



## DEPARTMENT OF ENVIRONMENTAL SERVICES Adjustment Procedure for New Lawns

1. The owner shall submit a written request for a sewer service charge adjustment to the Department of Environmental Services. The request shall be submitted when the lawn has been established completely. Please include the following information in your written request to expedite the adjustment process:
  - a. Name on Board of Water Supply bill
  - b. Property address
  - c. Daytime contact telephone number(s)
  - d. Board of Water Supply account number
  - e. Time period (start to finish) to establish lawn
  - f. **Copies of contracts, invoices or receipts that show the work was done (these will not be returned)**
2. The sewer service charge adjustment will be based on the average water consumption for three billing periods after the time period to establish the lawn.
3. Please mail the written request to:

Department of Environmental Services  
Office of Administrative Support  
1000 Uluohia Street, Suite 308  
Kapolei, Hawaii 96707

Requests may also be faxed to (808) 768-3341.

If there are any questions, please call the Wastewater Customer Service Section at 768-3330 (Mondays through Fridays except holidays, 7:45 a.m. to 4:15 p.m.).