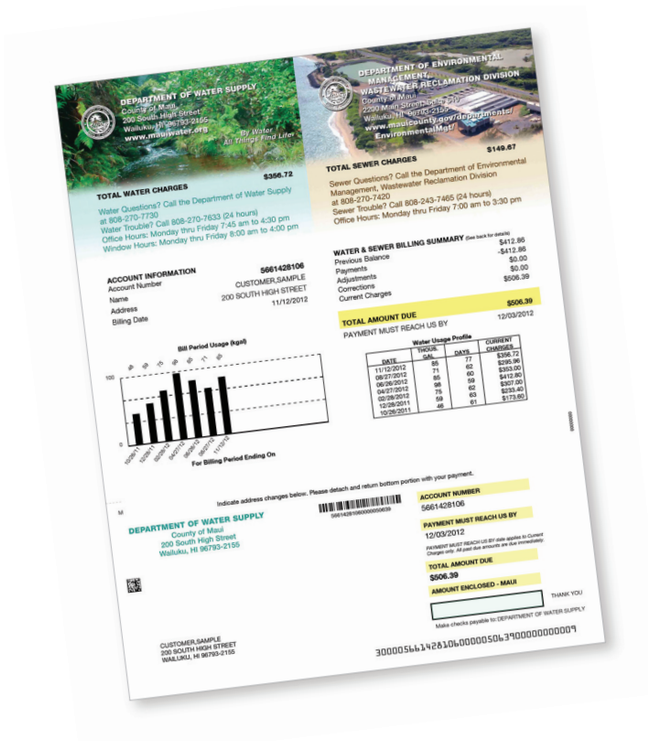
Department of Water Supply
County of Maui
200 South High Street
Wailuku, Hawaii 96793-2155
www.mauiwater.org
DWS/2012

IMPORTANT Changes to Your Monthly Water and Sewer Bill



Department of Water Supply
County of Maui
200 South High Street
Wailuku, Hawaii 96793-2155
www.mauiwater.org

By Water
All Things Find Life

Dear Valued Customer:

The Department of Water Supply (DWS) is switching to a new customer billing system and is moving from bi-monthly to monthly billing. This will result in important changes to your new water and sewer bill:

- Change of account number. Please make note of your **new account number**.
- Payment Due Date is now **Payment Must Reach Us By** Date.

The new billing system will allow DWS to implement customer care industry best practices which ultimately result in better service to you. Monthly billing will allow you to better align your payment with other bill schedules as well as allow you to make adjustments to your water use. It may also enable you to discover property leaks sooner, providing for prompt repairs, and thereby reducing the magnitude of high bills caused by leaks.

The same detailed information on adjustments, payments, and balances will continue to be presented clearly and simply on your new monthly bill. Bill paying information and telephone numbers are also included so you can find help when you need it. In this brochure, we've included an illustration of our billing statement, highlighting the important changes you'll see on your monthly statement. We think you'll find monthly billing to be more convenient.

To learn more about our new monthly billing system, please visit our website at **www.mauiwater.org** or contact our Customer Service representatives for questions regarding your bill during our office hours 7:45 a.m.- 4:30 p.m. at (808) 270-7730, Monday through Friday.

Sincerely,

DAVID S. TAYLOR, P.E.
Director

Your Monthly Water and Sewer Bill

Going forward, you will be charged monthly for your water and sewer services. Please take a few minutes to review the guide below indicating important changes to your monthly bill.

For more information, visit our website at **www.mauiwater.org** or call the number listed at the right.

For More Information

Water Questions	(808) 270-7730	(Mon.-Fri., 7:45 a.m.- 4:30 p.m.)
Water Trouble	(808) 270-7633	(24 hours)
Tips for efficient water use	(808) 463-3110	
Molokai Office	(808) 553-3531	
Sewer Questions	(808) 270-7420	(Mon.-Fri., 7:00 a.m.- 3:30 p.m.)
Sewer Trouble	(808) 243-7465	(24 hours)

Key Information At-A-Glance

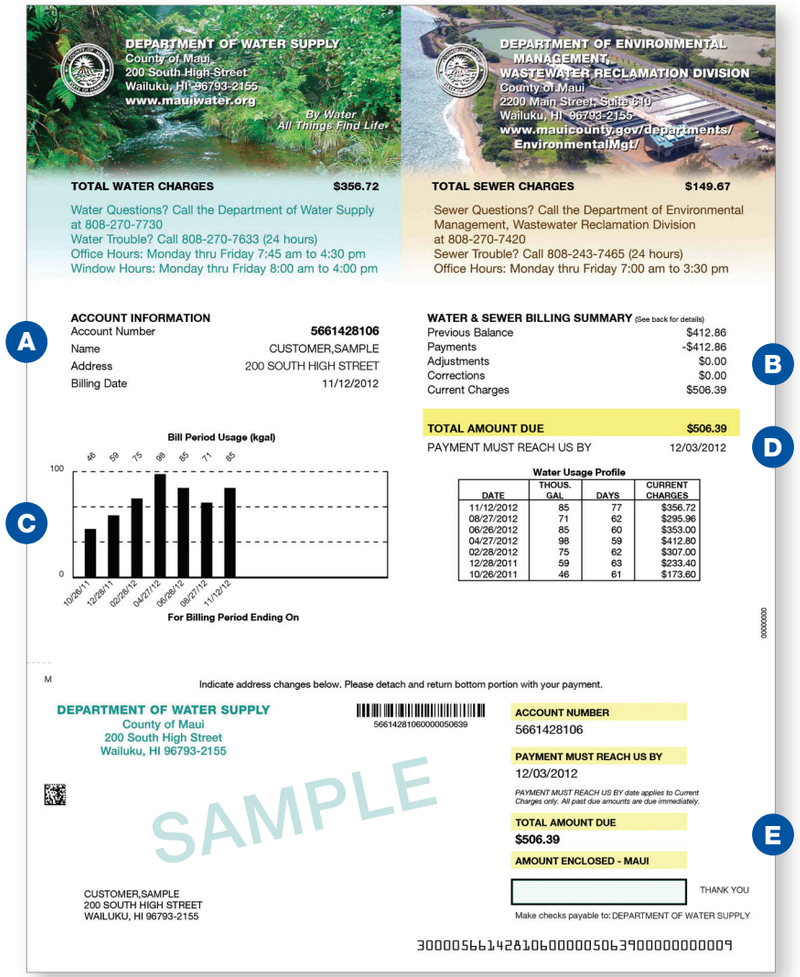
A. ACCOUNT DETAILS Please note your new account number.

B. WATER & SEWER CHARGE SUMMARY of your account and the **TOTAL AMOUNT DUE**.

C. GRAPHIC CHART of your average monthly water usage pattern for the past year.

D. MUST REACH US BY– the date by which your payment for the **CURRENT CHARGES** must arrive to be on time.

E. TOTAL AMOUNT DUE– the amount your payment must be for the account to be paid in full.



DEPARTMENT OF WATER SUPPLY
County of Maui
200 South High Street
Wailuku, HI 96793-2155
www.mauiwater.org
By Water All Things Find Life

DEPARTMENT OF ENVIRONMENTAL MANAGEMENT, WASTEWATER RECLAMATION DIVISION
County of Maui
2200 Main Street, Suite 510
Wailuku, HI 96793-2155
www.mauicounty.gov/departments/EnvironmentalMgt/

TOTAL WATER CHARGES $356.72

Water Questions? Call the Department of Water Supply at 808-270-7730
Water Trouble? Call 808-270-7633 (24 hours)
Office Hours: Monday thru Friday 7:45 am to 4:30 pm
Window Hours: Monday thru Friday 8:00 am to 4:00 pm

TOTAL SEWER CHARGES $149.67

Sewer Questions? Call the Department of Environmental Management, Wastewater Reclamation Division at 808-270-7420
Sewer Trouble? Call 808-243-7465 (24 hours)
Office Hours: Monday thru Friday 7:00 am to 3:30 pm

A

ACCOUNT INFORMATION

Account Number	5661428106
Name	CUSTOMER,SAMPLE
Address	200 SOUTH HIGH STREET
Billing Date	11/12/2012

B

WATER & SEWER BILLING SUMMARY (See back for details)

Previous Balance	$412.86
Payments	-$412.86
Adjustments	$0.00
Corrections	$0.00
Current Charges	$506.39

D

TOTAL AMOUNT DUE $506.39
PAYMENT MUST REACH US BY 12/03/2012

C

Bill Period Usage (kgal)

For Billing Period Ending On

Water Usage Profile

DATE	THOUS. GAL	DAYS	CURRENT CHARGES
11/12/2012	85	77	$356.72
08/27/2012	71	62	$295.96
06/26/2012	85	60	$353.00
04/27/2012	98	59	$412.80
02/28/2012	75	62	$307.00
12/28/2011	59	63	$233.40
10/26/2011	46	61	$173.60

Indicate address changes below. Please detach and return bottom portion with your payment.

DEPARTMENT OF WATER SUPPLY
County of Maui
200 South High Street
Wailuku, HI 96793-2155

5661428106060000050639

ACCOUNT NUMBER
5661428106

PAYMENT MUST REACH US BY
12/03/2012

PAYMENT MUST REACH US BY date applies to Current Charges only. All past due amounts are due immediately.

TOTAL AMOUNT DUE
$506.39

E

AMOUNT ENCLOSED - MAUI

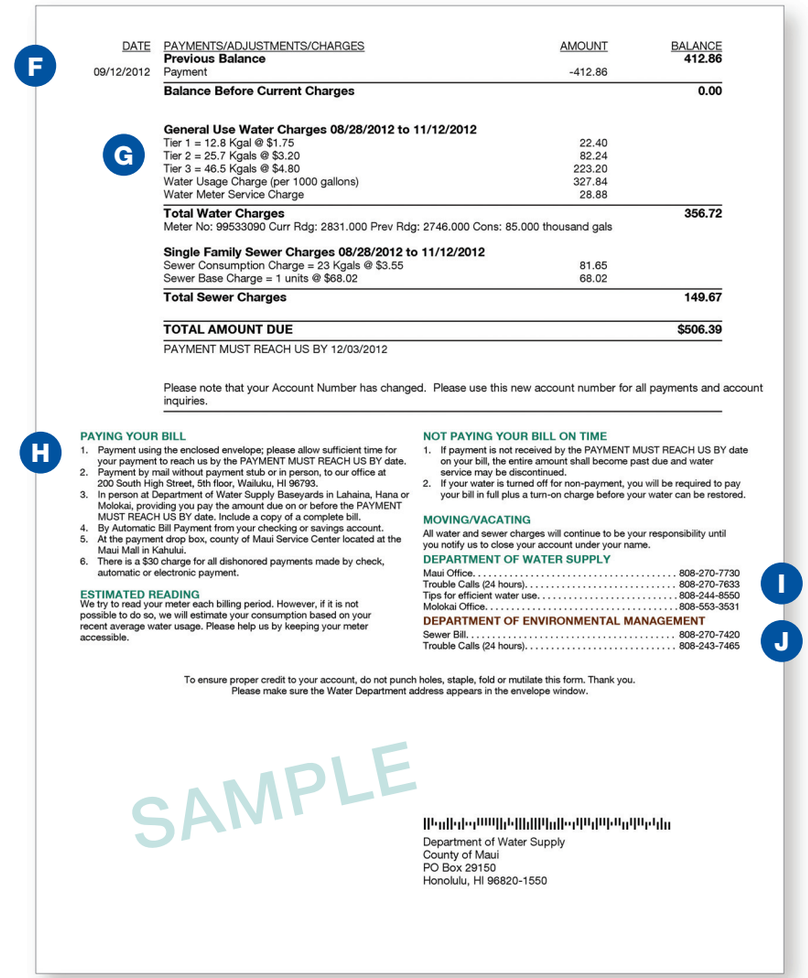
THANK YOU

Make checks payable to: DEPARTMENT OF WATER SUPPLY

CUSTOMER,SAMPLE
200 SOUTH HIGH STREET
WAILUKU, HI 96793-2155

SAMPLE

Front of Bill



F

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
	Previous Balance		**412.86**
09/12/2012	Payment	-412.86	
	Balance Before Current Charges		**0.00**

G

General Use Water Charges 08/28/2012 to 11/12/2012		
Tier 1 = 12.8 Kgal @ $1.75	22.40	
Tier 2 = 25.7 Kgals @ $3.20	82.24	
Tier 3 = 46.5 Kgals @ $4.80	223.20	
Water Usage Charge (per 1000 gallons)	327.84	
Water Meter Service Charge	28.88	
Total Water Charges		**356.72**
Meter No: 99533090 Curr Rdg: 2831.000 Prev Rdg: 2746.000 Cons: 85.000 thousand gals		
Single Family Sewer Charges 08/28/2012 to 11/12/2012		
Sewer Consumption Charge = 23 Kgals @ $3.55	81.65	
Sewer Base Charge = 1 units @ $68.02	68.02	
Total Sewer Charges		**149.67**
TOTAL AMOUNT DUE		**$506.39**

PAYMENT MUST REACH US BY 12/03/2012

Please note that your Account Number has changed. Please use this new account number for all payments and account inquiries.

H

PAYING YOUR BILL
1. Payment using the enclosed envelope; please allow sufficient time for your payment to reach us by the PAYMENT MUST REACH US BY date.
2. Payment by mail without payment stub or in person, to our office at 200 South High Street, 5th floor, Wailuku, HI 96793.
3. In person at Department of Water Supply Baseyards in Lahaina, Hana or Molokai, providing you pay the amount due on or before the PAYMENT MUST REACH US BY date. Include a copy of a complete bill.
4. By Automatic Bill Payment from your checking or savings account.
5. At the payment drop box, county of Maui Service Center located at the Maui Mall in Kahului.
6. There is a $30 charge for all dishonored payments made by check, automatic or electronic payment.

ESTIMATED READING
We try to read your meter each billing period. However, if it is not possible to do so, we will estimate your consumption based on your recent average water usage. Please help us by keeping your meter accessible.

NOT PAYING YOUR BILL ON TIME
1. If payment is not received by the PAYMENT MUST REACH US BY date on your bill, the entire amount shall become past due and water service may be discontinued.
2. If your water is turned off for non-payment, you will be required to pay your bill in full plus a turn-on charge before your water can be restored.

MOVING/VACATING
All water and sewer charges will continue to be your responsibility until you notify us to close your account under your name.

I

DEPARTMENT OF WATER SUPPLY
Maui Office. 808-270-7730
Trouble Calls (24 hours). 808-270-7633
Tips for efficient water use. 808-244-8550
Molokai Office. 808-553-3531

J

DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
Sewer Bill. 808-270-7420
Trouble Calls (24 hours). 808-243-7465

To ensure proper credit to your account, do not punch holes, staple, fold or mutilate this form. Thank you.
Please make sure the Water Department address appears in the envelope window.

Department of Water Supply
County of Maui
PO Box 29150
Honolulu, HI 96820-1550

SAMPLE

Back of Bill

For the Record– All your Billing Details

F. RECAP item by item of recent transactions and your beginning and ending balances.

G. Monthly **CHARGES & RATES** explained fully. Please note that maximum amounts for the rate tiers are reflected for monthly billing.

H. PAYING YOUR BILL– bill payment and responsibility for making timely monthly payments.

I. WHO TO CALL for help with your water questions and services at the **DEPARTMENT OF WATER SUPPLY**.

J. WHO TO CALL for help with your sewer questions and services at the **DEPT. OF ENVIRONMENTAL MANAGEMENT**.