



**DEPARTMENT OF ENVIRONMENTAL SERVICES
Adjustment Procedure for Swimming Pools**

1. The owner shall submit a written request for a sewer service charge adjustment to the address listed below. **The owner shall include a copy of the contract or invoice from the pool contractor.**

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

2. Please include the following information in your written request to expedite the adjustment process:

Name on Board of Water Supply Bill: _____

Property Address: _____

Daytime Phone Number(s): _____

Board of Water Supply Account Number: _____

Pool Dimensions:

Length(s) _____ **Width(s)** _____ **Depth(s)** _____

Shape of the pool:

Rectangle: _____ **Oval:** _____ **Circle:** _____ **Kidney:** _____ **Other:** _____

Please draw a diagram of the pool showing the dimensions (length(s), width(s) and depth(s) on each end.

Date(s) the pool was filled or refilled: _____

Copy of the contract or invoice from the pool contractor (this will not be returned).

3. The sewer service charge adjustment will be based on the computed volume of water used to fill the pool, or the adjustment will be based on past average BWS consumption.

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

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