

RICHARD T. BISSEN, JR.
Mayor

KEKUHAUPIO R. AKANA
Managing Director

JOHN STUFFLEBEAN, P.E.
Director

JAMES A. LANDGRAF
Deputy Director



DEPARTMENT OF WATER SUPPLY
COUNTY OF MAUI
200 SOUTH HIGH STREET
WAILUKU, MAUI, HAWAII 96793
<http://www.mauicounty.gov/water>

November 20, 2023

Honorable Richard T. Bissen, Jr.
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

 **11-20-23**

Mayor Date

For Transmittal to:

Honorable Tom Cook, Chair
Water and Infrastructure Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793

Dear Chair Cook:

SUBJECT: WATER RATES AND FEE WAIVERS DURING EMERGENCIES (WAI-1(11))

In response to your letter dated November 15, 2023, Department of Water Supply provides the following:

1. Please provide an estimated timeframe for bills to be issued to West Maui and Upcountry water consumers impacted by the August 2023 fires.

RESPONSE:

West Maui:

- a) Customers who were not impacted by the WildFire – bills were sent on Wednesday, November 15th (consumption and monthly charge for Sept 2023 to Nov 2023)
- b) Customers who were or still in the Unsafe Water Advisory (UWA) – bills will be sent upon Council's approval of the proposed emergency rate (no consumption charge during UWA).

"By Water All Things Find Life"

- c) Customers impacted by the WF – no bill will be sent until the houses are rebuild or when customer requests for temporary meter (bill for monthly charge and for irrigation use).

Upcountry (Upper Kula):

- a) The department has been sending the bills to customers who were under the Unsafe Water Advisory (UWA). Adjustment to customer's account will be issued upon Council's approval of the proposed emergency rate.
- b) Meter has recently been installed to those 19 customers impacted by the Wildfire, bill is scheduled to be mailed in December 2023.

- 2. Will payment plan options be available? Please provide details.

RESPONSE:

Yes. Payment arrangement would be based on the amount owed (outstanding balance), customer's current situation/circumstances, and term would be based on how much the customer can afford.

Thank you for the opportunity to provide information relating to this agenda item. If you have additional questions, please free to contact me.

Sincerely,



JOHN STUFFLEBEAN, P.E.
Director

JS:OA:lk

WAI Committee

From: Michelle Santos <Michelle.Santos@co.maui.hi.us>
Sent: Tuesday, November 21, 2023 8:47 AM
To: WAI Committee
Cc: Cynthia Sasada; James Landgraf; John Stufflebean; Josiah Nishita; Kekuhaupio Akana; Leo Caires; Linda Kimura; Louise Batoon; Pili Nahooikaika
Subject: MT#10394 Water Rates and Fee Waivers During Emergencies
Attachments: MT#10394-WAI Committee.pdf

NOTE: PLEASE DO NOT FORWARD MY EMAIL TO ANYONE OUTSIDE OF THE COUNTY OF MAUI. YOU MAY CLICK ON THE ATTACHMENT ITSELF AND CREATE YOUR OWN EMAIL TO FORWARD THE DOCUMENT TO ANOTHER PERSON OUTSIDE OF THE COUNTY.

Michelle L. Santos

Office Operations Assistant

Office of the Mayor
County of Maui
200 S. High Street 9th Floor
Wailuku, HI 96793
phone: (808) 270-7855
fax: (808) 270-7870