

Honolulu Board of Water Supply  
News Release



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### **CITY RESOLVING SEWER BASE CHARGE BILLING PROBLEM**

*(Wed., Sept. 22, 2010)* – The Honolulu Department of Environmental Services (ENV) and Board of Water Supply (BWS) are working to adjust bills received by some customers which reflected an extended cycle on their base sewer charges. The majority of the affected customers are between Waianae and Aiea.

Billing periods for these customers were longer than the usual 60 days because BWS meter readings were delayed. Pro-rata calculations reflecting the higher sewer base charge that became effective July 1 also made the bills higher than in previous billing cycles.

The affected customers have been identified and will have their next bill credited to reflect corrected charges. The base sewer charge will be the same for the remainder of the fiscal year.

For more information on how BWS water charges are calculated, please visit [www.boardofwatersupply.com](http://www.boardofwatersupply.com). An explanation of the City's sewer charge calculations is available on the ENV website at [www.envhonolulu.org](http://www.envhonolulu.org).

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