

BOARD OF WATER SUPPLY

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



January 14, 2015

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

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

The Honorable Carol Fukunaga, Chair
and Members
Committee on Public Works, Infrastructure and Sustainability
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawaii 96813

Dear Chair Fukunaga and Members:

SUBJECT: Board of Water Supply Response to Resolution 15-1

The Board of Water Supply (BWS) respectfully responds to City Council Resolution 15-1, which urges the BWS to evaluate and assess its public notification process in order to ensure that residents and businesses that will be affected by upcoming BWS projects are notified in a timely fashion and consider providing multiple options for residents to sign up to receive advance notifications of BWS work within roadways.

We share the Council's desire to provide adequate notification to residents and businesses prior to any major BWS construction projects that will impact traffic and create additional noise.

We have a process in place that utilizes multiple channels of communication to reach affected parties:

- Prior to the start of a construction project, the BWS sends a series of letters to the affected community's council members, legislators and neighborhood boards to notify them that an upcoming construction project is in the design phase. The letters also include a map of the affected area.
- Once the design phase has been completed, another series of letters are sent out to the same groups to let them know that the BWS is advertising for construction bids.
- When the procurement process is complete and permits have been secured, the BWS sends another letter to these groups to let them know of the scheduled start date, the scope of the work and the anticipated completion date. Again, a map of the affected area is included.

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- Additionally, the selected contractor, with the assistance of BWS personnel, go door-to-door to homes and businesses in the affected area to notify them that a project is about to start in their neighborhood. As the need arises, the contractor and/or BWS personnel again go door-to-door to notify affected customers when their water service will be disrupted and the duration.
- If the construction is taking place near a school, a flyer with a map of the affected area is distributed to each student in the school to take home to their family. The flyers are also distributed to nearby businesses.

In addition to this procedure, the BWS communicates construction project information to the public via news releases to the local media, at neighborhood board meetings, on our social media channels (Facebook and Twitter), and on our BWS website.

The BWS continually seeks ways to enhance our communication efforts to our valued customers. We encourage the public to follow us on social media to receive the latest updates about our projects throughout the island. We are also redeveloping our external website and will ensure that construction updates are prominently featured.

Customers currently are able to email their concerns to the BWS via contactus@hbws.org. We are exploring the possibility of collecting emails of customers who elect to receive information from the BWS via this method. Before the BWS can move forward with an email communication program, we will need to resolve privacy and legal issues as required by law.

Thank you for this opportunity to respond to Resolution 15-1. The employees of the BWS remain committed to our mission to provide safe, dependable and affordable water to the people of Oahu.

Very truly yours,



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