



# WATER MATTERS

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

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Fall 2020

## New BWS Website Feature: Sources To Tap

The Board of Water Supply (BWS) website at [www.boardofwatersupply.com](http://www.boardofwatersupply.com) now has online resources for Oahu residents, from keiki to kupuna, to learn about our island water resources and conservation.

The "Sources to Tap" page, at [hbws.me/stt](http://hbws.me/stt), features links to fun and informative resources, including games, lesson ideas, and videos.

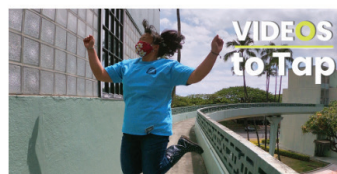
Sources to Tap grew out of the vision of the BWS public outreach staff to provide educators and families with access to updated water education from the former BWS website's "Keiki Korner" section, as well as new content for the general public. Fun, new offerings being worked on include a scavenger hunt, word search, and coloring pages of native plants and flowers, some of which are planted in the BWS Halawa Xeriscape Garden.

Sources to Tap is a work in progress and will be refreshed to keep its content relevant and useful. The BWS encourages our community to visit the webpage, check out its content, and use its information to help preserve and protect our precious water supply for now and generations to come.

### SOURCES TO TAP

Aloha!

Welcome to our new education portal, Sources to Tap! We are excited to introduce this new community resource. Please check back for updates here and on our social media over the next few weeks.



## Water-Efficient Gardening Mini-Workshop Videos

Due to COVID-19, the BWS had to shut down its outdoor water conservation education program at the Halawa Xeriscape Garden (HXG). Prior to the pandemic, HXG workshops were highly popular among home gardening enthusiasts, with registration often filling up soon after it opened for specific workshops.

To continue sharing their water-efficient gardening knowledge and practices with Oahu residents, BWS staff pivoted to creating short videos of mini-workshops and promoting them on BWS's social media channels.

Two mini-workshop videos featuring seed starter pot ideas are posted on [vimeo.com/BWSHonolulu](https://vimeo.com/BWSHonolulu). The site also contains videos of BWS monthly Board meetings, public service announcements, and other BWS videos.

## Water Main Break Updates Featured On BWS Website

During a water main break, BWS customers now have another way, besides calling the 24/7 trouble line at 748-5000, to get basic information about breaks on water mains four inches and larger.

The BWS water main breaks web page, [hbws.me/mainbreaks](http://hbws.me/mainbreaks), provides information as it becomes available, including the break location, pipe size, date/time water was turned off and turned back on, number of customers affected, and

— if needed — alternate water sources set up for affected customers.

The BWS posts updates for main breaks with a wide impact on the community on its [Facebook](https://www.facebook.com/BWSHonolulu), [Twitter](https://twitter.com/BWSHonolulu), and [Nextdoor](https://www.nextdoor.com/) social media accounts. Updates for breaks with major impacts to traffic or large-area outages are also posted on [HNL.info](http://HNL.info), a free, subscriber-only, alert service managed by the City and County of Honolulu. For more information, visit <https://hnl.info>.

The screenshot shows the BWS website's "WATER MAIN BREAKS" page. At the top, there is a navigation bar with links for CUSTOMER SERVICE, WATER QUALITY, CONSERVATION, WATER RESOURCES, NEWS & EVENTS, CALENDAR, and COMMUNITY. Below this is a search bar and links for ABOUT US, CONTACT, and MY ACCOUNT. The main heading is "WATER MAIN BREAKS". Underneath, there is a section for "Main Break Updates" which includes a disclaimer: "Basic information on reported main breaks 4" or larger will be displayed here. For main breaks with widespread impact on the community, please follow the Board of Water Supply social media accounts (BWSHonolulu on Facebook or Twitter, or check for updates through HNL.info, a free alert service from the City and County of Honolulu, or Nextdoor, a community-based social media network. Information will be posted as it becomes available." Below this is a note: "Still Can't Find What You're Looking For? If you suspect a water-service outage is affecting your location and information is not yet posted, call (808) 748-5000 and press '1' at the prompt to speak with a BWS dispatcher. Available 24/7." At the bottom, there is a "Reported Location" section for "1309 Aiea Loop" with details: "Updated: Jul 29, 2020 6:19 PM", "Location: 1309 Aiea Loop, Honolulu, HI", "Cross Streets: Keolu Dr & Auupuu St", "Pipe Size: 8", "Date Water Off: 07/29/2020 8:00 AM", "Date Water On: 07/29/2020 10:30 AM", and "Number of Services Affected: 28". On the right side, there is a "Service-Related Emergencies" contact number: (808) 748-5000, ext. 1, Available 24/7, and "Other Inquiries" contact number: (808) 748-5030, Monday-Friday, 7:45 a.m. to 4:30 p.m., except on holidays, with the email address customerservice@bws.org.

# Are You Ready?

## Central Pacific Hurricane Season runs from June 1 to November 30

[www.hurricanes.gov](http://www.hurricanes.gov)

NOAA Central Pacific Hurricane Center

[honolulu.gov/dem](http://honolulu.gov/dem)

Department of Emergency Management

[hbws.me/prep](http://hbws.me/prep)

Board of Water Supply Preparedness Info

We are now in tropical hurricane season. It is never too soon to make sure your family has enough water stored for after a severe weather event.

Plan to store at least one gallon of water, per person, per day, to last for 14 days. Babies, nursing mothers, and people with medical issues may need more. Remember to include your pets.

See [hbws.me/prep](http://hbws.me/prep) for instructions & info.

(808) 748-5041

[boardofwatersupply.com](http://boardofwatersupply.com)



Board of  
Water Supply

## For Customers Facing Financial Hardship Due to COVID-19

Water is essential for health and hygiene. The BWS is committed to providing Oahu with safe, dependable, and affordable water, especially during COVID-19.

To assist those facing financial hardship due to the pandemic, BWS has suspended water shut-off due to nonpayment through December 31, 2020. During the suspension:

- You are still responsible for all water and sewer charges that appear on your monthly bill, which you will continue to receive.
- Try to keep your balance as low as possible by paying what you can afford as often as you can.
- We accept payments by phone, mail, online, or drop box at 630 S. Beretania St. Single-family residential customers can pay by credit or debit card, without any service charge or fee. For available payment options, visit [hbws.me/help](http://hbws.me/help).
- You can visit [hbws.me/support](http://hbws.me/support) to:
  - Check if the suspension of water shut-off is extended.
  - Get information about financial support programs.
  - Request a payment arrangement.

If the COVID-19 pandemic has affected your ability to pay your bill, please let us know as soon as you can so we can help you. Call us at (808) 748-5070, Monday through Friday, from 7:45 a.m. to 4:30 p.m.; or email [collections@hbws.org](mailto:collections@hbws.org). We want to keep water flowing to your homes and businesses.

For tips on how to lower water use, visit [hbws.me/7ways](http://hbws.me/7ways).



**Board of  
Water Supply**

630 S. Beretania St., Honolulu, HI 96843  
[www.boardofwatersupply.com](http://www.boardofwatersupply.com)

## Prepare Stored Water Now In Case of Emergency

Hurricane Season is here and the BWS hopes you are ready with your stored supply of drinking water for an emergency. The best time to prepare is now. Make sure you have at least 1 gallon/person/day for at least 14 days. People with medical issues and babies may need more, and don't forget your pets.

Drinking water should not be stored in any type of container. We recommend using a brand new food-grade plastic container. Do not use bottles that previously contained juices or food products such as pickles or mayonnaise.

To prepare the container for storing water, wash it thoroughly, then rinse it in a mild bleach solution\* (one capful of liquid bleach to one gallon of water), then drain and rinse thoroughly.



Watch this how-to video at: [hbws.me/prep](http://hbws.me/prep)

Fill the container with water to the top, keeping a minimal amount of air between the water and the cap. Add one drop of unscented bleach\* per gallon of water, then cap and store it in a cool, dark place.

To store water for four weeks or longer, add one half cap of mild liquid bleach\* per gallon of water, then cap and store in a cool, dark place.

\* Please note that Clorox Splash-Less bleach does not disinfect; it is not effective for this use.

For more emergency preparedness information, visit [hbws.me/prep](http://hbws.me/prep).

## BWS Calling Customers with Past Due Accounts

Customers with past due accounts may receive phone calls from BWS staff to inform them of the balance owed and discuss repayment. While the BWS will ask for payment, we **will not demand immediate payment over the phone and will not ask for personal or banking information. When in doubt, do not provide any information and immediately hang up.** Then call the BWS at 748-5000 for assistance or visit [hbws.me/help](http://hbws.me/help) for convenient payment options.



**TROUBLE CALL: (808) 748-5000**  
Customer Service: (808) 748-5030  
Billing & Payments: (808) 748-5020  
**GET THE HNL.INFO PHONE APP FOR**  
Phone & Email Alerts: <https://hnl.info>



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