

BOARD OF WATER SUPPLY

CITY AND COUNTY OF HONOLULU
630 SOUTH BERETANIA STREET
HONOLULU, HI 96843



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

ELLEN E. KITAMURA, P.E.
Deputy Manager and Chief Engineer

Aloha Valued BWS Customer:

Subject: Reconciling Multiple Bill Estimates

The Board of Water Supply (BWS) has discovered situations where some bills were being estimated when, in fact, actual meter readings were available. For some customers, this may have occurred for more than one billing period.

Once identified, BWS took immediate steps to correct the situation and is now working to reconcile affected accounts. To provide accurate bills for your record, the BWS has cancelled your previous bills that were based on estimates and recalculated the bills using actual meter readings. All previous payments and adjustments will be reflected in the recalculated bills. Each bill has been manually checked by BWS staff to ensure accuracy.

Please see the attached recalculated bills. All adjustments to your account are based on actual readings taken from your water meter.

As a result:

- Your current recalculated bill may be lower than your normal bill, or you may have a credit to your account; or
- Your current recalculated bill may be larger than your normal bill, as previous bills were estimated lower than your actual water use. In this case, if you require assistance in paying your revised bills, we will work with you to arrange for payments over a period of time. There will be no penalties assessed.

Special note: If you subscribe to Automatic Bill Payment (ABP), and each individual bill shows an amount due, then you can expect to see multiple deductions from your ABP account.

Please call the BWS at 748-5030, where one of our helpful Customer Service Representatives will be pleased to assist you, or e-mail the BWS at ContactUs@hbws.org.

We apologize for any inconvenience that the recalculated bills may have caused. We appreciate your understanding and patience as we continue to implement our new customer care and billing system.

Very truly yours,

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