

KIRK CALDWELL  
MAYOR



LORI M.K. KAHIKINA, P.E.  
DIRECTOR

TIMOTHY A. HOUGHTON  
DEPUTY DIRECTOR

ROSS S. TANIMOTO, P.E.  
DEPUTY DIRECTOR

FOR LAIE SERVICE AREA

The City & County of Honolulu provides sewer service for HRI customers in Laie. If your service location is connected to the City sewer, you will receive a separate bill for sewer services from the Department of Environmental Services. Please call 768-3330 for any sewer questions.

(Please Check One)

\_\_\_\_ **NEW SERVICE CUSTOMER** (Date for Service to Begin: \_\_\_\_\_)  
\_\_\_\_ **UPDATE CUSTOMER INFORMATION** (Mailing Address/Phone Number/Add Name to Account)  
\_\_\_\_ **DISCONTINUE SERVICE** (Date for Service to End: \_\_\_\_\_)

**\* All requests will be verified with Hawaii Reserves, Inc. before being processed.**

(Please Print)

**SERVICE CUSTOMER:** (signer and financially responsible party) \_\_\_\_\_

**PROPERTY OWNER** (if different from Service Customer) \_\_\_\_\_

**PROPERTY MANAGER:** (if different from Service Customer) \_\_\_\_\_

Non-payment of your sewer bill can result in termination of sewer service to your dwelling unit(s). Termination and disconnection of service can result in potential sewer back-ups into the dwelling if water is continued to be used. The resident and/or property owner could be subject to fines under the Clean Water Act for causing a wastewater spill.

**TYPE OF RESIDENCE:**  House  Duplex  Apartment  Condo  Mobile Home  Other \_\_\_\_\_

**PROPERTY ADDRESS:** \_\_\_\_\_

**Tax Map Key (TMK):** \_\_\_\_\_

**HOME PHONE:** \_\_\_\_\_ **WORK PHONE:** \_\_\_\_\_ **CELL PHONE:** \_\_\_\_\_

**MAILING ADDRESS:** (if different from property address)  
\_\_\_\_\_  
\_\_\_\_\_

Others who are authorized to speak to us and to make mailing address and phone number changes to this account:

**NAME:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**NAME:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

I AFFIRM THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE. I ALSO AGREE TO BE FULLY RESPONSIBLE FOR ALL SEWER CHARGES ASSESSED TO THE ABOVE NOTED PROPERTY. I AGREE TO PROMPTLY PAY FOR SEWER SERVICES RECEIVED ACCORDING TO THE SCHEDULE OF SEWER RATES IMPLEMENTED THE DEPARTMENT OF ENVIRONMENTAL SERVICES. I AGREE TO COMPLY WITH ALL CURRENT AND FUTURE DEPARTMENT OF ENVIRONMENTAL SERVICES SEWER SERVICE PROCEDURES AND GUIDELINES.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
of financially responsible party

**MAIL TO:** DEPARTMENT OF ENVIRONMENTAL SERVICES or **FAX TO:** (808) 768-3341

Include proof of  
ownership or  
rental agreement

City and County of Honolulu  
1000 Ulu'ohia Street, Suite 308  
Kapolei, Hawaii 96707  
Attn: Customer Service

If you have any questions, call our Customer Service Main Line: (808) 768-3330.

For office use only Dwellings on TMK \_\_\_\_\_ Dwellings on LPSS \_\_\_\_\_

## ***Instructions for filling out this form***

- **New Service Customer:** Check this item if you have not had service at this address before. Fill in the date you would like service to begin.
- **Update Customer Information:** Check this item if you are updating a mailing address or phone number of the account. This is also checked if you wish to add someone who can speak to us about the account for you. Checking this box does NOT relieve the Service Customer of financial responsibility for the account.
- **Discontinue Service:** Check this item if you wish to discontinue service and terminate the account. Services may be terminated, but the account will not be closed until the outstanding balance is paid in full or the account is sent to collections.
  
- **Service Customer:** Print the name of the person who is financially responsible for the account. This may be a property owner or tenant.
- **Property Owner:** Print the name of the property owner if the Service Customer is not the owner of the property.
- **Property Manager:** Print the name of the person or company from whom you rented the property, if applicable
  
- **Type of Residence:** Indicate whether a house, duplex, apartment, etc.
  
- **Print the property address, Tax Map Key, phone numbers and mailing address** (if different than the property address)
  
- **Others who are authorized to make changes to this account:** You may print the names and phone numbers of others who can speak to us about your account. This does NOT relieve the service customer of financial responsibility for the account.
  
- **Signature and Date:** Your signature certifies that all the information you entered is true and correct, and that you are taking financial responsibility for this account.
  
- **Include proof of ownership or rental agreement:** Include a copy of proof of ownership such as a property tax bill or deed, or if renting, a copy of the rental or lease agreement.
  
- **Mail** the entire package to the address listed on the front of this form.

**Notes:** Financial responsibility means that you promise to pay your bills in full and on time.

### Sec. 14-7.4 Payment of bills.

- (a) All bills shall be due and payable upon deposit in the United States mail or upon other presentation to the consumer. Payment shall be made to collectors duly authorized by the city.
- (b) Any bill which is not paid within 30 days after presentation or deposit in the United States mail shall be deemed delinquent [and the water service by the Board of Water Supply may be discontinued five business days after written notice is given to the consumer]. For consumers not served by the Board of Water Supply, the department may use any reasonable means to effectively terminate the discharge into the public sewer.
- (c) A service fee for handling a dishonored check may be made in accordance with fees established by the department.

(Sec. 11-7.4, R.O. 1978 (1983 Ed.))

For customers not served by the Board of Water Supply (e.g., Laie) ENV will terminate the sewer service by plugging the sewer at the LPSS. In some cases severing service at the LPSS could also sever service to other dwellings on your Tax Map Key. ENV will provide at least one month's notice that the sewer service will be severed in order to give time to pay the full outstanding balance, or to make other payment arrangements.