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COUNTY COUNCIL

COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.MauiCounty.us

September 2, 2022

Ms. Helene Kau, Director
Department of Water Supply
County of Maui
Wailuku, Hawaii 96793

Dear Ms. Kau:

**SUBJECT: BILL 104 (2022), NOTICE TO PROPERTY OWNERS
AND LESSEES WHEN AN ACCOUNT IS IN ARREARS**
(APT-64)

May I please request a response to the following:

1. Please provide an outline of the steps taken when an account is in arrears, including the Department's action, possible response, and the overall timeframe beginning at the point the Department becomes aware of nonpayment and resulting in water meter removal. Please provide this information in a flowchart format, if possible.
2. At what steps in the collections process does the Department recommend the property owner be notified of nonpayment that may result in possible water meter removal?
3. Once the Department has initiated water meter removal, what is the process for appealing the decision?
4. Once a water meter has been removed, what is the process for having it reinstalled?
5. When an account is created in the name of a lessee or tenant, is the endorsement of the property owner required on the application? If so, what information about the property owner is collected?

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May I further request that you transmit your response to apt.committee@mauicounty.us by **September 19, 2022**. To ensure efficient processing, please include the relevant Committee item number in the subject line of your response.

Should you have any questions, please contact me or the Committee staff (Alison Stewart at ext. 7661, or Maria Leon at ext. 7866).

Sincerely,

A handwritten signature in black ink, appearing to read "Shane M. Sinenci". The signature is fluid and cursive, with the first name "Shane" being the most prominent.

SHANE M. SINENCI, Chair
Agriculture and Public Trust Committee

apt:ltr:064aws01:ans

cc: Mayor Michael P. Victorino