



NEIGHBORHOOD BOARD INFORMATION SHEET

November 2019

MAIN BREAK REPORT:

On October 4, there was an 8-inch break at 2420 Auhuhu Street in Pearl City.

GENERAL WATER ANNOUNCEMENTS:**Meter Reading Equipment Replacement Project**

Over the next year, starting in January 2020, the Board of Water Supply (BWS) has contracted Royal Contracting Company to replace a part of its automated meter reading equipment in water meter boxes across Oahu. The BWS has been gradually replacing them over the last two years and this project will accelerate that effort and, when finished, will notably increase drive-by meter reading rates and make the process more efficient.

The BWS has contracted Royal Contracting Company to install the new transponders and EKNA Services, Inc., as the construction managers. The project tasks include:

- Notifying area customers 1-to-2 weeks prior to the work. Most meters are in the public right-of-way.
- For meter boxes on private property, arranging with the customer in advance to access the box.
- At the meter box, exchanging the old device for a new one, about 15–20 minutes per meter.
- Perform Quality Assurance/Quality Control work to ensure transponders are operating correctly.

Work will be done seven days a week, from 7:30AM to 10:30PM, except on state highways where work is allowed only from 7:30AM to 3:30PM. Water service will not be disrupted. Please note we are not replacing the meters, only a part in the meter box.

The BWS will post project information on its website at boardofwatersupply.com, as well as on social media -- Facebook, Twitter, and Nextdoor -- for customers to check on work in their area. No customer shall be asked for any type of payment by any BWS employee or contractor for this project. If customers spot suspicious activity or have questions about the project, they can contact the BWS via:

- Phone at 748-6500, 7:45 a.m. to 10:30 p.m., daily, including weekends.
IMPORTANT -- If calling before 7:45 a.m. or after 10:30 p.m., please leave your name and phone number so that we may return your call.
- Email at ContactUs@hbws.org, 7:45 a.m. to 4:30 p.m. Mon. thru Fri.

Comments/Questions: