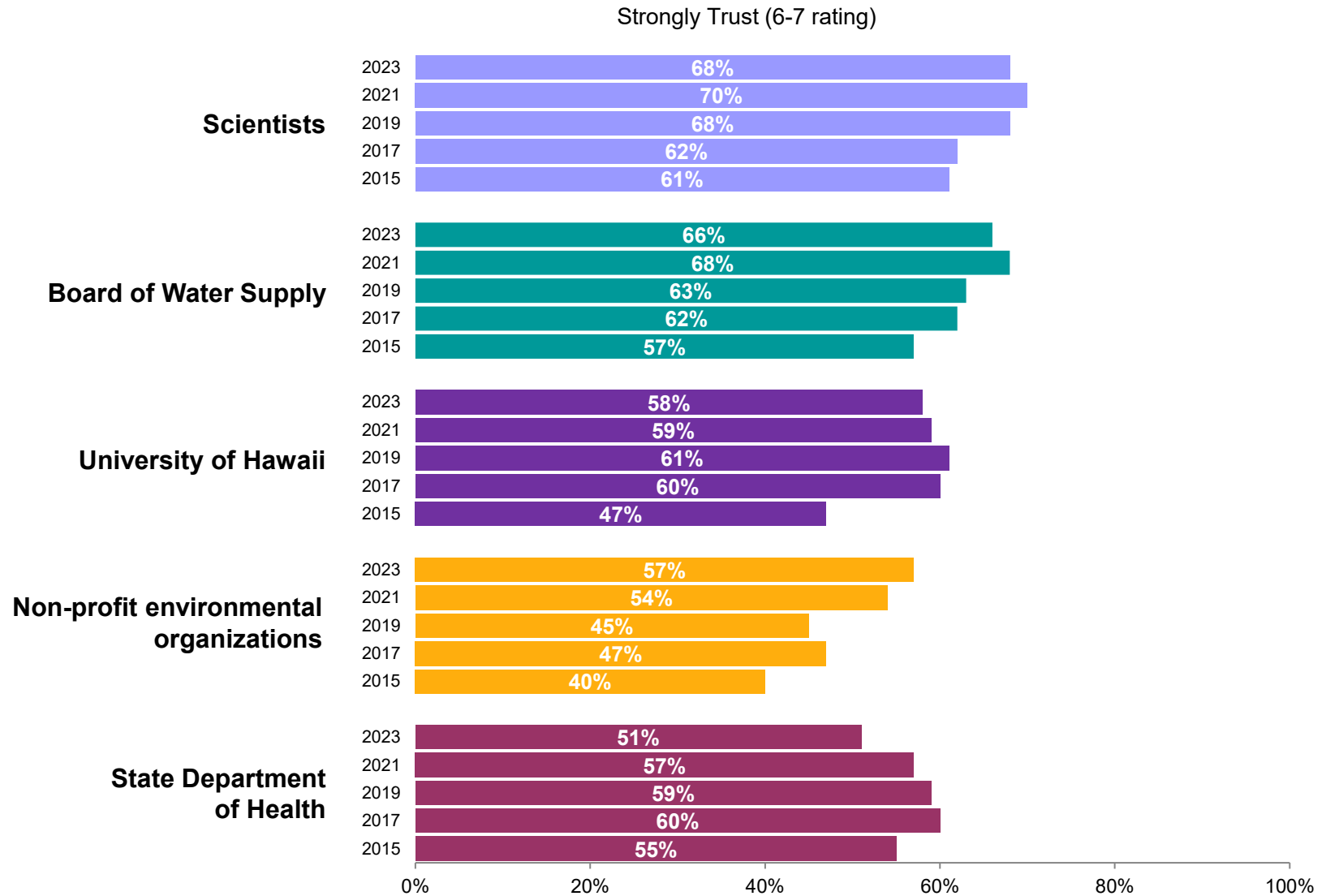


What do you remember seeing or hearing?
(Top responses)



Sources of Information about Freshwater Issues (1 of 2)

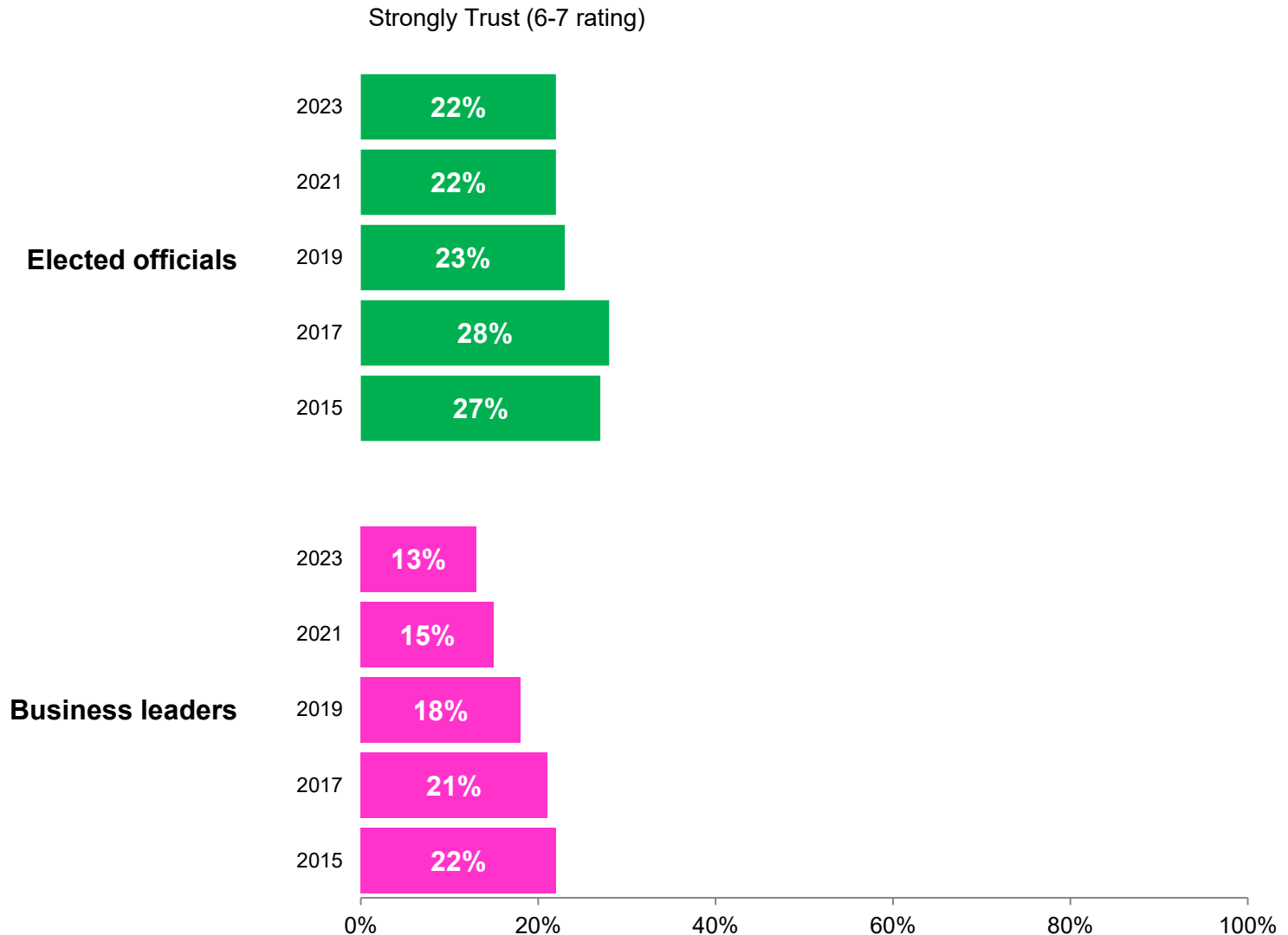
Which sources do you trust to provide honest, accurate information about freshwater issues in Hawaii?



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

Sources of Information about Freshwater Issues (2 of 2)

Which sources do you trust to provide honest, accurate information about freshwater issues in Hawaii?



Base= Total: 2023=701, 2021=675, 2019=682, 2017=686, 2015=685

Looking Across Surveys

(Honeywell Residential Survey & BWS Customer Satisfaction Survey)

- Older segment appears more active in water conservation behaviors
- Shorter showers/fewer showers most practiced water conservation behavior
- Number of times water lawn/garden per week down (2023 vs. 2009)
- Television & social media top two most preferred communications tools

Conclusions

- Impact of Red Hill contamination & corresponding media coverage apparent in 2023 data. Perhaps PFAs, as well, given March timing.
- Satisfaction levels declined significantly for BWS's ability to provide 1) *dependable water* and 2) *safe water*. Significantly noted in Pearl City/Aiea/ Moanalua.
- Residents still equally trust BWS & scientists most to provide honest, accurate information about freshwater issues in Hawaii.
- Perceptions remained steady over 2021 for BWS's efforts to protect, manage, & sustain O'ahu's water resources; as well as job BWS is doing repairing, maintaining, & replacing O'ahu's water delivery system.
- Affordability of water ratings all held steady in 2023 but have fallen off since high in 2017-19.

Conclusions

- Similar to previous tracking, 6 in 7 residents believe BWS has great responsibility in water conservation.
- Communications re: Red Hill likely helped reinforce water conservation messages. Significant increase in those who said they have made changes in their daily routines to conserve water.
- Rebuilding in awareness of BWS education programs in schools & communities.
- Survey data strongly support increased efforts in digital communications & social media.
- Some of this change may be due to perceptions related to Red Hill issue; Nothing in data to support or refute this.

KA WAI OLA

ALL LIFE
DEPENDS
ON
WATER

MAHALO!

boardofwatersupply.com





ACCEPT MEETING NOTES FROM MEETING 47

David Ebersold
Facilitator

July 20, 2023

www.boardofwatersupply.com





WATER RATES UPDATE

Joe Cooper
Waterworks Controller

David Ebersold
Vice President, CDM Smith

October 19, 2023
www.boardofwatersupply.com

AGENDA

- Need for update to existing water rates
- Updated water rate proposal
- Summary of public input received to date
- Proposed Notice of Public Hearing

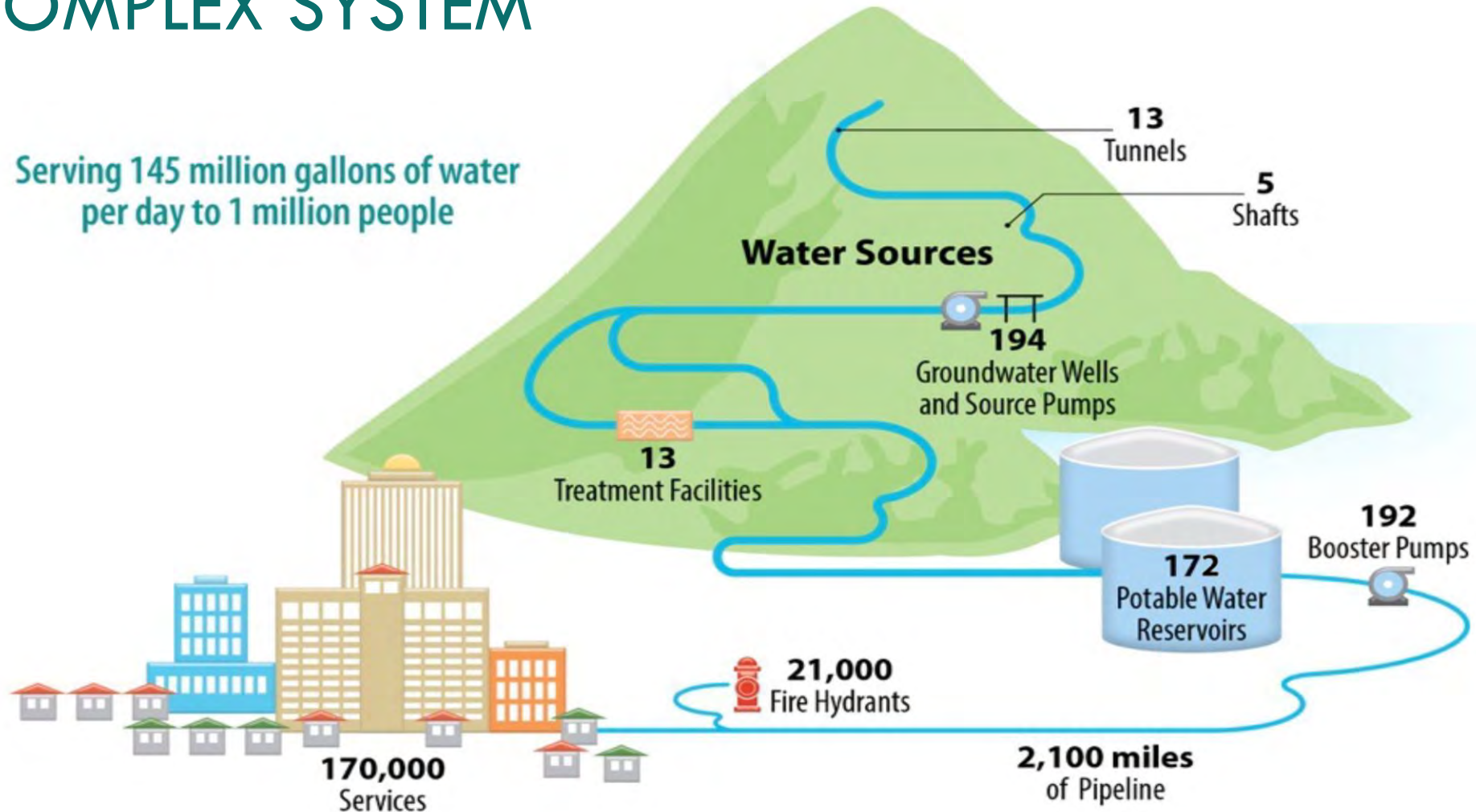


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ALL LIFE
DEPENDS
ON WATER



DELIVERING WATER FROM UNDERGROUND WATER SOURCES TO YOUR HOME REQUIRES A LARGE AND COMPLEX SYSTEM



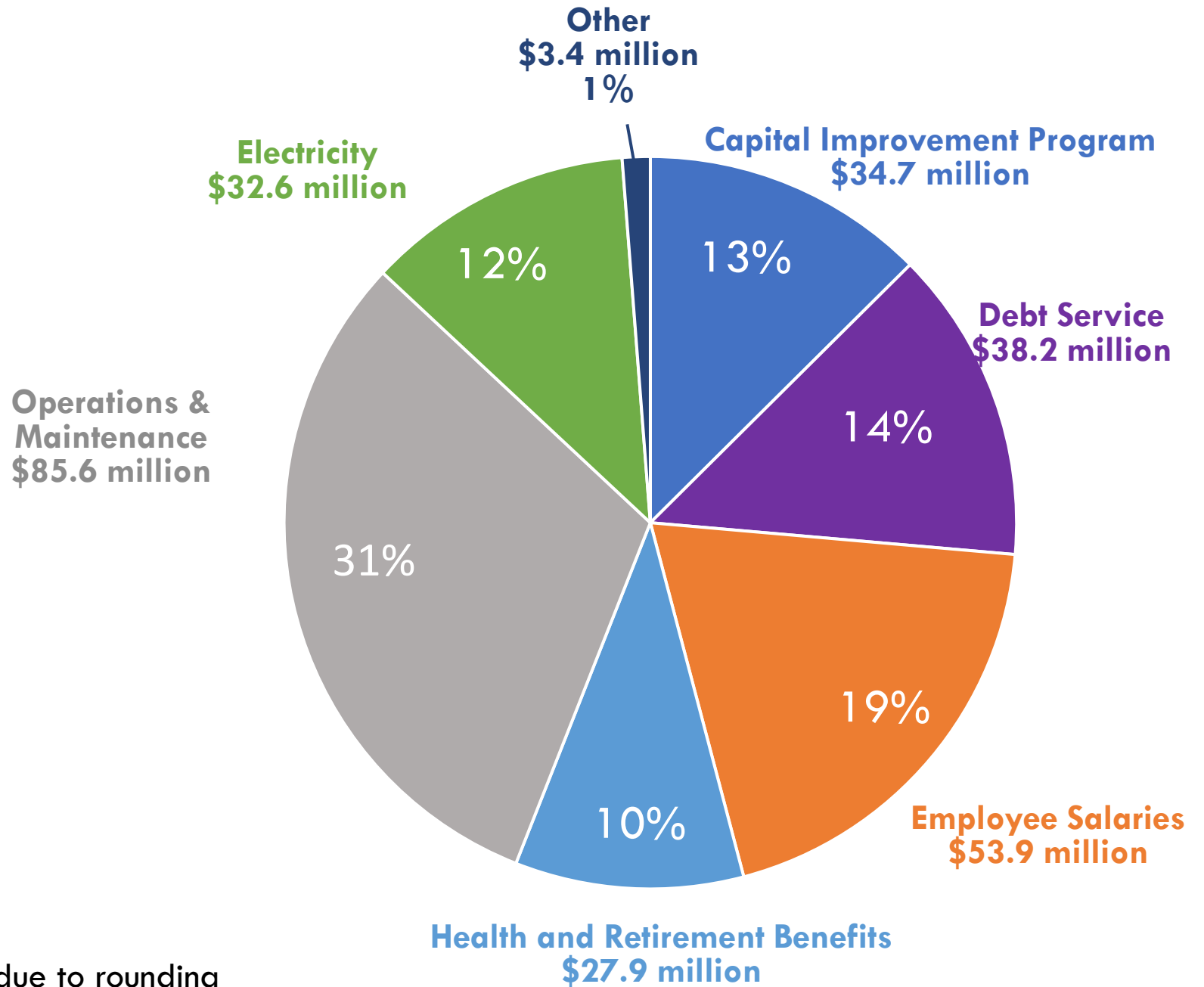
BOARD OF WATER SUPPLY RATES

- The **Board of Water Supply** is
 - **Semi-autonomous** agency of the City and County of Honolulu.
 - Solely **funded by ratepayers**
 - Receives **no funding** from property taxes.
- Rates:
 - **Only apply to water**, not sewer.
 - Are approved by our board.
- Wastewater charges are determined by the Dept of Environmental Services and approved by the City Council.



WHERE YOUR MONEY GOES

Operating Fund Expenditures
Fiscal Year 2024
\$276.4 million*



* Individual amounts may not total due to rounding

TOTAL CAPITAL IMPROVEMENT PROJECTS (2018-2023)

Planning/Design Phase	196 PROJECTS	\$134,472,236
Construction Phase	298 PROJECTS	\$635,069,548
Total	494 PROJECTS	\$769,541,784





COVID-19 CAUSED CHANGES IN CUSTOMER WATER USE PATTERNS

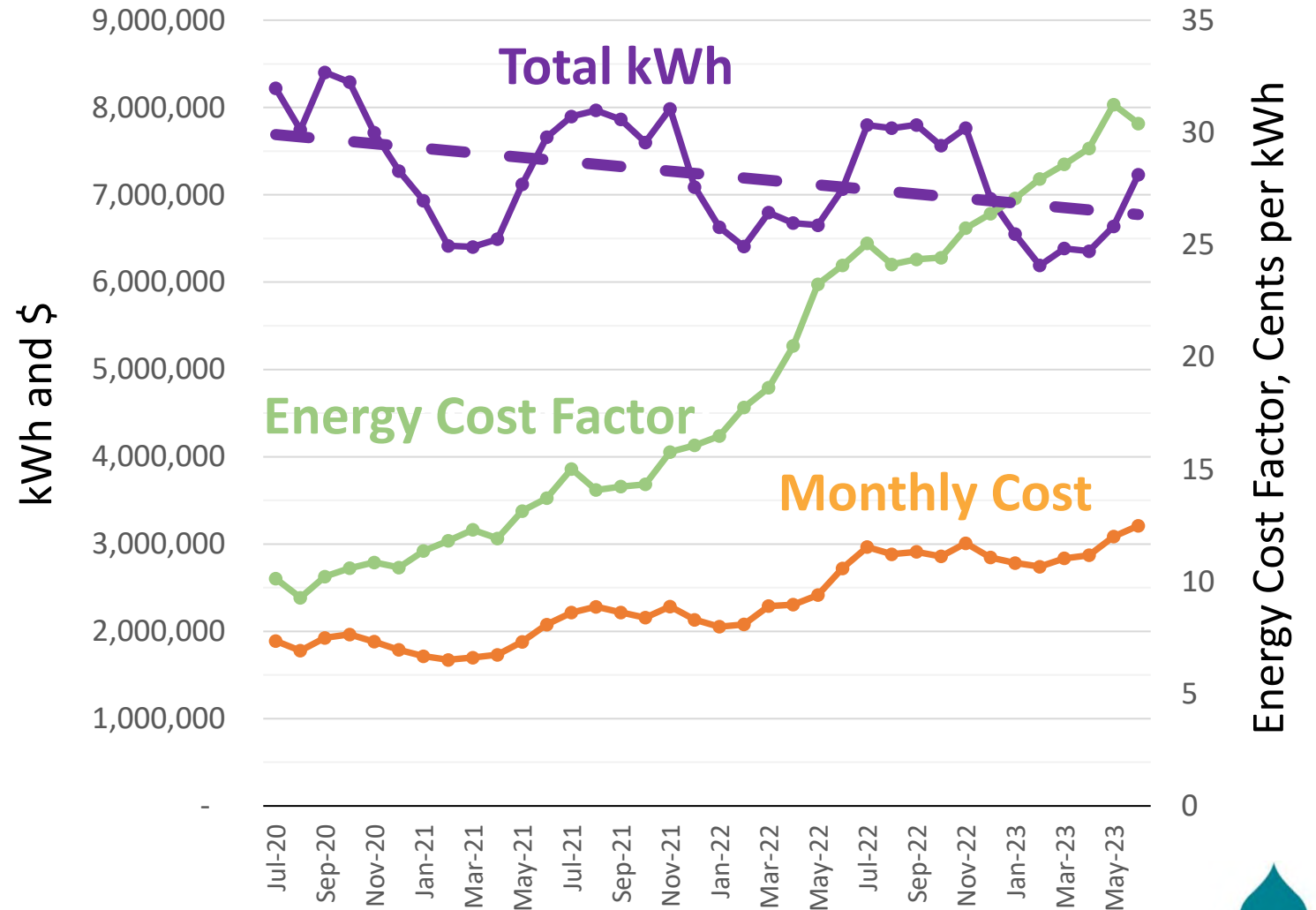
INFLATION HAS DECREASED OUR PURCHASING POWER



POWER COSTS TRENDING SHARPLY UPWARD

FY 2023 electricity costs \$33 million

\$5.5 million (20%) over budget



RED HILL RESPONSE REQUIRES LARGE INVESTMENTS IN NEW BWS FACILITIES

- **Monitoring wells** for information on how the contamination is moving and **exploratory wells** to find new sources outside of its path
- Replace **17.5 million gallons per day** of potable water well pumping capacity
- **Undetermined:** Full impact to water quality and supply, impact to Operations & Maintenance costs, and cost recovery from Navy



BWS HAS TIGHTENED ITS BELT

Actions

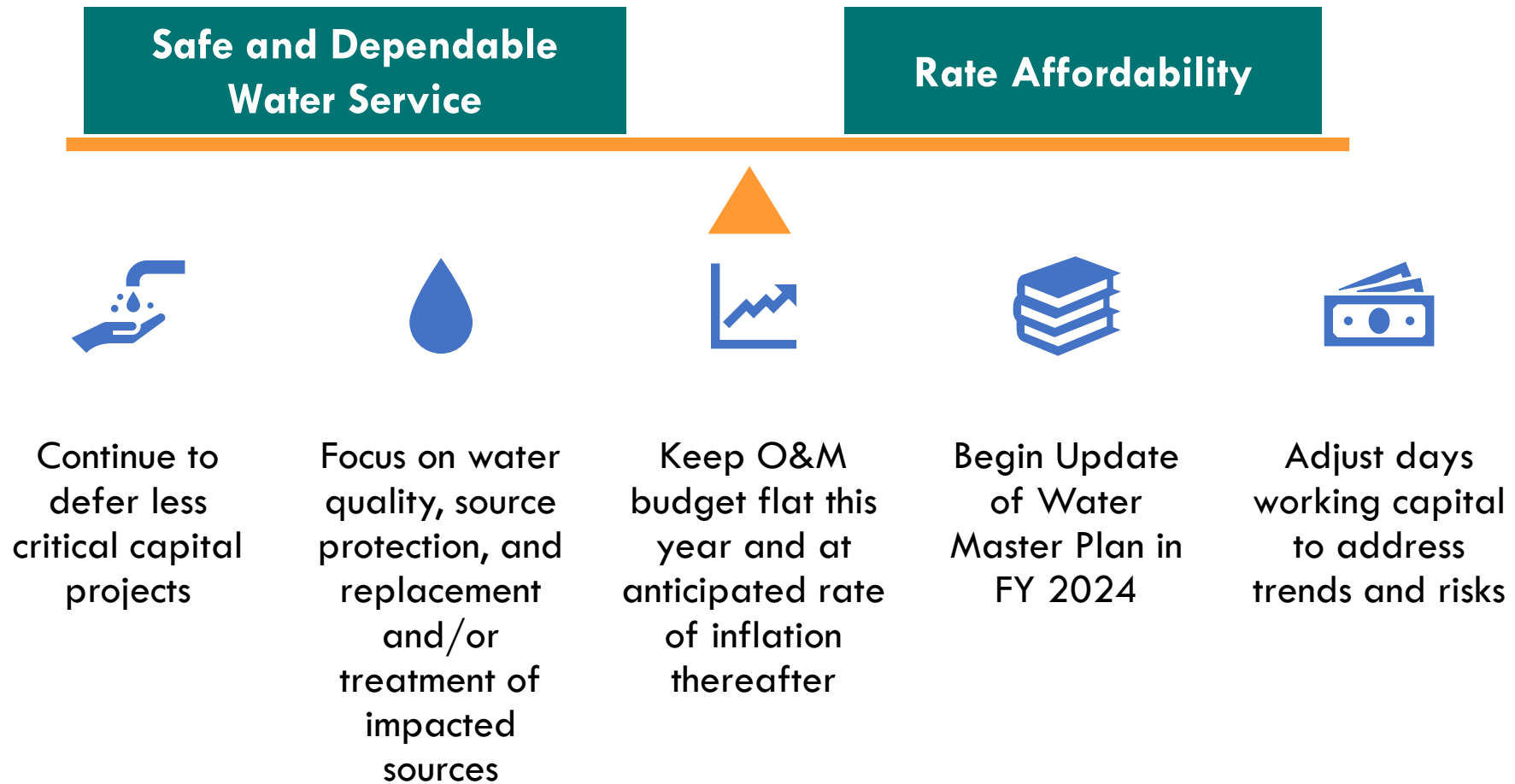
- Chose to not pass on energy cost increases to customers
- Deferred purchases of replacement vehicles and other equipment
 - Deferred less-critical capital projects

Benefits

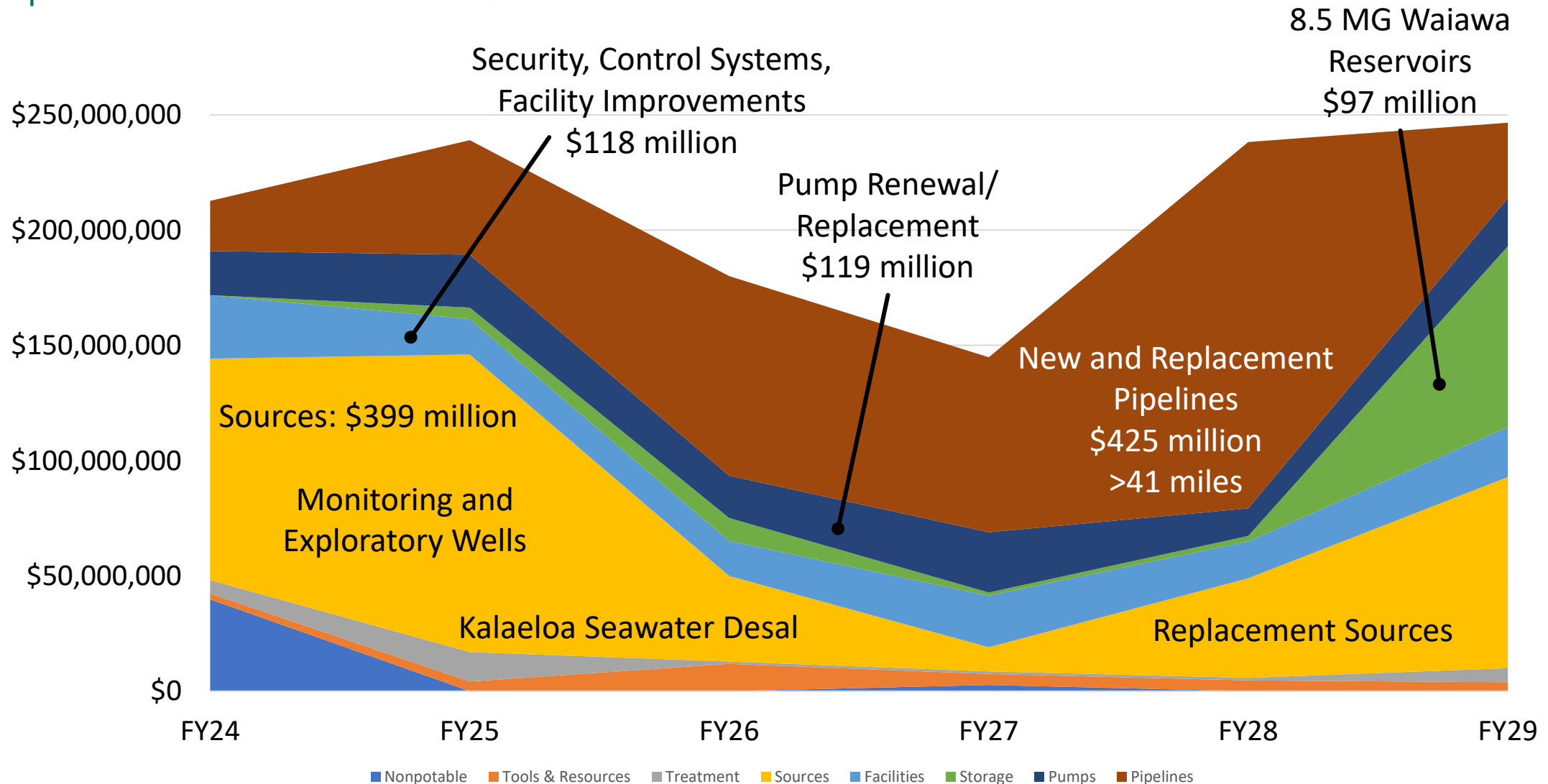
- Held to already-approved rate increases 2018-2023
 - 0.2% increase to 2024 Operations & Maintenance budget despite high inflation



OUR STRATEGY FOR RATE INCREASES STRIVES TO STRIKE A BALANCE



WHAT THE RATE INCREASES WILL PAY FOR \$1.26 BILLION IN 132 CAPITAL PROJECTS



BWS CUSTOMER CLASSES



Single-family residential



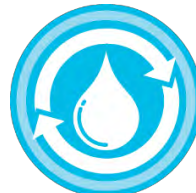
Multi-unit residential



Agricultural



Non-residential



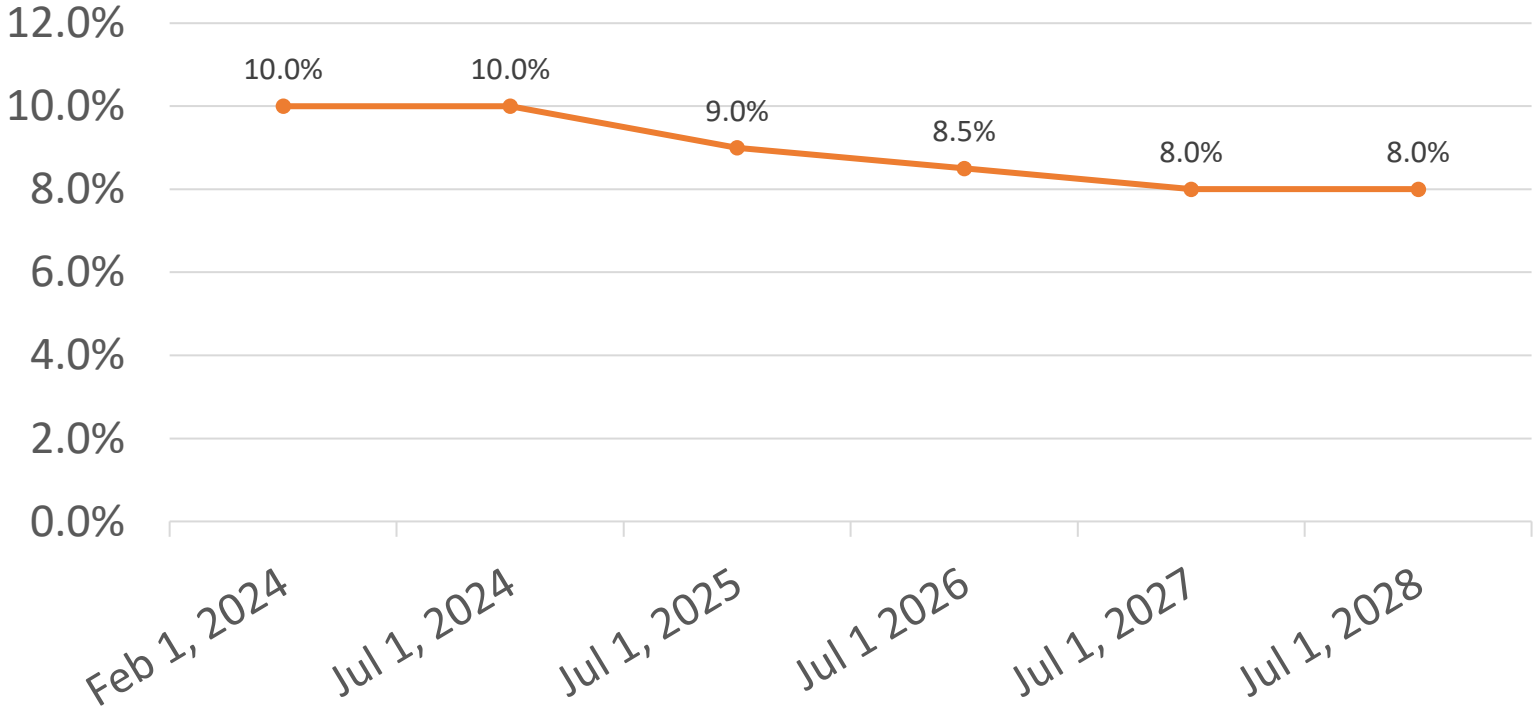
Non-potable and recycled

% of Customer Accounts*	% Usage*	Cost of Service Recovery
90%	35.4%	95%
4%	20.7%	100%
<1%	2.4%	60%
5%	33.9%	117%
<1%	6.3%	Varies from 32% to 94%

* May not equal 100% due to rounding

WATER RATES BEING PROPOSED FOR 5 ½-YEAR PERIOD
BEGINNING FEBRUARY 1, 2024 – JUNE 30, 2029
RATES WILL REMAIN IN EFFECT UNTIL SUPERSEDED.

BWS planned
for rate
increases every
year



ALL CUSTOMER CLASSES WILL HAVE SAME RATE INCREASE



Single-family residential

Tiered



Multi-unit residential

Tiered

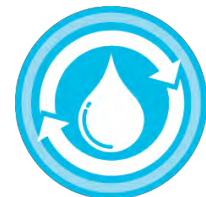


Agricultural

Tiered



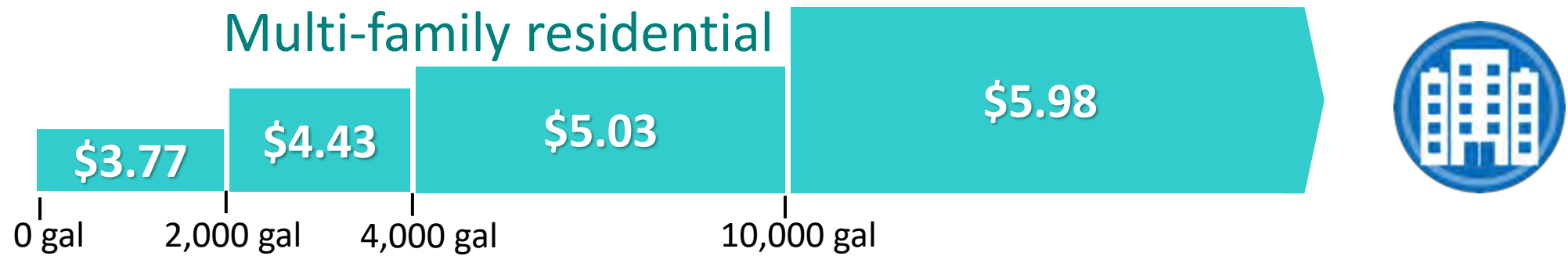
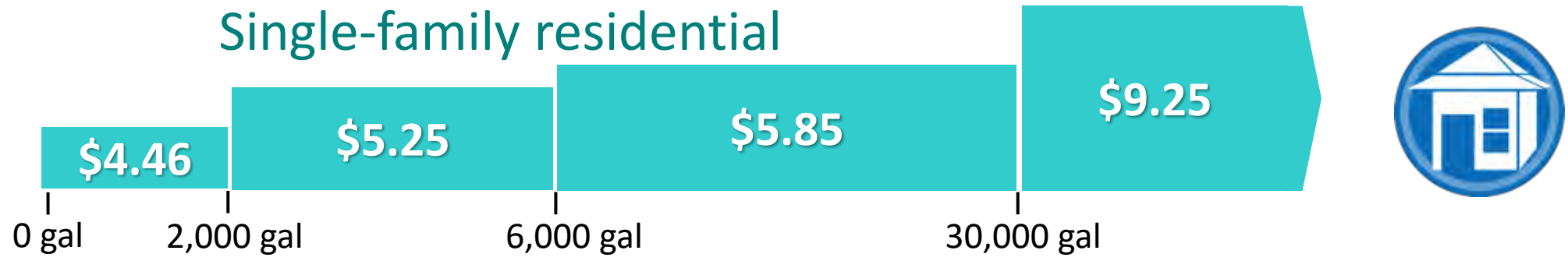
Non-residential



Non-potable and recycled

Changes may vary by tier,
but are consistent across
the class

RESIDENTIAL CUSTOMERS PAY MORE AS WATER USE INCREASES – CURRENT RATES



Current Charges per 1,000 gallons





INCREASE FOR ESSENTIAL NEEDS TIER LIMITED TO 2.5% PER YEAR

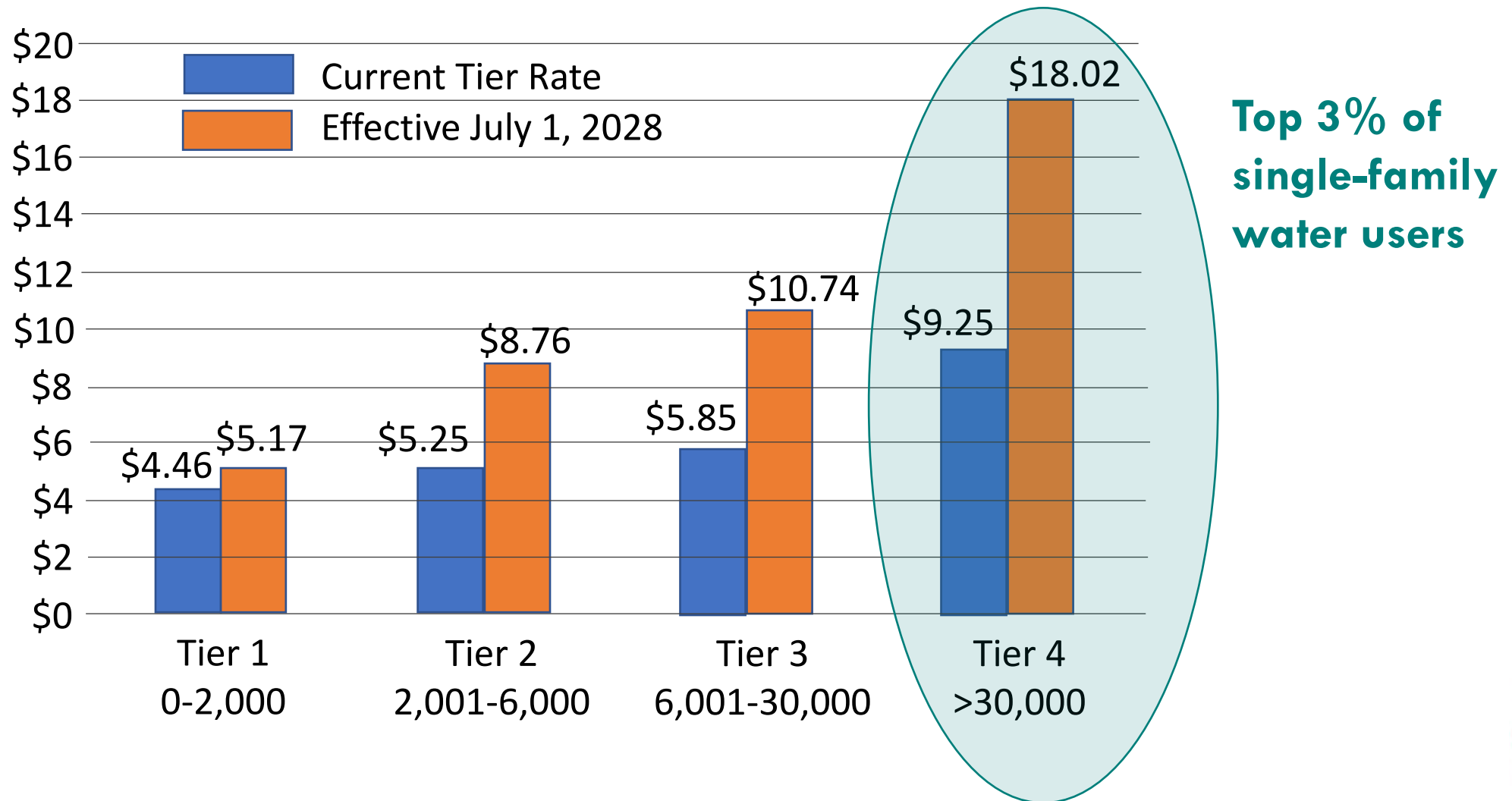
Below-cost rate for first
2,000 gallons per month

All residential customers
get this rate

10% of BWS residential
customers use 2,000
gallons or less



RATES DESIGNED TO ENCOURAGE CONSERVATION BY HIGHEST WATER USERS



SINGLE-FAMILY RESIDENTIAL WATER RATES 2024 - 2029



Tier	Gallons/ du/month	Current	Proposed Rates, Effective Dates					
			Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
EssN: 1	0 to 2,000	\$4.46	\$4.57	\$4.69	\$4.80	\$4.92	\$5.05	\$5.17
2	2,001 to 6,000	\$5.25	\$5.78	\$6.35	\$6.92	\$7.51	\$8.11	\$8.76
3	6,001 to 30,000	\$5.85	\$6.53	\$7.34	\$8.15	\$8.98	\$9.82	\$10.74
4	More than 30,000	\$9.25	\$10.95	\$12.32	\$13.67	\$15.06	\$16.48	\$18.02

EssN – Essential needs

Rates are in \$ per thousand gallons

du – dwelling unit



PROPOSED: For Discussion Only



HOW TO CALCULATE YOUR WATER BILL

Tier	Gallons/ du/month	Current Water Rate	Thousands of Gallons of Usage (k-gal)	Extended Amount \$
EssN: 1	0 to 2,000	\$4.46	X 2	= \$8.92
2	2,001 to 6,000	\$5.25	X 4	= \$21.00
3	6,001 to 30,000	\$5.85	X 2	= \$11.70
4	More than 30,000	\$9.25	X 0	= \$0
Monthly Customer Charge (5/8 and 3/4-inch Meter)		\$12.09		+ \$12.09
Total Bill Amount				\$53.71

Example:
 Single-family residence
 3/4-inch meter
 Usage amount 8,510 gallons
 Usage is rounded down to the
 nearest 1,000 gallons (k-gal)
 = 8 k-gals



MONTHLY CUSTOMER CHARGE BASED ON WATER METER SIZE



Meter Size	Current	Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
5/8"	12.09	13.30	14.63	15.95	17.30	18.68	20.18
3/4"	12.09	13.30	14.63	15.95	17.30	18.68	20.18
1"	15.28	16.81	18.49	20.15	21.87	23.62	25.50
1.5"	17.41	19.15	21.07	22.96	24.91	26.91	29.06
2"	43.45	47.80	52.57	57.31	62.18	67.15	72.52
3"	53.55	58.91	64.80	70.63	76.63	82.76	89.38
4"	101.92	112.11	123.32	134.42	145.85	157.52	170.12
6"	181.64	199.80	219.78	239.56	259.93	280.72	303.18
8"	276.78	304.46	334.90	365.05	396.07	427.76	461.98
12"	598.53	658.38	724.22	789.40	856.50	925.02	999.02



COMPARING WATER BILLS – ESSENTIAL NEEDS TIER – 10% OF SINGLE-FAMILY RESIDENTIAL

The Low Water User (2,000 gallons per month)

Current Bill	Future Bill at Proposed Rates					
	Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
\$21.01	\$22.44	\$24.00	\$25.55	\$27.15	\$28.78	\$30.52
\$ Change	\$1.43	\$1.56	\$1.55	\$1.60	\$1.63	\$1.75
% Change	6.8%	6.9%	6.5%	6.2%	6.0%	6.1%



COMPARING WATER BILLS – AVERAGE WATER USER SINGLE-FAMILY RESIDENTIAL

The Average Water User
(9,000 gallons per month)

Current Bill	Future Bill at Proposed Rates					
	Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
\$59.56	\$65.12	\$71.44	\$77.69	\$84.13	\$90.70	\$97.80
\$ Change	\$5.56	\$6.32	\$6.25	\$6.44	\$6.57	\$7.10
% Change	9.3%	9.7%	8.8%	8.3%	7.8%	7.8%



COMPARING WATER BILLS – HIGH WATER USER – TOP 3% OF SINGLE-FAMILY RESIDENTIAL

The High Water User
(35,000 gallons per month)

Current Bill	Future Bill at Proposed Rates					
	Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
\$228.66	\$256.94	\$287.22	\$317.15	\$347.96	\$379.42	\$413.49
\$ Change	\$28.28	\$30.28	\$29.93	\$30.81	\$31.46	\$34.07
% Change	12.4%	11.8%	10.4%	9.7%	9.0%	9.0%



MULTI-UNIT RESIDENTIAL WATER RATES 2024 - 2029



Tier	Gallons/ du/month	Current	Proposed Rates, Effective Dates					
			Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
EssN: 1	0 to 2,000	\$3.77	\$3.86	\$3.96	\$4.06	\$4.16	\$4.27	\$4.37
2	2,001 to 4,000	\$4.43	\$4.87	\$5.36	\$5.84	\$6.34	\$6.85	\$7.39
3	4,001 to 10,000	\$5.03	\$5.70	\$6.52	\$7.33	\$8.16	\$9.01	\$9.93
4	More than 10,000	\$5.98	\$7.21	\$8.25	\$9.27	\$10.33	\$11.40	\$12.57

EssN – Essential needs

Rates are in \$ per thousand gallons

du – dwelling unit



PROPOSED: For Discussion Only

MULTI-UNIT RESIDENTIAL SAMPLE WATER BILLS



Dwelling Units (du)	Meter Size	Monthly Usage k-gals/du	Current	Proposed Rates, Effective Dates					
				Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
272	3"	7	\$8,619	\$9,462	\$10,454	\$11,436	\$12,446	\$13,478	\$14,593
144	8"	9	\$6,260	\$6,924	\$7,712	\$8,492	\$9,294	\$10,113	\$11,000
277	8"	14	\$19,805	\$22,610	\$25,474	\$28,303	\$31,216	\$34,189	\$37,413

PROPOSED: For Discussion Only
Bill amounts rounded to nearest \$1
Excludes Fire Meter Standby Charge



NON-RESIDENTIAL CUSTOMERS DRIVE OUR ISLAND'S ECONOMY – CURRENT RATES



Non-residential customers pay 117% of their cost of service

\$5.27 per 1,000 gallons



NON-RESIDENTIAL WATER RATES

2024 - 2029



Current	Proposed Rates, Effective Dates					
	Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
\$5.27	\$5.80	\$6.38	\$6.95	\$7.54	\$8.14	\$8.80
% Change	10.0%	10.0%	9.0%	8.5%	8.0%	8.0%

Rates are in \$ per thousand gallons

Examples: hotels, restaurants, government, shopping centers, hospitals, retail



PROPOSED: For Discussion Only

NON-RESIDENTIAL SAMPLE WATER BILLS

PROPOSED: For Discussion Only
Bill amounts rounded to nearest \$1



Business Type	Meter Size	Monthly Usage k-gals	Current	Proposed Rates, Effective Dates					
				Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
Restaurant	1.5"	230	\$1,230	\$1,352	\$1,488	\$1,622	\$1,759	\$1,900	\$2,052
Hotel	6"	1,526	\$8,224	\$9,046	\$9,951	\$10,846	\$11,768	\$12,710	\$13,726
Church	2"	233	\$1,271	\$1,399	\$1,538	\$1,677	\$1,819	\$1,965	\$2,122
Office Building	3"	458	\$2,467	\$2,714	\$2,985	\$3,254	\$3,531	\$3,813	\$4,118
Large Industrial User	8"	31,233	\$164,780	\$181,258	\$199,383	\$217,328	\$235,801	\$254,665	\$275,038
Large Shopping Center	3"	4,907	\$25,913	\$28,505	\$31,355	\$34,177	\$37,082	\$40,049	\$43,253



CURRENT REDUCED RATES WILL BE CONTINUED



Lower rates for
local agriculture

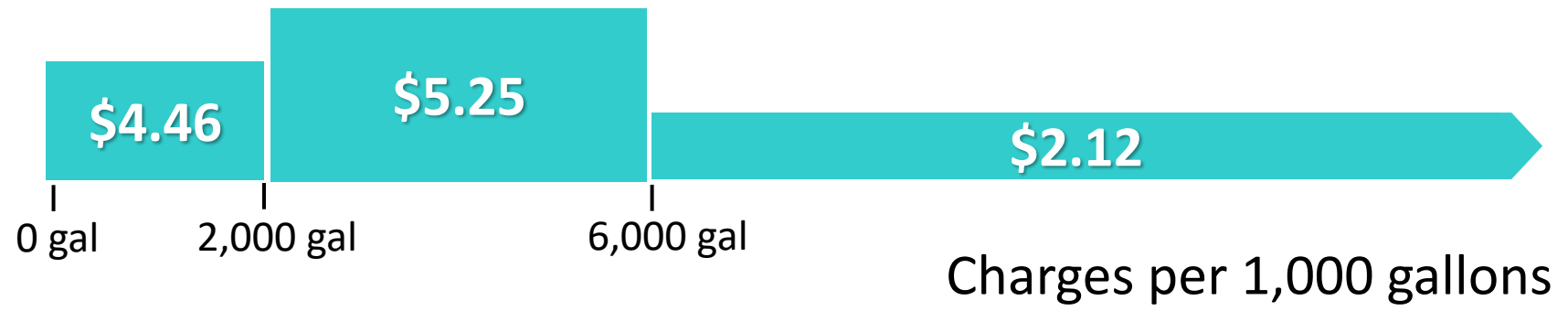
and recycled
water



AGRICULTURAL CUSTOMERS PAY A LOWER RATE – CURRENT RATES



<1% of BWS's total customers



Reduced rates encourage local farming of fresh, healthy produce.
Rate participation requires application and approval.



AGRICULTURAL WATER RATES

2024 - 2029



Tier	Gallons/ du/month	Current	Proposed Rates, Effective Dates					
			Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
EssN: 1	0 to 2,000	\$4.46	\$4.57	\$4.69	\$4.80	\$4.92	\$5.05	\$5.17
2	2,001 to 6,000	\$5.25	\$5.78	\$6.35	\$6.92	\$7.51	\$8.11	\$8.76
3	Over 6,000	\$2.12	\$2.33	\$2.57	\$2.81	\$3.05	\$3.29	\$3.56

EssN – Essential needs

Rates are in \$ per thousand gallons
du – dwelling unit



PROPOSED: For Discussion Only



COMPARING BILLS – AGRICULTURAL CUSTOMER

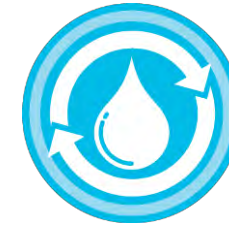
1-Inch Meter

98,000 gallons per month

Current Bill	Future Bill at Proposed Rates						Cumulative Change
	Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028	
\$240.24	\$263.86	\$289.84	\$315.56	\$342.04	\$369.08	\$398.27	\$158.03
% Change	9.8%	9.8%	8.9%	8.4%	7.9%	7.9%	65.8%



NON-POTABLE AND RECYCLED WATER RATES 2024 - 2029



Type	Current	Proposed Rates, Effective Dates					
		Feb 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
Non-Potable	\$2.90	\$3.19	\$3.51	\$3.82	\$4.15	\$4.48	\$4.84
R-1 Golf	\$0.65	\$0.72	\$0.79	\$0.86	\$0.93	\$1.00	\$1.08
R-1 Other	\$1.96	\$2.16	\$2.37	\$2.59	\$2.80	\$3.03	\$3.27
RO	\$6.36	\$7.00	\$7.70	\$8.39	\$9.10	\$9.83	\$10.62

Rates are in \$ per thousand gallons





For affordable housing

CONTINUING
EXISTING FEE
WAIVERS TOO!



And to retrofit
fire sprinklers



For homeless housing



EXTENSION OF EXISTING FEE WAIVERS

Waiver of Water System Facilities Charge for Qualified Affordable and Homeless Dwelling Units

The Board of Water Supply may waive the Water Systems Facilities Charges and new meter cost for qualified on-site affordable and homeless dwelling units, up to 500 dwelling units per year. The waivers will be granted when the building permit is submitted for approval. To qualify, the dwelling units must be certified as either affordable or homeless dwelling units by the appropriate agency of the City and County of Honolulu. Waiver of the Water System Facilities Charge will apply only to fixture units associated with the certified dwelling units. The amount of the meter waiver shall be calculated as a percentage of the number of certified dwelling units to the total number of dwelling units in the project. If the annual cap of 500 dwelling units has not been reached and a project is proposed that would qualify for more than the remaining number of dwelling units in that year, the Manager and Chief Engineer has the discretion to increase that year's limit.

Waiver of Meter Charges for Residential Fire Sprinkler Retrofits

The Board of Water Supply may waive the new meter charges for high rise multi-unit residential fire sprinkler retrofits.



BWS IS CONSIDERING WAIVERS FOR NEW FARMERS

Waiver of Water System Facilities Charge for New Farmers

The Board of Water Supply may waive the Water Systems Facilities Charges and new meter cost for qualified new farmers needing a $\frac{3}{4}$ - or 1-inch water meter and connecting to the BWS system for the first time. A new farmer is defined as any entity starting up a new agricultural enterprise that will be actively growing crops and/or raising livestock for food purposes, or dairy farming on a commercial basis, that does not already have a meter on the BWS system for the purpose of farming. Existing farming operations and expansion of existing operations do not qualify. The BWS will have full discretion whether what is being grown or raised is for food or other purposes. The new water meter serving the agricultural operation shall only serve the farm and up to one residence / dwelling. The entity must be a registered Hawai'i farm business and have GET license. The entity must provide a written farm irrigation plan and install a BWS-approved backflow preventer at its own cost. This program will expire when the waivers granted by BWS have reached \$1 million, unless otherwise extended prior to that time. The waiver will be revoked and the installation fee and Water System Facilities Charge will become immediately due and payable if: (a) commercial agricultural operations are not maintained for at least 5 years, or (b) other violations are identified and not rectified within a specified timeline mandated by the BWS.



FIRE METER STANDBY CHARGE

Meter Size	Current	Feb 1 FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
2" and smaller	\$7.99	\$8.79	\$9.67	\$10.54	\$11.43	\$12.35	\$13.34
3"	\$10.29	\$11.32	\$12.45	\$13.57	\$14.73	\$15.90	\$17.18
4"	\$14.23	\$15.65	\$17.22	\$18.77	\$20.36	\$21.99	\$23.75
6"	\$28.44	\$31.28	\$34.41	\$37.51	\$40.70	\$43.95	\$47.47
8"	\$52.94	\$58.23	\$64.06	\$69.82	\$75.76	\$81.82	\$88.36

- For READINESS TO SERVE, applies exclusively to services for private fire protection including automatic fire sprinklers connected to alarms, fire hydrants, and wet stand pipes



NO CHANGES TO STANDBY CHARGE FOR EMERGENCY INTERCONNECTIONS

- For **EMERGENCY** interconnections or **TEMPORARY** service outages for private water systems
- Charged at the applicable quantity rate for each 1,000 gallons
- **CONTINGENT UPON IMPACTS TO BWS CUSTOMERS'** level of service and BWS's ability to meet Water System Standards requirements



NO CHANGES TO WATER SYSTEM FACILITIES CHARGE

- A **ONE-TIME CHARGE** based on water use
- Applies to :
 - All **NEW DEVELOPMENT** requiring water from the BWS's system
 - **ADDITIONAL CAPACITY** needed for an existing water service
- **EXCLUDES:**
- **DEVELOPMENTS THAT HAVE PAID** for and installed all of a water system
- Portion of the system **INSTALLED BY DEVELOPERS**, e.g. source, transmission and/or storage



NO CHANGES TO COST ADJUSTMENT FEES

- **POWER COST ADJUSTMENT:** When total power, or electricity, costs exceed the amount used in calculating rates, the Quantity Charge may be increased \$0.01 per 1,000 gallons for every \$500,000 incremental power cost overage in the following fiscal year
- **ENVIRONMENTAL REGULATIONS COMPLIANCE FEE:** The quantity charge may be increased \$0.01 per 1,000 gallons for each \$500,000 of additional costs required to incur in order to comply with any Federal or State environmental law or regulation



BWS OFFERS WATER CONSERVATION DEVICE REBATES



AND IMPLEMENTING NEW WATER CONSERVATION PROGRAMS

Top water user outreach

- Hotels, other businesses, condos and townhomes

Direct install for Kupuna living on their own

- Free low flow showerheads and faucet aerators
 - Water audits of homes
- Ensure Kupuna are getting appropriate rebates

For more information go to the conservation menu tab at boardofwatersupply.com

4 COMMUNITY INFORMATION MEETINGS

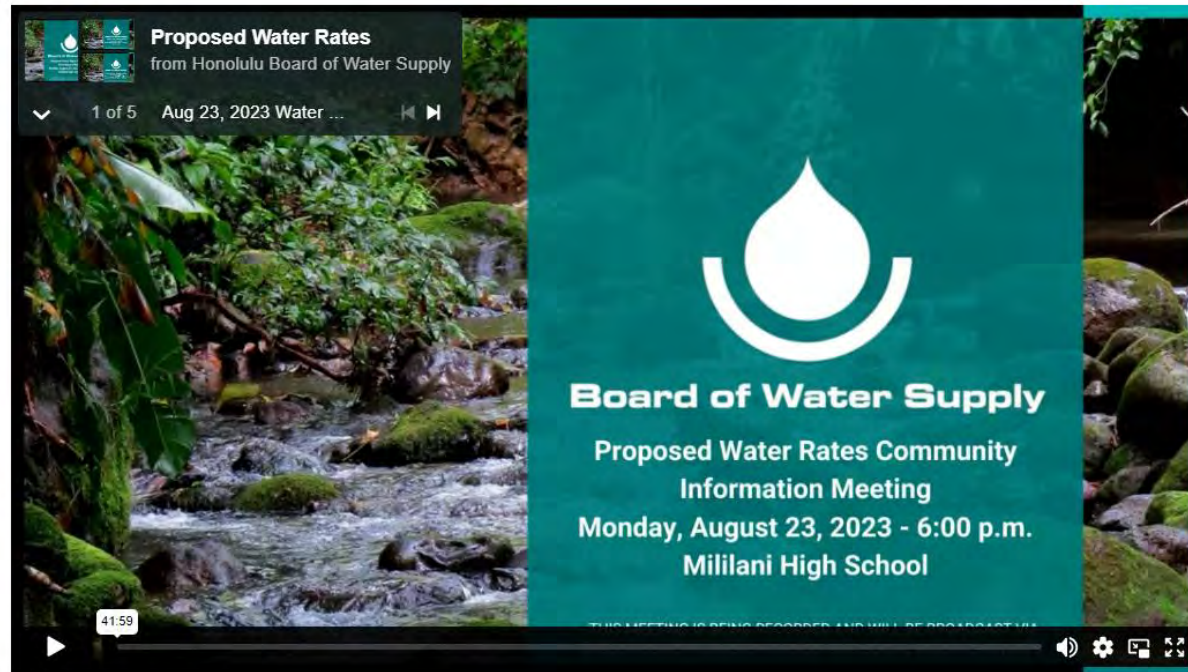
25 ATTENDEES

All Meetings: 6:00 – 8:30 PM	
Kaneohe	Monday, August 14 <i>Benjamin Parker Elementary School Cafeteria</i> 45-259 Waikalua Road, Kaneohe 96744
Honolulu	Tuesday, August 15 <i>Japanese Cultural Center of Hawaii</i> 2454 S Beretania St., Honolulu 96826
Kapolei	Wednesday, August 16 <i>Kapolei Hale, Conference Rooms A/B/C</i> 1000 Uluohia Street, Kapolei 96707
Mililani	Wednesday, August 23 <i>Mililani High School</i> 95-1200 Meheula Parkway, Mililani 96789



VIDEOS OF COMMUNITY INFORMATION MEETINGS

- 92 Views on BWS Website
- All 4 meetings aired on Olelo TV at least 4 times each through late September
- All 4 meetings available on Olelo Video on Demand



GIVE YOUR INPUT ON PROPOSED RATES

Send a letter or an email to:

Board of Water Supply

Attn: Proposed Water Rates

630 South Beretania, Honolulu 96843

Email: bwsrates@hbws.org

Oct. 15, 2023

Questions?

Call: (808) 748-5041

BWS Website: www.boardofwatersupply.com

Twitter: [@BWSHonolulu](https://twitter.com/BWSHonolulu)

Facebook: <http://www.facebook.com/BWSHonolulu>



For more information, visit our website or scan this QR code with your mobile device.



21 NEIGHBORHOOD BOARD PRESENTATIONS ABOUT 420 ATTENDEES

North Shore #27	Waimanalo #32
Kuliouou-Kalani Iki #2	Wahiawa #26
Kahaluu #29	Kaimuiki #4
Diamond Head-Kapahulu- St. Louis Hts #5	Liliha / Puunui / Alewa / Kamehameha Heights #14
Mililani-Waipio #25	Makakilo-Kapolei #34
Waipahu #22	Kailua #31
Pearl City #21	Nuuanu / Punchbowl #12
Liliha-Kapalama #14	McCully #8



7 INTEREST GROUP PRESENTATIONS ABOUT 150 ATTENDEES

- Stakeholder Advisory Group
- Commercial Stakeholder Advisory Group
- Chamber of Commerce Hawaii: Government Relations
- House District 44 – Representative Darius Kila
- Kukui Plaza
- Green Business Conference
- Stormwater Stakeholder Advisory Group



SPECIAL EDITION OF WATER MATTERS MAILED TO 170,000 ACCOUNT HOLDERS



WATER MATTERS

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

Vol. 10 - Issue 2

Special Water Rates Issue

Fall 2023

BWS Seeks Comments on Proposed Water Rate Hikes

The Honolulu Board of Water Supply (BWS) is proposing rate adjustments so we can continue to provide safe and dependable water to the one million people we serve on Oahu, now and in the future.

As a semi-autonomous City agency, the BWS is financially self-sufficient; no tax revenues are used to finance BWS operations. Infrastructure improvements and operations are funded mostly by rate revenues.

Since 2020, we have all been impacted by the global pandemic and the many associated stressors, financial and otherwise, that have come from it. During this time, the BWS has gone to great lengths to minimize the impacts to our customers. In addition to our extensive customer assistance programs, we will have a "flat" Operations and Maintenance budget for 2024, and are deferring purchases of replacement vehicles and other equipment, deferring less-critical capital projects, and not passing on energy cost increases to our customers. Unfortunately, our water supply is under unprecedented threat from the Red Hill fuel crisis. The as-yet undetermined risk of Per- and Polyfluoroalkyl Substances (PFAS), also known as "forever chemicals," in widespread use in common household products since the 1940s and 1950s, poses uncertainty about what will be our highest project priorities in the future. What we do know with certainty is that over the next few years the BWS will continue to invest in infrastructure projects to replace pipelines, pumps, and reservoirs; sustain our water supply by establishing new wells to replace those impacted by Red Hill and building our first desalination plant in Kalealoea; and expand our water conservation programs while continuing to invest in watershed protection.



BWS's revenues will need to increase to meet anticipated operating and infrastructure improvement expenses.

The proposed draft rate adjustments shown on the following pages are needed to accomplish the following objectives:

- Focus on water quality, source protection, and replacement and/or treatment of impacted sources
- Focus on maintaining and replacing our most critical infrastructure
- Begin update of the Water Master Plan in 2024
- Adjust the number of days of working capital to address trends and risks

Proposed draft rate adjustments may be implemented starting January 1, 2024. Please note: these are proposed WATER rates, NOT sewer rates.





Honolulu City Council

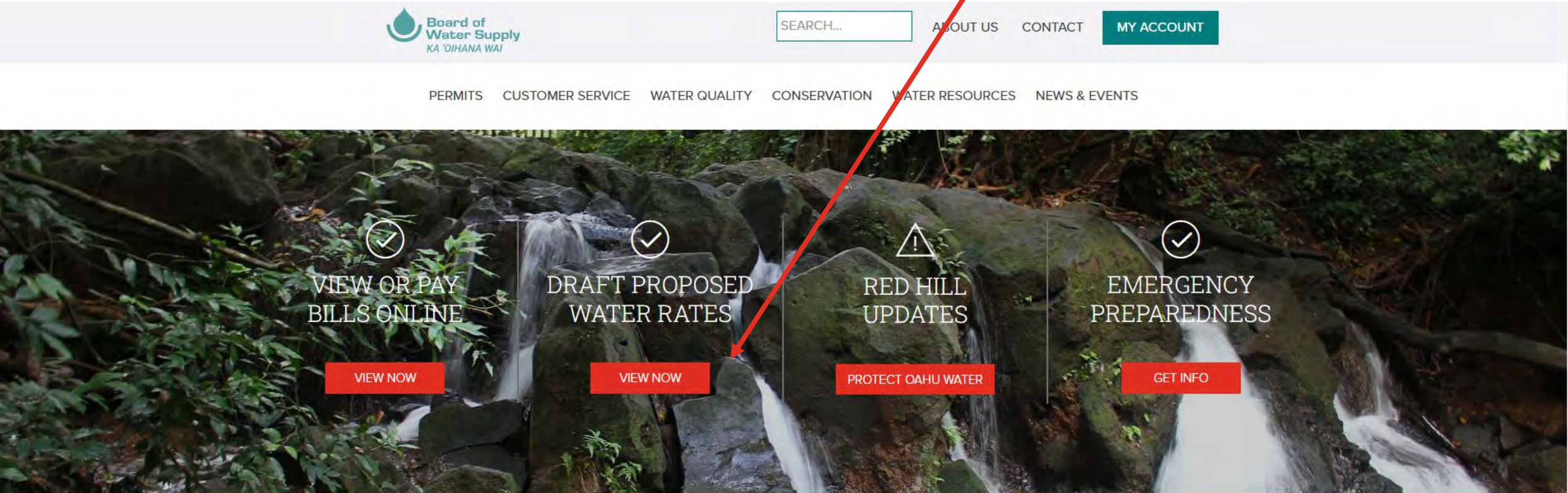


- 7 City Council Member Briefings
- Briefing to *Managing Director* on July 25, 2023



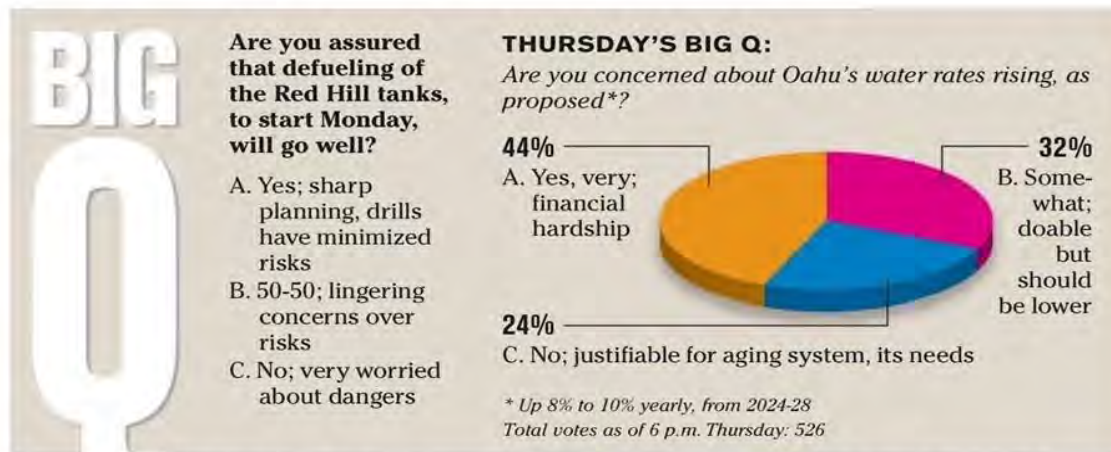
BWS WEBSITE VISITS

Over 1,759 views of rates
Over 745 unique users



MEDIA

- Interview with Catherin Cruz, HPR
- Answered questions for Kokua Line in the Star Advertiser
- The Big Q in the Star Advertiser
- Civil Beat article September 18, 2023



Vote by 6 p.m. today on our website at staradvertiser.com. Results will run in tomorrow's edition and online. This is not a scientific poll; results reflect the opinions of only those voting.

Struggling To Get By

Oahu Homeowners And Businesses May Soon See Higher Water Bills

BWS says additional spending required because of Red Hill-related problems and inflation is forcing it to charge higher rates



By Ben Angarone / September 18, 2023

Reading time: 6 minutes.



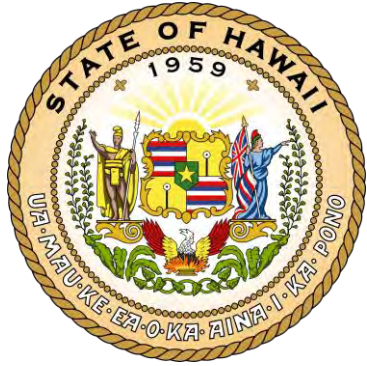
Water prices may be increasing more than 50% over the next five years for most Oahu customers, if new rates proposed by the Honolulu Board of Water Supply are approved this fall.

BWS blamed inflation, the need to invest in new facilities because of fallout from the Navy's Red Hill water crisis, rising electricity costs and pandemic effects for the new rate proposals.

The proposed increases for water rates and water meter charges are 10% on Jan. 1, 2024; 10% on July 1, 2024; 9% on July 1, 2025; 8.5% on July 1, 2026; 8% on July 1, 2027, and 8% on July 1, 2028.

Some variation exists for single family residential customers, who are priced based on tier of water usage in order to encourage conservation. Residents who use less water would see a smaller rate increase.





DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM SMALL BUSINESS REGULATORY REVIEW BOARD

- Prepared Small Business Impact Statement and submitted to SBRRB (required prior to public hearing)
- SBRRB Review (August 17, 2023)
- Next Steps
 - Provide at least 30-days notice of public hearing
 - Public hearing with full consideration of all written and oral submissions (Tentative: November 27, 2023)
 - Submit post-hearing Small Business Impact Statement
 - Becomes effective 10 days after filing with City Clerk, or later as specified

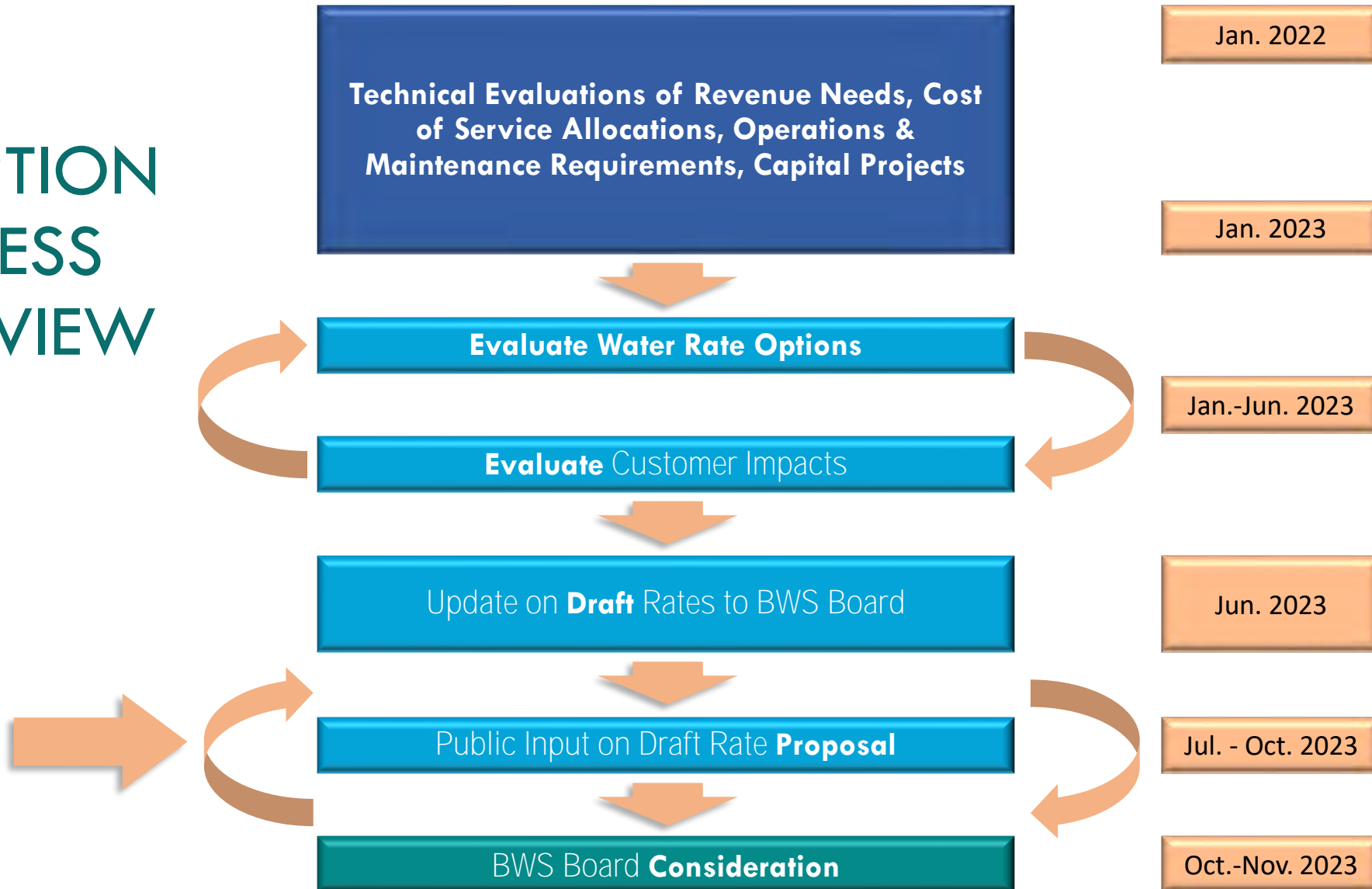
**SBRRB made
unanimous
recommendation to
proceed to public
hearing**



47 STAKEHOLDER ADVISORY GROUP MEETINGS SINCE MAY 2015



RATE ADOPTION PROCESS OVERVIEW



PROPOSED NOTICE OF PUBLIC HEARING

NOTICE OF PUBLIC HEARING

NOTICE IS HEREBY GIVEN that the BOARD OF WATER SUPPLY, CITY AND COUNTY OF HONOLULU, will hold a PUBLIC HEARING in the Board Room, Public Service Building, 630 South Beretania Street, Honolulu, HI 96843, on MONDAY, NOVEMBER 27, 2023, at 2:00 p.m., or soon thereafter, where all interested persons shall be afforded the opportunity of being heard on the adoption of the Proposed Amendment to the Schedule of Rates and Charges of the Board of Water Supply for Fiscal Years (FY) 2024 through 2029, Effective February 1, 2024 through June 30, 2029 to Remain in Effect Until Superseded by a Revision to the Schedule of Rates and Charges.

TESTIMONY MAY BE SUBMITTED AS FOLLOWS:
 Written testimony should include the submitter's address, email address, and phone number. Testimony must be received by Monday, November 27, 2023, at noon. Submit written testimony by:
 1. Email to board@hbws.org
 2. In-person delivery to Board of Water Supply, 630 S. Beretania Street, Honolulu, HI 96843
 3. Fax to (808) 748-5079

Interested persons wishing to testify in person should arrive at the meeting at least 15 minutes before the start of the meeting. Testifiers will be escorted to and from the Board Room. On-site registration will be available for walk-in requests. Limited seating will be available in the Board Room for testifiers or those wishing to attend the meeting in person. The public may also view the livestream of the meeting online at www.boardofwatersupply.com/live.

VIEWING THE MEETING
 The meeting will be viewable via livestreaming on the BWS website www.boardofwatersupply.com/live. Video will appear on screen. You may have to click the arrow on video to start it. You may have to unmute audio as muted audio tends to be the default setting.

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Limited seating will be available in the Board Room for testifiers or those wishing to attend the meeting in person. The public may also view the livestream of the meeting online at www.boardofwatersupply.com/live.

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- Email to board@hbws.org
- Online at boardofwatersupply.com/testimony
- Mail or hand deliver to Board of Water Supply, 630 S. Beretania Street, Honolulu, HI 96843
- Fax to (808) 748-5079

Oral testimony will be accepted remotely and in person during the meeting. Pre-registration is encouraged to facilitate as much remote and in-person testimony as reasonably possible during the time allotted. Testifiers also should consider submitting a written version of their oral testimony. Testimony is limited to two (2) minutes and shall be presented by the registered speaker only. Testimony submitted in writing or orally, electronically or in person, for use in the meeting process is public information. All testimony will be included as part of the approved meeting minutes at boardofwatersupply.com/boardmeetings.

- To testify remotely using the Zoom videoconferencing platform, please submit your request by email to board@hbws.org or online at boardofwatersupply.com/testimony. Zoom registration instructions, as well as participant guidelines, will be sent to the contact information provided. Once confirmed as registered, testifiers will receive an email containing the links and instructions to join the Zoom session. Submit your request to testify remotely by Friday, November 24, 2023, at noon.
- To testify in person at the meeting, please pre-register by submitting your request by Monday, November 27, 2023, by email to board@hbws.org or online at boardofwatersupply.com/testimony. In-person testifiers should check in with building security and then with testimony staff located in the lobby. Testifiers will be escorted to and from the Board Room. On-site registration will be available for walk-in requests.

MATERIALS AVAILABLE FOR INSPECTION

Meeting materials ("board packet" under HRS Section 92-7.5) are available at boardofwatersupply.com/boardmeetings.

VIEWING THE MEETING

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SPECIAL REQUESTS AND ACCOMMODATIONS

If you require special assistance, an auxiliary aid or service, and/or an accommodation due to a disability to participate in this meeting (i.e., sign language interpreter, interpreter for language other than English, or wheelchair accessibility), please call (808) 748-5172 or email your request to board@hbws.org at least three business days prior to the meeting date. If a response is received less than three business days before the meeting date deadline, we will try to obtain the auxiliary aid/service or accommodation, but we cannot guarantee that request will be filled.

Upon request, this notice is available in alternate formats such as large print, Braille, or electronic copy.

**BOARD OF WATER SUPPLY, CITY AND COUNTY OF HONOLULU
 SCHEDULE OF RATES AND CHARGES
 FOR THE FURNISHING OF WATER AND WATER SERVICE**

Water Use	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
150 gal or less	\$12.00	\$14.00	\$17.00	\$17.00	\$17.00	\$20.00
151 - 300	\$18.00	\$21.00	\$26.00	\$26.00	\$26.00	\$30.00
301 - 450	\$24.00	\$28.00	\$34.00	\$34.00	\$34.00	\$39.00
451 - 600	\$30.00	\$35.00	\$42.00	\$42.00	\$42.00	\$48.00
601 - 750	\$36.00	\$42.00	\$50.00	\$50.00	\$50.00	\$57.00
751 - 900	\$42.00	\$49.00	\$58.00	\$58.00	\$58.00	\$66.00
901 - 1050	\$48.00	\$56.00	\$66.00	\$66.00	\$66.00	\$75.00
1051 - 1200	\$54.00	\$63.00	\$74.00	\$74.00	\$74.00	\$84.00
1201 - 1350	\$60.00	\$70.00	\$82.00	\$82.00	\$82.00	\$93.00
1351 - 1500	\$66.00	\$77.00	\$90.00	\$90.00	\$90.00	\$102.00
1501 - 1650	\$72.00	\$84.00	\$98.00	\$98.00	\$98.00	\$111.00
1651 - 1800	\$78.00	\$91.00	\$106.00	\$106.00	\$106.00	\$120.00
1801 - 1950	\$84.00	\$97.00	\$114.00	\$114.00	\$114.00	\$129.00
1951 - 2100	\$90.00	\$104.00	\$122.00	\$122.00	\$122.00	\$138.00
2101 - 2250	\$96.00	\$111.00	\$130.00	\$130.00	\$130.00	\$147.00
2251 - 2400	\$102.00	\$118.00	\$138.00	\$138.00	\$138.00	\$156.00
2401 - 2550	\$108.00	\$125.00	\$146.00	\$146.00	\$146.00	\$165.00
2551 - 2700	\$114.00	\$132.00	\$154.00	\$154.00	\$154.00	\$174.00
2701 - 2850	\$120.00	\$139.00	\$162.00	\$162.00	\$162.00	\$183.00
2851 - 3000	\$126.00	\$146.00	\$170.00	\$170.00	\$170.00	\$192.00
3001 - 3150	\$132.00	\$153.00	\$178.00	\$178.00	\$178.00	\$201.00
3151 - 3300	\$138.00	\$160.00	\$186.00	\$186.00	\$186.00	\$210.00
3301 - 3450	\$144.00	\$167.00	\$194.00	\$194.00	\$194.00	\$219.00
3451 - 3600	\$150.00	\$174.00	\$202.00	\$202.00	\$202.00	\$228.00
3601 - 3750	\$156.00	\$181.00	\$210.00	\$210.00	\$210.00	\$237.00
3751 - 3900	\$162.00	\$188.00	\$218.00	\$218.00	\$218.00	\$246.00
3901 - 4050	\$168.00	\$195.00	\$226.00	\$226.00	\$226.00	\$255.00
4051 - 4200	\$174.00	\$202.00	\$234.00	\$234.00	\$234.00	\$264.00
4201 - 4350	\$180.00	\$209.00	\$242.00	\$242.00	\$242.00	\$273.00
4351 - 4500	\$186.00	\$216.00	\$250.00	\$250.00	\$250.00	\$282.00
4501 - 4650	\$192.00	\$223.00	\$258.00	\$258.00	\$258.00	\$291.00
4651 - 4800	\$198.00	\$230.00	\$266.00	\$266.00	\$266.00	\$300.00
4801 - 4950	\$204.00	\$237.00	\$274.00	\$274.00	\$274.00	\$309.00
4951 - 5100	\$210.00	\$244.00	\$282.00	\$282.00	\$282.00	\$318.00
5101 - 5250	\$216.00	\$251.00	\$290.00	\$290.00	\$290.00	\$327.00
5251 - 5400	\$222.00	\$258.00	\$298.00	\$298.00	\$298.00	\$336.00
5401 - 5550	\$228.00	\$265.00	\$306.00	\$306.00	\$306.00	\$345.00
5551 - 5700	\$234.00	\$272.00	\$314.00	\$314.00	\$314.00	\$354.00
5701 - 5850	\$240.00	\$279.00	\$322.00	\$322.00	\$322.00	\$363.00
5851 - 6000	\$246.00	\$286.00	\$330.00	\$330.00	\$330.00	\$372.00
6001 - 6150	\$252.00	\$293.00	\$338.00	\$338.00	\$338.00	\$381.00
6151 - 6300	\$258.00	\$300.00	\$346.00	\$346.00	\$346.00	\$390.00
6301 - 6450	\$264.00	\$307.00	\$354.00	\$354.00	\$354.00	\$399.00
6451 - 6600	\$270.00	\$314.00	\$362.00	\$362.00	\$362.00	\$408.00
6601 - 6750	\$276.00	\$321.00	\$370.00	\$370.00	\$370.00	\$417.00
6751 - 6900	\$282.00	\$328.00	\$378.00	\$378.00	\$378.00	\$426.00
6901 - 7050	\$288.00	\$335.00	\$386.00	\$386.00	\$386.00	\$435.00
7051 - 7200	\$294.00	\$342.00	\$394.00	\$394.00	\$394.00	\$444.00
7201 - 7350	\$300.00	\$349.00	\$402.00	\$402.00	\$402.00	\$453.00
7351 - 7500	\$306.00	\$356.00	\$410.00	\$410.00	\$410.00	\$462.00
7501 - 7650	\$312.00	\$363.00	\$418.00	\$418.00	\$418.00	\$471.00
7651 - 7800	\$318.00	\$370.00	\$426.00	\$426.00	\$426.00	\$480.00
7801 - 7950	\$324.00	\$377.00	\$434.00	\$434.00	\$434.00	\$489.00
7951 - 8100	\$330.00	\$384.00	\$442.00	\$442.00	\$442.00	\$498.00
8101 - 8250	\$336.00	\$391.00	\$450.00	\$450.00	\$450.00	\$507.00
8251 - 8400	\$342.00	\$398.00	\$458.00	\$458.00	\$458.00	\$516.00
8401 - 8550	\$348.00	\$405.00	\$466.00	\$466.00	\$466.00	\$525.00
8551 - 8700	\$354.00	\$412.00	\$474.00	\$474.00	\$474.00	\$534.00
8701 - 8850	\$360.00	\$419.00	\$482.00	\$482.00	\$482.00	\$543.00
8851 - 9000	\$366.00	\$426.00	\$490.00	\$490.00	\$490.00	\$552.00
9001 - 9150	\$372.00	\$433.00	\$498.00	\$498.00	\$498.00	\$561.00
9151 - 9300	\$378.00	\$440.00	\$506.00	\$506.00	\$506.00	\$570.00
9301 - 9450	\$384.00	\$447.00	\$514.00	\$514.00	\$514.00	\$579.00
9451 - 9600	\$390.00	\$454.00	\$522.00	\$522.00	\$522.00	\$588.00
9601 - 9750	\$396.00	\$461.00	\$530.00	\$530.00	\$530.00	\$597.00
9751 - 9900	\$402.00	\$468.00	\$538.00	\$538.00	\$538.00	\$606.00
9901 - 10050	\$408.00	\$475.00	\$546.00	\$546.00	\$546.00	\$615.00
10051 - 10200	\$414.00	\$482.00	\$554.00	\$554.00	\$554.00	\$624.00
10201 - 10350	\$420.00	\$489.00	\$562.00	\$562.00	\$562.00	\$633.00
10351 - 10500	\$426.00	\$496.00	\$570.00	\$570.00	\$570.00	\$642.00
10501 - 10650	\$432.00	\$503.00	\$578.00	\$578.00	\$578.00	\$651.00
10651 - 10800	\$438.00	\$510.00	\$586.00	\$586.00	\$586.00	\$660.00
10801 - 10950	\$444.00	\$517.00	\$594.00	\$594.00	\$594.00	\$669.00
10951 - 11100	\$450.00	\$524.00	\$602.00	\$602.00	\$602.00	\$678.00
11101 - 11250	\$456.00	\$531.00	\$610.00	\$610.00	\$610.00	\$687.00
11251 - 11400	\$462.00	\$538.00	\$618.00	\$618.00	\$618.00	\$696.00
11401 - 11550	\$468.00	\$545.00	\$626.00	\$626.00	\$626.00	\$705.00
11551 - 11700	\$474.00	\$552.00	\$634.00	\$634.00	\$634.00	\$714.00
11701 - 11850	\$480.00	\$559.00	\$642.00	\$642.00	\$642.00	\$723.00
11851 - 12000	\$486.00	\$566.00	\$650.00	\$650.00	\$650.00	\$732.00
12001 - 12150	\$492.00	\$573.00	\$658.00	\$658.00	\$658.00	\$741.00
12151 - 12300	\$498.00	\$580.00	\$666.00	\$666.00	\$666.00	\$750.00
12301 - 12450	\$504.00	\$587.00	\$674.00	\$674.00	\$674.00	\$759.00
12451 - 12600	\$510.00	\$594.00	\$682.00	\$682.00	\$682.00	\$768.00
12601 - 12750	\$516.00	\$601.00	\$690.00	\$690.00	\$690.00	\$777.00
12751 - 12900	\$522.00	\$608.00	\$698.00	\$698.00	\$698.00	\$786.00
12901 - 13050	\$528.00	\$615.00	\$706.00	\$706.00	\$706.00	\$795.00
13051 - 13200	\$534.00	\$622.00	\$714.00	\$714.00	\$714.00	\$804.00
13201 - 13350	\$540.00	\$629.00	\$722.00	\$722.00	\$722.00	\$813.00
13351 - 13500	\$546.00	\$636.00	\$730.00	\$730.00	\$730.00	\$822.00
13501 - 13650	\$552.00	\$643.00	\$738.00	\$738.00	\$738.00	\$831.00
13651 - 13800	\$558.00	\$650.00	\$746.00	\$746.00	\$746.00	\$840.00
13801 - 13950	\$564.00	\$657.00	\$754.00	\$754.00	\$754.00	\$849.00
13951 - 14100	\$570.00	\$664.00	\$762.00	\$762.00	\$762.00	\$858.00
14101 - 14250	\$576.00	\$671.00	\$770.00	\$770.00	\$770.00	\$867.00
14251 - 14400	\$582.00	\$678.00	\$778.00	\$778.00	\$778.00	\$876.00
14401 - 14550	\$588.00	\$685.00	\$786.00	\$786.00	\$786.00	\$885.00
14551 - 14700	\$594.00	\$692.00	\$794.00	\$794.00	\$794.00	\$894.00
14701 - 14850	\$600.00	\$699.00	\$802.00	\$802.00	\$802.00	\$903.00
14851 - 15000	\$606.00	\$706.00	\$810.00	\$810.00	\$810.00	\$912.00
15001 - 15150	\$612.00	\$713.00	\$818.00	\$818.00	\$818.00	\$921.00
15151 - 15300	\$618.00	\$720.00	\$826.00	\$826.00		

BOARD OF WATER SUPPLY, CITY AND COUNTY OF HONOLULU

SCHEDULE OF RATES AND CHARGES

FOR THE FURNISHING OF WATER AND WATER SERVICE

Customer Charge: There is a charge for each month service is provided based on the meter size, effective as follows:

Meter Size	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
5/8" or 3/4"	\$13.30	\$14.63	\$15.95	\$17.30	\$18.68	\$20.18
1"	\$16.81	\$18.49	\$20.15	\$21.87	\$23.62	\$25.50
1.5"	\$19.15	\$21.07	\$22.96	\$24.91	\$26.91	\$29.06
2"	\$47.80	\$52.57	\$57.31	\$62.18	\$67.15	\$72.52
3"	\$58.91	\$64.80	\$70.63	\$76.63	\$82.76	\$89.38
4"	\$112.11	\$123.32	\$134.42	\$145.85	\$157.52	\$170.12
6"	\$199.80	\$219.78	\$239.56	\$259.93	\$280.72	\$303.18
8"	\$304.46	\$334.90	\$365.05	\$396.07	\$427.76	\$461.98
12"	\$658.38	\$724.22	\$789.40	\$856.50	\$925.02	\$999.02

Quantity Charge: In addition to the Customer Charge, there is a charge for all water use rounded down to the nearest 1,000 gallons (k-gal), effective as follows:

Single-Family Residential (Monthly per dwelling unit)	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
Tier 1 Essential Needs: First 2,000 gallons	\$4.57	\$4.69	\$4.80	\$4.92	\$5.05	\$5.17
Tier 2: 2,001 – 6,000 gallons	\$5.78	\$6.35	\$6.92	\$7.51	\$8.11	\$8.76
Tier 3: 6,001 – 30,000 gallons	\$6.53	\$7.34	\$8.15	\$8.98	\$9.82	\$10.74
Tier 4: Over 30,000 gallons	\$10.95	\$12.32	\$13.67	\$15.06	\$16.48	\$18.02
Multi-Unit Residential (Monthly per dwelling unit)	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
Tier 1 Essential Needs: First 2,000 gallons	\$3.86	\$3.96	\$4.06	\$4.16	\$4.27	\$4.37
Tier 2: 2,001 – 4,000 gallons	\$4.87	\$5.36	\$5.84	\$6.34	\$6.85	\$7.39
Tier 3: 4,001 – 10,000 gallons	\$5.70	\$6.52	\$7.33	\$8.16	\$9.01	\$9.93
Tier 4: Over 10,000 gallons	\$7.21	\$8.25	\$9.27	\$10.33	\$11.40	\$12.57
Non-Residential	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
All Usage	\$5.80	\$6.38	\$6.95	\$7.54	\$8.14	\$8.80
Agricultural (Monthly per account)	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
Tier 1 Essential Needs: First 2,000 gallons	\$4.57	\$4.69	\$4.80	\$4.92	\$5.05	\$5.17
Tier 2: 2,001 – 6,000 gallons	\$5.78	\$6.35	\$6.92	\$7.51	\$8.11	\$8.76
Tier 3: Over 6,000 gallons	\$2.33	\$2.57	\$2.81	\$3.05	\$3.29	\$3.56
Non-Potable/Brackish	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
All Usage	\$3.19	\$3.51	\$3.82	\$4.15	\$4.48	\$4.84
Recycled Water R-1 Golf	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
All Usage	\$0.72	\$0.79	\$0.86	\$0.93	\$1.00	\$1.08
Recycled Water R-1 Other	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
All Usage	\$2.16	\$2.37	\$2.59	\$2.80	\$3.03	\$3.27
Reverse Osmosis (RO)	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
All Usage	\$7.00	\$7.70	\$8.39	\$9.10	\$9.83	\$10.62

Fire Meter Standby Charge: For those receiving private fire service, there is an additional fire meter standby charge billed monthly based on the size of the fire meter effective as follows:

Fire Meter Size	February 1, 2024	July 1, 2024	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
2" and smaller	\$8.79	\$9.67	\$10.54	\$11.43	\$12.35	\$13.34
3"	\$11.32	\$12.45	\$13.57	\$14.73	\$15.90	\$17.18
4"	\$15.65	\$17.22	\$18.77	\$20.36	\$21.99	\$23.75
6"	\$31.28	\$34.41	\$37.51	\$40.70	\$43.95	\$47.47
8"	\$58.23	\$64.06	\$69.82	\$75.76	\$81.82	\$88.36



Customer Class Definitions

Potable Water means all water that meets State Department of Health Drinking Water Standards. For all customers, all potable water used for irrigation will be billed in accordance with the primary usage of the property. Potable water customers are divided into the following classes:

Residential: Single-family residential refers to single-family and duplex residences. Multi-Unit refers to multi-unit residences including apartments, condominiums and townhouses. Low-rise constitutes up to three stories in height. High-rise constitutes higher than three stories in height.

Agricultural refers to a parcel devoted to agricultural activities. To qualify for Agricultural Quantity Charges, a customer must submit a written application to the Board of Water Supply and furnish satisfactory proof that they are engaged in agriculture on a commercial basis. Only one dwelling unit will be allowed on a meter qualifying for the agricultural quantity charges. To continue to qualify, the application must be renewed each fiscal year.

Non-Residential refers to any property not used for residential or agricultural purposes. To determine appropriate quantity charges, combinations of residential and non-residential may require separate meters for each use; e.g. separate residential and non-residential meters.

Non-Potable/Brackish

- R-1 Recycled Water
- R-1 recycled water is recycled wastewater that meets State Department of Health Reuse Guidelines.
- R-1 Golf are those customers that receive R-1 water used primarily for golf course irrigation.
- R-1 Other are those customers that receive R-1 recycled water for uses other than golf course irrigation
- Reverse Osmosis (RO) Demineralized Water is recycled wastewater that has been demineralized through reverse osmosis.

The R-1 Golf, R-1 Other and RO Customer and Quantity Charges shall not supersede existing or individually negotiated charges unless expressly identified in the contract.

Fire Meter Standby Charge: For readiness to serve, applies to services used exclusively for private fire protection purposes, including automatic fire sprinkler services connected to the alarm systems, fire hydrants, and wet standpipes. These must be protected against theft and leakage or waste of water. No connections or usage of water for other than fire-fighting and system testing purposes is allowed. In addition, for any misuse or non-fire protection related water use, such usage will be billed at twice the highest quantity charge in effect at that time. For any such misuse or leakage, the Customer shall be subject to penalty pursuant to Chapter 1, Article 3, Section 1-3.1 of the Revised Ordinances of Honolulu. Except for misuse and non-fire protection related use as described above, there are no quantity charges associated with these services.

Continued in the next column:

Standby Charge: A Standby Charge will be negotiated by the Manager and Chief Engineer with each private water system contracting for interconnection service. Such service shall be provided only during emergency or temporary service outages with the intent to protect against interrupted water service supporting normal private system requirements. Water used shall be charged at the applicable quantity rate for each thousand gallons. Approval of activation and duration is contingent upon impacts to BWS customers' level of service and BWS's ability to meet Water System Standards requirements. Activation of service will require a written request submitted to the Manager and Chief Engineer at least 48 hours before service is required, unless waived by the Manager and Chief Engineer.

Water service shall be provided in accordance with Board of Water Supply Rules and Regulations Section 1-101 Availability of Water which requires that "the Department have sufficient pressure and water supply available for domestic use and fire protection and can assume new or additional service without detriment to those presently being served."

Power Cost Adjustment: When total power, or electricity, costs to the Board of Water Supply exceed the amount used in calculating the annual Schedule of Rates and Charges, then the Quantity Charge may be increased \$0.01 per 1,000 gallons for every \$500,000 incremental power cost overage in the following fiscal year.

Environmental Regulations Compliance Fee Cost Adjustment: The Quantity Charge may be increased \$0.01 per 1,000 gallons for each \$500,000 of additional costs that the Board of Water Supply is required to incur in order to comply with any Federal or State environmental laws or regulations.

Waiver of Water System Facilities Charge for Qualified Affordable and Homeless Dwelling Units: The Board of Water Supply may waive the Water Systems Facilities Charges and new meter cost for qualified on-site affordable and homeless dwelling units, up to 500 dwelling units per year. The waivers will be granted when the building permit is submitted for approval. To qualify, the dwelling units must be certified as either affordable or homeless dwelling units by the appropriate agency of the City and County of Honolulu. Waiver of the Water System Facilities Charge will apply only to fixture units associated with the certified dwelling units. The amount of the meter waiver shall be calculated as a percentage of the number of certified dwelling units to the total number of dwelling units in the project. If the annual cap of 500 dwelling units has not been reached and a project is proposed that would qualify for more than the remaining number of dwelling units in that year, the Manager and Chief Engineer has the discretion to increase that year's limit.

Waiver of Meter Charges for Residential Fire Sprinkler Retrofits: The Board of Water Supply may waive the new meter charges for high rise multi-unit residential fire sprinkler retrofits.

Waiver of Water System Facilities Charge for New Farmers: The Board of Water Supply may waive the Water Systems Facilities Charges and new meter cost for qualified new farmers needing a ¾- or 1-inch water meter and connecting to the BWS system for the first time. A new farmer is defined as any entity starting up a new agricultural enterprise that will be actively growing crops and/or raising livestock for food purposes, or dairy farming on a commercial basis, that does not already have a meter on the BWS system for the purpose of farming. Existing farming operations and expansion of existing operations do not qualify. The BWS will have full discretion whether what is being grown or raised is for food or other purposes. The new water meter serving the agricultural operation shall only serve the farm and up to one residence / dwelling. The entity must be a registered Hawaii farm business and have GET license. The entity must provide a written farm irrigation plan and install a BWS-approved backflow preventer at its own cost. This program will expire when the waivers granted by BWS have reached \$1 million, unless otherwise extended prior to that time. The waiver will be revoked and the installation fee and Water System Facilities Charge will become immediately due and payable if: (a) commercial agricultural operations are not maintained for at least 5 years, or (b) other violations are identified and not rectified within a specified timeline mandated by the BWS.



Board of Water Supply

Honolulu Board of Water Supply
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BWS UPDATES

Ernest Lau
Manager and Chief Engineer
July 20, 2023
boardofwatersupply.com



Mahalo!

Providing safe, dependable, and affordable drinking water, now and into the future.

UPCOMING STAKEHOLDER ADVISORY GROUP MEETINGS

2024

- Thursday January 18, 2024
- Thursday, April 18, 2024
- Thursday, July 18, 2024
- Thursday, October 17, 2024





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