

BOARD OF WATER SUPPLY

CITY AND COUNTY OF HONOLULU
630 SOUTH BERETANIA STREET
HONOLULU, HI 96843



February 19, 2013

KIRK CALDWELL, MAYOR

DUANE R. MIYASHIRO, Chairman
MAHEALANI CYPHER, Vice Chair
THERESIA C. McMURDO
ADAM C. WONG
KAULANA H. R. PARK

ROSS S. SASAMURA, Ex-Officio
GLENN M. OKIMOTO, Ex-Officio

ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer

ELLEN E. KITAMURA, P.E.
Deputy Manager and Chief Engineer

RECEIVED
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C & C OF HONOLULU
2013 FEB 19 AM 9:03

NOTICE

The Regular Meeting of the Board of Water Supply will convene on Monday, February 25, 2013, at 2:00 p.m. in the Board Room, Public Service Building, 630 South Beretania Street, Honolulu, Hawaii.

SPEAKER REGISTRATION

The Board of Water Supply is committed to allowing public testimony at open meetings of the Board.

Please provide your name, phone number and subject matter of testimony when registering **prior to the day of the meeting** by one of the following options:

1. Emailing to board@hbws.org;
2. Faxing to 748-5079;
3. Calling 748-5061;
4. In person – 630 S. Beretania Street, Room 311

Persons wishing to testify may also register by filling out the registration form **on-site on the day of the meeting**.

Persons who have not registered to testify will be given an opportunity to speak on an item following the oral testimonies of the registered speakers.

Testimony is limited to three minutes and shall be presented by the registered speaker only.

WRITTEN TESTIMONY

Written testimony may be emailed to board@hbws.org or faxed to 748-5079, **prior to the day of the meeting**, for distribution at the meeting.

13 copies are requested if written testimony is submitted **on-site on the day of the meeting**.

If submitted, written testimonies, including the testifier's address, email address, and phone number may be posted on the Board of Water Supply website.

PHYSICALLY CHALLENGED REQUESTS

Any physically challenged person requiring special assistance should call 748-5061 for details **at least one day prior to the meeting date**.

The agenda for the February 25, 2013 Regular Meeting of the Board of Water Supply is as follows:

ITEMS REQUIRING BOARD ACTION

1. Approval of the Minutes of the Regular Meeting Held on January 28, 2013
2. Topics for Future Board Meetings

ITEMS FOR INFORMATION

1. 2013 Detect-A-Leak Week
2. Recruitment Status
3. Status Update of Groundwater Levels at All Index Stations
4. Water Main Repair Report for January 2013
5. Customer Information System (CC&B) Project Update

EXECUTIVE SESSION

1. Approval of the Minutes of the Executive Session Meeting Held on January 28, 2013
2. To Consult with the Board's Attorney on Questions and Issues Pertaining to the Board of Water Supply's Liabilities in Connection with the Settlement of Claim # 12-1-1862-06, Ace American Insurance Company, Relating to Water Damages to DFS Property at 330 Royal Hawaiian Avenue [HRS §92-5(a)(4)]
3. To Consider the Evaluation of the Chief Engineer, Where Consideration of Matters Affecting Privacy Will be Involved [HRS §92-5(a)(2)]

MINUTES

REGULAR MEETING OF THE BOARD OF WATER SUPPLY

February 25, 2013

At 2:01 PM on February 25, 2013 in the Board Room of the Public Service Building at 630 South Beretania Street, Honolulu, Hawaii, Board Chair Miyashiro called to order the Regular Meeting.

Present: Duane R. Miyashiro, Board Chair
Mahealani Cypher, Vice Chair (arrived at 2:05 p.m.)
Theresia C. McMurdo
Kaulana H. R. Park
Adam C. Wong
Ross S. Sasamura

Also Present: Ernest Lau, Manager and Chief Engineer
Ellen Kitamura, Deputy Manager and Chief Engineer
Tracy Burgo
Alex Ubiadas
Daryl Hiromoto
Barry Usagawa
Karen Tom
Henderson Nuuhiwa
Paul Kikuchi
Thelma Kimura
Susan Uyesugi

Others Present: Krishna Jayaram, Deputy Corporation Counsel
Marilyn Ushijima, Deputy Corporation Counsel
John Moran, Deputy Corporation Counsel

Absent: Glenn M. Okimoto

Chair Miyashiro welcomed and congratulated new Board Member Ross Sasamura as Director of the Department of Facility Maintenance.

APPROVAL
OF MINUTES

Approval of the Minutes of the Regular Meeting held on January 28, 2013

MOTION
TO APPROVE

Ross Sasamura and Kaulana Park motioned and seconded, respectively, to approve the Minutes of the Regular Session Meeting of January 28, 2013. The motion was unanimously carried.

"February 25, 2013

TOPICS FOR
FUTURE BOARD
MEETINGS

Chairman and Members
Board of Water Supply
City and County of Honolulu
Honolulu, Hawaii 96843

Chairman and Members:

Subject: Topics for Future Board Meetings

We would like to take this time to allow the members of the Board to inform us of any topic or concern pertaining to Board of Water Supply operations that the Board would want addressed at future Board Meetings.

Respectfully submitted,

/s/ ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer"

DISCUSSION: Manager Lau briefed new Board Member Sasamura on the purpose of this item.

Board Member Cypher requested a briefing on BWS pipe installation practices. Manager Lau informed the Board that they are looking at ways to improve, not only construction practices, but also design standards. He asked for the Board's patience realizing that changing how people have done their work for many years would require drastic measures and would be very challenging.

ITEM FOR INFORMATION NO. 1

"February 25, 2013

2013 DETECT-
A-LEAK WEEK

Chairman and Members
Board of Water Supply
City and County of Honolulu
Honolulu, Hawaii 96843

Chairman and Members:

Subject: 2013 Detect-A-Leak Week

The Board of Water Supply's (BWS) Detect-A-Leak Week will be observed from March 18-24, 2013 to highlight the importance of finding leaks in plumbing fixtures and fixing them promptly as a proactive way to preserving our finite water resources. The 2013 campaign will again be observed in partnership with the State Commission on Water Resource Management, all island water utilities, and the Hawaii Rural Water Association.

The program's key partner, City Mill Home Improvement Centers, is helping to offset the cost of this important public outreach program by funding the purchase of 7,500 toilet leak detection dye tablets valued at \$750.00. In addition to the generous support of City Mill, the Chamber of Commerce of Hawaii, and the Oahu Group of the Sierra Club have supported the program for more than 10 years.

During Detect-A-Leak Week, free leak detection dye tablets will be available at all City Mill stores, Satellite City Halls, and at the Public Service Building lobby to encourage our customers to conduct their own leak checks at home and at work.

We deeply appreciate the continued commitment of our sponsors and our customers who support this very worthwhile program. Detect-A-Leak Week encourages all consumers to embrace their role as responsible stewards of our precious water resources.

I invite you to join with us as we celebrate Detect-A-Leak Week.

Respectfully submitted,

/s/ ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer"

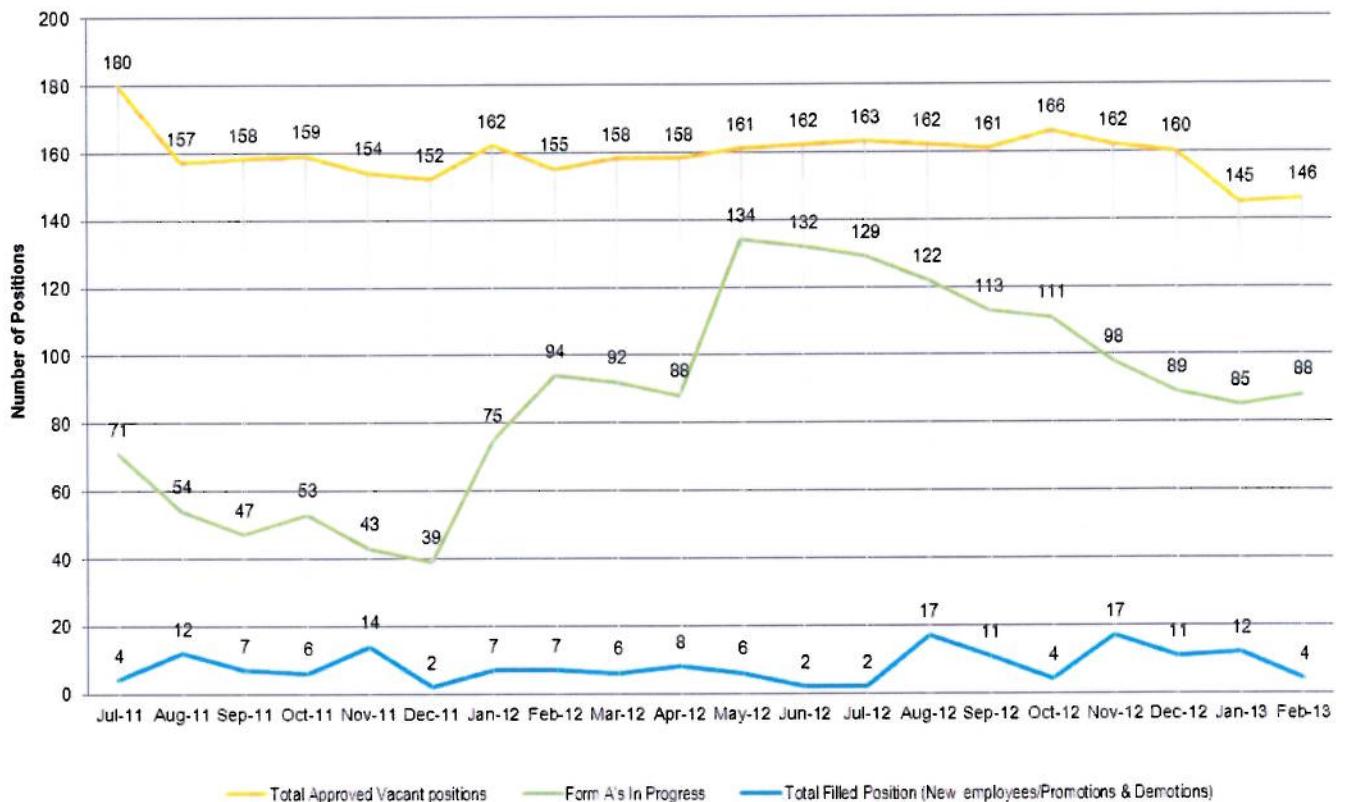
The foregoing was for information only.

DISCUSSION:

Tracy Burgo of the Communications Office announced that during Detect-A-Leak Week there will be a proclamation signing by each County Mayor, the Governor and the Lieutenant Governor; promotions on social media; and a banner put up at the Board of Water Supply at the corner of Beretania and Lauhala Streets.

ITEM FOR INFORMATION NO. 2

**Positions Filled for the Period of
July 1, 2011 through February 13, 2013**



DISCUSSION:

Ms. Cypher inquired if the 88 Form A's in progress are for blue or white collar fills. Karen Tom of the Human Resources Office (HRO) replied that the majority are for white collar fills. Ms. Tom stated that Plant Operations has a number of blue collar vacancies because many of these positions require an electrician's license. The division with HRO, are looking into various methods to get these positions filled on both short and long term approaches. For the short term, the Department of Human Resources (DHR) is doing a shortage category study to determine whether the salaries for the Plant Electrical Electronic Equipment Repairer (PEEER) class are competitive with the outside market. Currently, PEEER applicants for Wastewater positions have rejected offers because of the salary. Ms. Tom replied to Ms. Cypher's inquiry stating that BWS is currently working with DHR to create an apprenticeship program for BWS employees in Plant Operations for the PEEER positions.

Mr. Lau added that they have an apprenticeship program in Field Operations that has been successful in developing qualified employees within the Department and would like to develop something similar in Plant Operations. Ms. Cypher asked if the employees are encouraged to take classes at Honolulu Community College. Ms. Tom replied that the applicants are required to get an electrician's license, which is a five year program. The apprenticeship program would be a better way to build a pool of qualified people over the long term.

Field Operations Program Administrator Daryl Hiromoto informed the Board that they are recruiting trades apprentices with the intent to match recruitment with the anticipated attrition in the coming years. They want to keep that in balance and provide a continuous staffing level with promotional opportunities from within the organization. In Plant Operations, they are developing the apprenticeship program for the electricians to allow them to recruit good people and train them in accordance with their standards. They are working with existing staff to identify what type of training is necessary for employees who have the opportunity to become an electrician. Mr. Hiromoto replied to Ms. Cypher's inquiry stating that they have been hiring mechanics but the challenge is getting them to become electricians. This means that they are already at the journey level in the mechanic's trade and then having to start again to become a journey level in the electrical trade, which is like taking on a new career.

Ms. McMurdo requested that the graph be amended to show the running totals for both the filled positions and Form A's. Showing a cumulative total would illustrate the progress being made during the years. Ms. Tom will amend the graph. Mr. Sasamura inquired if there are also unfunded vacancies as well. Ms. Tom replied that there are about 70 unfunded vacancies. Mr. Wong questioned if there were opportunities to hire federal employees affected by the federal cutbacks/furloughs. Ms. Tom responded by stating that HRO does work with both the affected agencies as well as DHR by participating in job fairs. She added that the Department has hired a few people from the job fairs, on a Personal Services Contract basis.

ITEM FOR INFORMATION NO. 3

"February 25, 2013

GROUNDWATER
LEVELS

Chairman and Members
Board of Water Supply
City and County of Honolulu
Honolulu, Hawaii 96843

Chairman and Members:

Subject: Status Update of Groundwater Levels at All Index
Stations

There are two aquifer index wells within low groundwater status for the production week ended February 9, 2013. Punaluu and Kaimuki are both under a caution status. The weekly production average for the period was 128.10 million gallons per day.

The Board of Water Supply rainfall index for the month of January was 161 percent of normal, with a 5-month moving average of 78 percent. As of February 5, 2013, the U. S. Drought Monitor site reports D0 (abnormally dry) and D1 (moderate) conditions along the leeward coast—unchanged from the January conditions. The National Weather Service predicts below average Honolulu precipitation through April. Head levels are making modest gains during this winter season.

Respectfully submitted,

/s/ ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer

Attachments"

The foregoing was for information only.

DISCUSSION:

Water Resources Program Administrator Barry Usagawa reported that Opana Wells, constructed by Turtle Bay, has been added to the Waialele System. The final inspection and dedication are still outstanding but the well is online and pumping.

Ms. Cypher inquired about the monitoring of global warming and the impact on sea level rise in the aquifers. Mr. Usagawa informed the Board that several Federal and State agencies are presently monitoring both sea level rise and climatic changes. University of Hawaii (UH) is anticipating a one foot sea level rise by 2050 and a three feet rise by 2100. Not only will sea level rise, but the aquifers in the low lying areas will also rise by about three feet, which will cause groundwater inundation in low lying areas. However, the freshwater aquifers are protected by the caprock formation and are at least 30 feet above mean sea level. Mr. Usagawa stated that the major concern lies with the potential decrease in rainfall. UH is modeling global climate to try to predict rainfall over

the next 50-60 years. Rainfall has been decreasing by 12-15 percent over the past 20 years and if that continues, the aquifers will also decrease in size. UH's research will help BWS understand the different effects that may result from global warming, and will help the Department in developing plans to prepare for the potential changes.

Mr. Lau responded to Ms. Cypher's inquiry stating that BWS water facilities near the coast may require mitigative action or relocation.

Mr. Sasamura questioned if, prior to global warming, there were concerns about the change in the basal lens due to water usage. Mr. Usagawa replied saying that in certain localized areas where pumpage was concentrated, they noticed a decrease in storage capacity (decreasing head levels) and rising chlorides in the drinking water. They addressed that by optimizing what was pumped out from the different wells by spreading the pumpage over a larger area, called pumpage optimization. Mr. Lau also stated that through educational conservation efforts by the Water Resources Division and Communications Office, the demand for water has decreased. The construction of a reservoir in Kaneohe was recently cancelled due to the decrease in water demand. Mr. Usagawa added that the Department saved about \$3 million due to the cancellation of this project.

PUMPAGE, HEAD, AND RAINFALL REPORT
Week of 2/03/13 to 2/09/13

STATION	MGD	HEAD	STATION	MGD	HEAD	STATION	MGD	HEAD		MGD	HEAD
METRO			WINDWARD			EWA-WAIANAE (CONT)			PH (CONT)		
KULIOUOU	0.00					MAKAHA IV	0.00		PEARL CITY II	1.05	
WAILUPE	0.00		WAIMANALO II	0.36		MAKAHA V	0.86		PEARL CITY III	0.32	
WAIALAE-IKI	0.00		WAIMANALO III	0.41		MAKAHA VI	0.00		WAIU	1.58	
AINA KOA	0.19		KUOU I	0.51		MAKAHA SHAFT	0.13	11.62	NEWTOWN	1.43	
AINA KOA II	0.54		KUOU II	0.08		KAMAILE	0.00		KAONOHI I	0.77	
WAIALAE SHAFT	0.00		KUOU III	0.46		WAIANAE I	0.15		WAIMALU I	0.00	
MANOA II	0.98		LULUKU I	1.05		WAIANAE II	0.44		AIEA	0.00	
PALOLO	1.14		HAIKU	0.30		WAIANAE III	0.00		AIEA GULCH 497	0.40	
KAIMUKI HIGH	2.52	23.18	IOLEKAA	0.03		MAKAKILO	0.00		AIEA GULCH 550	0.22	
KAIMUKI LOW	0.95		KAHALUU	0.32		HONOULIULI I	0.71		HALAWA 277	0.00	
WILDER	7.54		WAIHEE	0.00		HONOULIULI II	6.95		HALAWA 550	0.00	
BERETANIA HIGH	3.75	22.97	KAHANA	0.72		SUBTOTAL:	11.39		KAAHUMANU MTR(-)	0.00	
BERETANIA LOW	1.24		PUNALUU I	0.00	16.38	IMPORT FROM PH			KAAMILO FLO MTR (-)	0.00	
KALIH I HIGH	1.32	22.30	PUNALUU II	0.56		KAPOLEI LINE BSTR	0.58		KUNIA I	4.89	18.70
KALIH I LOW	0.98		PUNALUU III	1.39		HONOULIULI LB FLOW	12.49		KUNIA II	1.72	
KAPALAMA	1.35		KALUANUI	1.31		EWA BEACH FLOW	3.25		KUNIA III	1.41	
KALIH I SHAFT	8.36		MAAKUA	0.28		HONOULIULI I (-)	-0.71		HOAEAE	6.45	
MOANALUA	1.35	18.98	HAUULA	0.10		HONOULIULI II (-)	-6.95		EWA SHAFT	0.00	
SUBTOTAL:	32.21					SUBTOTAL:	8.65		WAIPAHU INTCON. (-)	-1.41	
			KAHUKU	0.35					EWA-WAIANAE (-)	-8.65	
IMPORT FROM PH			OPANA	0.38		PEARL HARBOR			PH LOCAL USE:	25.18	
HALAWA SHAFT	7.78	16.48	WAIALEE I	0.00		WAIHAWA	2.79		TOTAL SUBURBAN:	56.36	
KAAMILO	0.00		WAIALEE II	0.00		WAIHAWA II	0.00				
KALAUAO	9.11	16.97	SUNSET BEACH	0.00		MILILANI I	2.43		KALAUAO SPRINGS	0.20	
PUNANANI	10.72		SUBTOTAL:	8.59		MILILANI II	0.00		BARBERS POINT (NP)	1.07	
KAONOHI II	0.00					MILILANI III	0.65		GLOVER TUNNEL (NP)	0.55	
WAIMALU II	0.00	14.97	WIND. EXPORT	0.50		MILILANI IV	1.52				
KAAHUMANU	0.98					WAIPIO HTS.	0.54		HEAD CONDITION		
HECO WAIU	2.82		HALEIWA-WAIALUA			WAIPIO HTS. I	0.31		CAUTION	ALERT	CRITICAL
MANANA	0.01		HALEIWA	0.69		WAIPIO HTS. II	0.04		Kaimuki		
KAHUMANU FLOW MT	0.00		WAIALUA	2.36		WAIPIO HTS. III	0.60		Punaluu		
KAAMILO FLOW MTR	0.00		SUBTOTAL:	3.05		WAIPAHU	1.41	18.41			
TOTAL IMP/EXP WAI. INT:	1.41					WAIPAHU II	1.19				
IMPORT FRM WIND:	0.50		EWA-WAIANAE			WAIPAHU III	0.00				
SUBTOTAL:	33.33		MAKAHA I	0.74		WAIPAHU IV	2.95				
			MAKAHA II	0.28		PEARL CITY SHAFT	0.00	14.76			
TOTAL METRO:	65.53		MAKAHA III	1.13		PEARL CITY I	0.56				

CWRM PERMITTED USE FOR BWS POTABLE SOURCES						PUMPAGE	2013	2012	GRAVITY	2013	2012
WATER DISTRICTS	A	B	C	D	E	SUBURB.	56.36	55.36	SUBURB.	5.88	9.07
	PERMITTED USE	2013	DIFF. B-A	YEAR/ DATE	DIFF. D-A	METRO	65.53	63.71	METRO	0.33	0.37
						TOTAL:	121.89	119.07	TOTAL:	6.21	9.44
HONOLULU	45.27	32.54	-12.73						Manoa	0.17	
WINDWARD	25.21	11.96	-13.25			NUUANU #5			Palolo	0.16	
NORTH SHORE	4.08	3.09	-0.99			(rainfall)	0.97"	0.51"	Waim. I&II	0.18	
WAIHAWA	4.27	2.79	-1.48						Waim. III&IV	0.19	
WAIANAE	4.34	4.28	-0.06						Waihee incl.	0.96	
EWA-KUNIA	15.88	7.66	-8.22						Waihee tun.	0.85	
PEARL HARBOR	92.66	63.87	-28.80						Luluku	0.06	
TOTAL:	191.71	126.19	-65.52						Haiku	0.00	
									Kahaluu	1.95	
									Waia. C&C	1.37	
									Waia plant.	0.31	

DROUGHT STATUS REPORT
DRAFT IN MGD

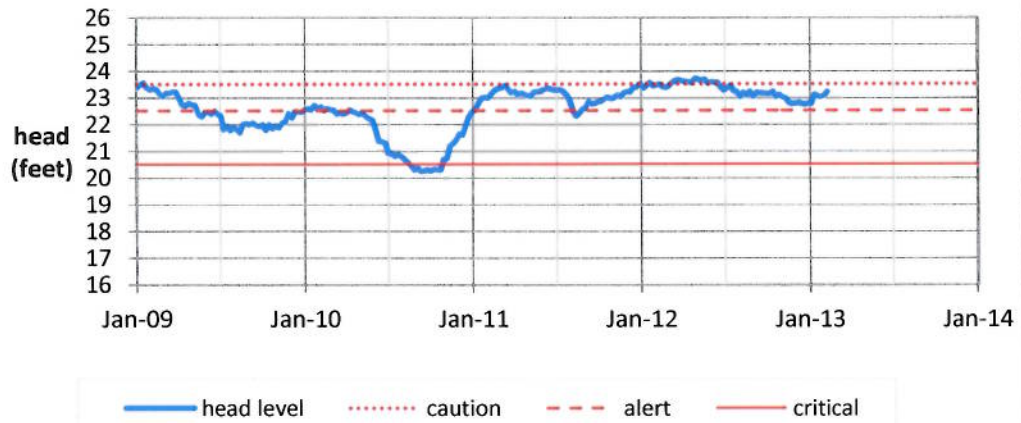
WATER USE DISTRICT	AUTHORIZED USE	2012	1/27-2/02 2013	2012	2/03-2/09 2013				
HONOLULU	45.27	32.69	31.45	31.46	33.04				
WINDWARD	25.21	15.28	13.94	14.32	11.55				
NORTH SHORE	4.08	3.77	3.36	3.68	3.78				
WAHIAWA	4.27	2.95	2.55	2.87	2.79				
EWA-WAIAANAE	20.22	21.22	18.68	19.87	21.73				
PEARL HARBOR	92.66	57.31	54.02	56.32	55.21				
TOTAL	191.71	133.23	124.01	128.51	128.10				

Accounts for in-district pumpage and transfers

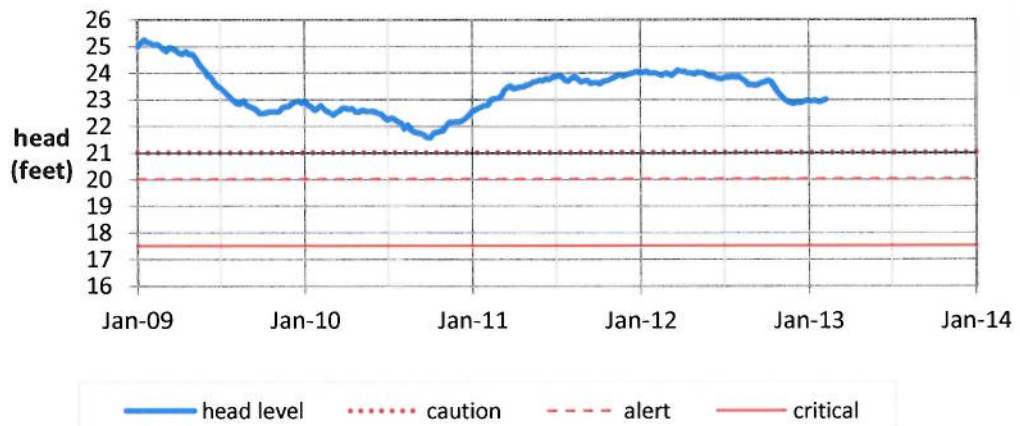
HEAD IN FEET

		2012	1/27-2/02 2013	2012	2/03-2/09 2013				
HONOLULU									
KAIMUKI		23.45	23.06	23.47	23.18				
BERETANIA		23.96	22.94	23.92	22.97				
KALIHI		22.91	22.34	22.90	22.30				
MOANALUA		19.40	18.98	19.39	18.98				
PEARL HARBOR									
HALAWA		17.09	16.48	17.05	16.48				
KALAUAO		17.40	16.96	17.25	16.97				
PEARL CITY		15.19	14.78	15.11	14.76				
WAIPAHU		19.29	18.48	19.29	18.41				
KUNIA		19.30	18.79	19.32	18.70				
EWA-WAIAANAE									
MAKAHA		14.07	11.56	14.27	11.62				
WINDWARD									
PUNALUU		15.85	16.30	15.22	16.38				
KALUANUI		16.54	16.40	16.41	16.21				
NORTH SHORE									
WAIALUA		11.07	11.28	11.13	11.17				

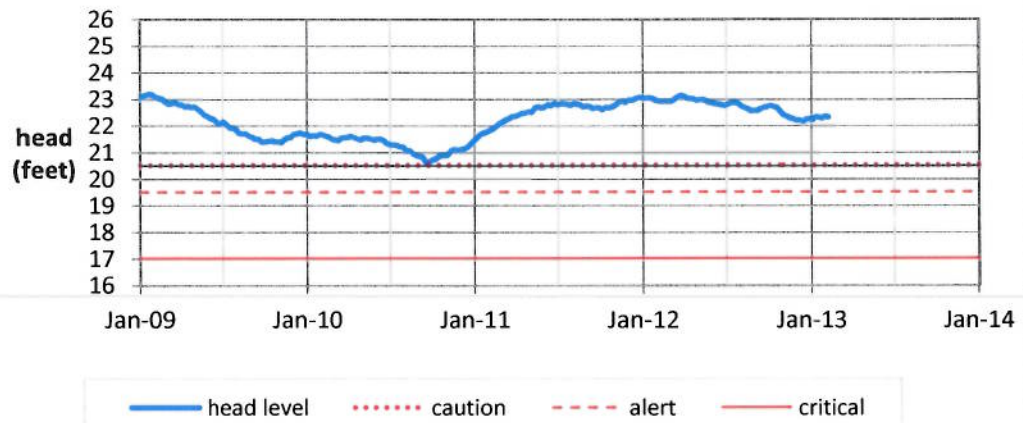
Kaimuki



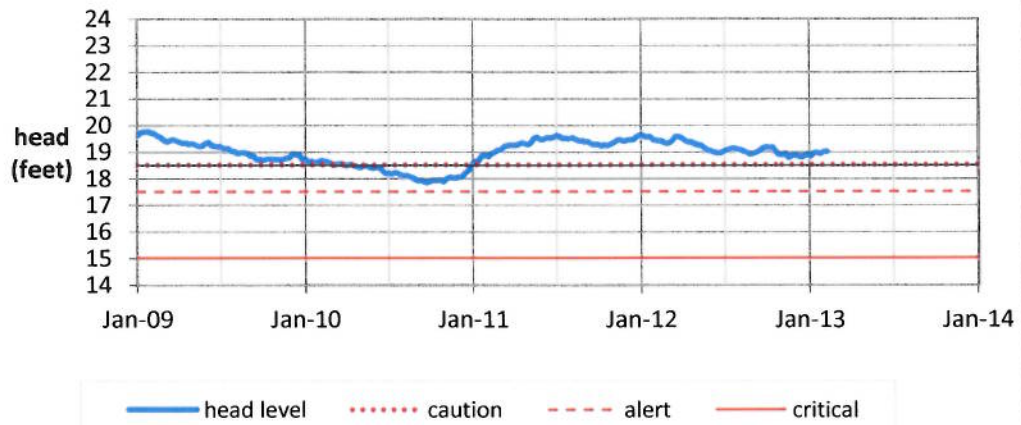
Beretania



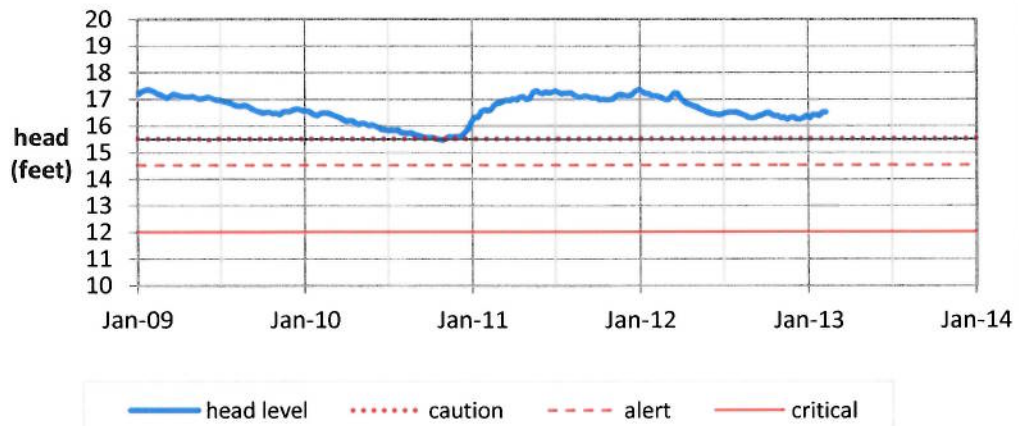
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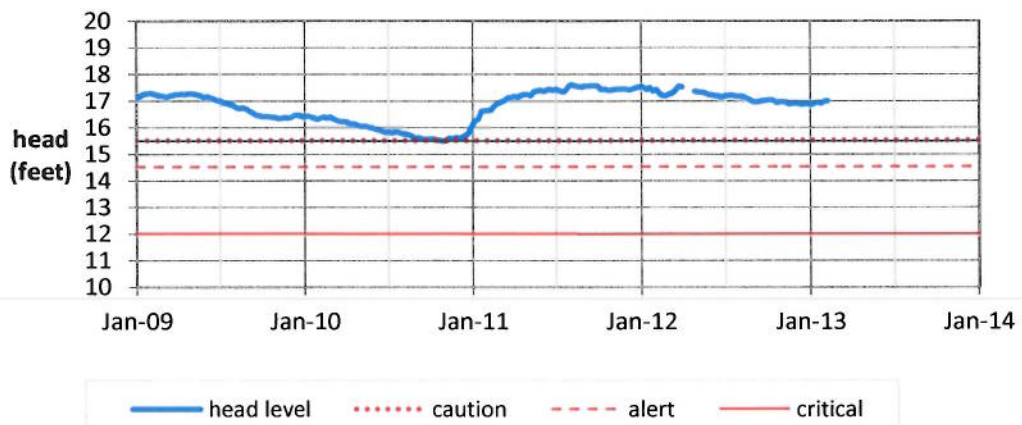
Moanalua



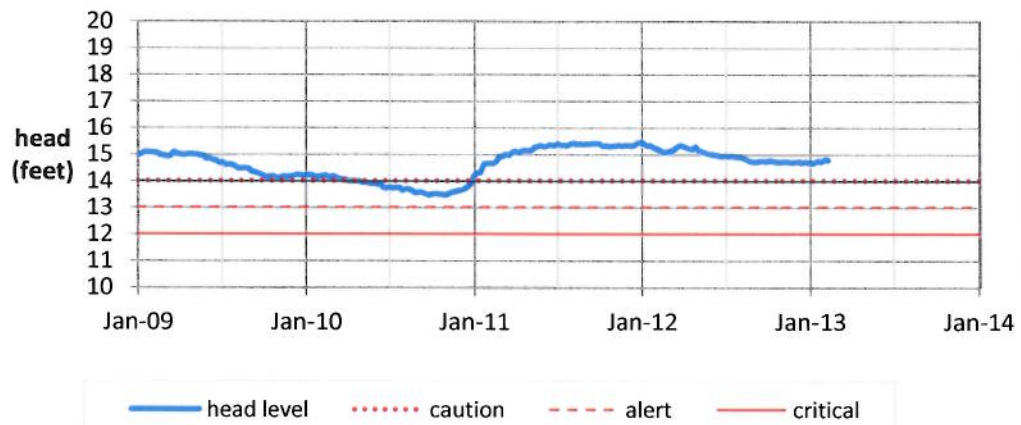
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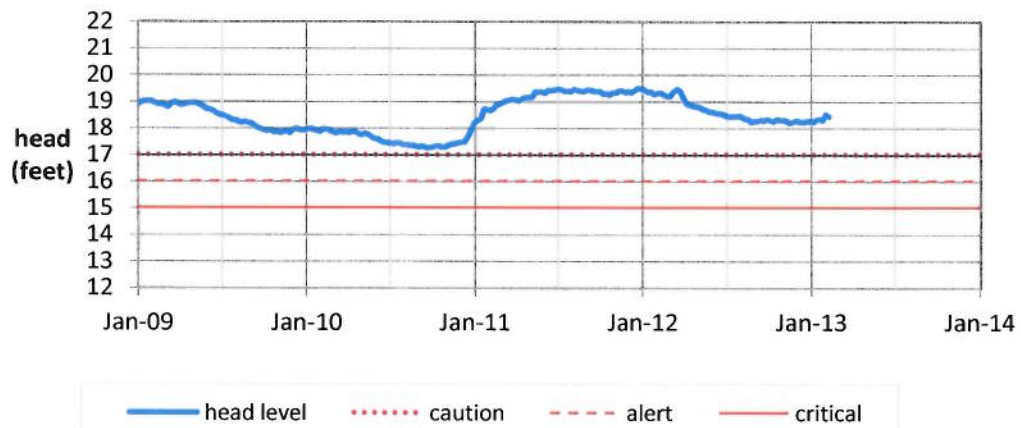
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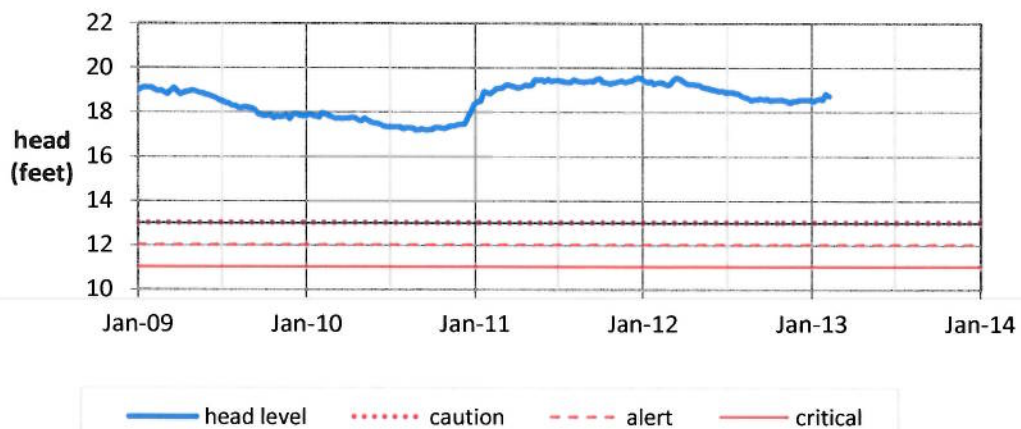
Pearl City



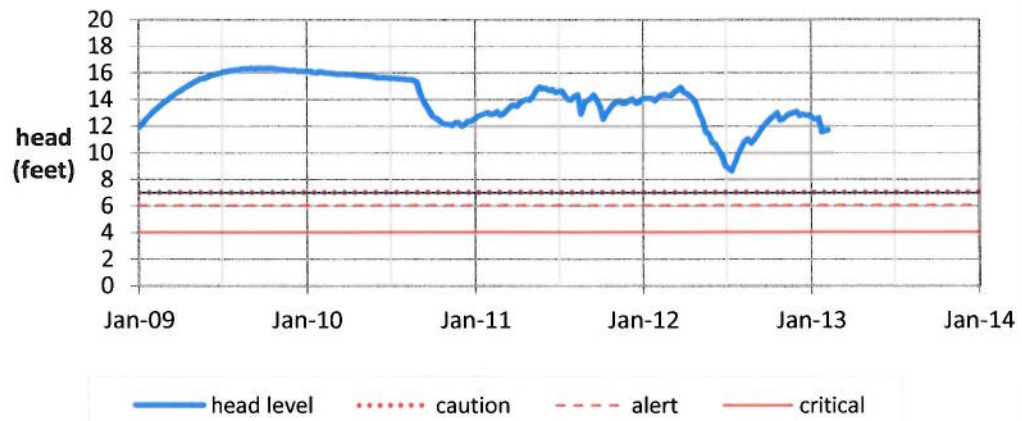
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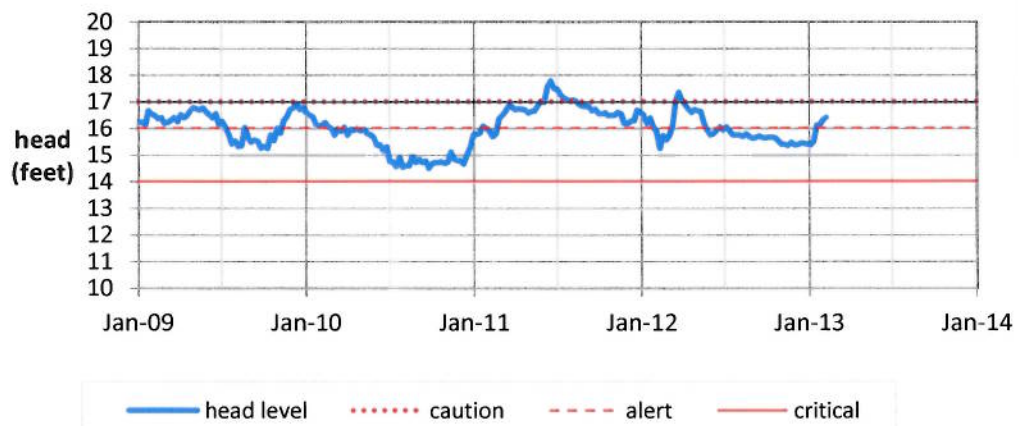
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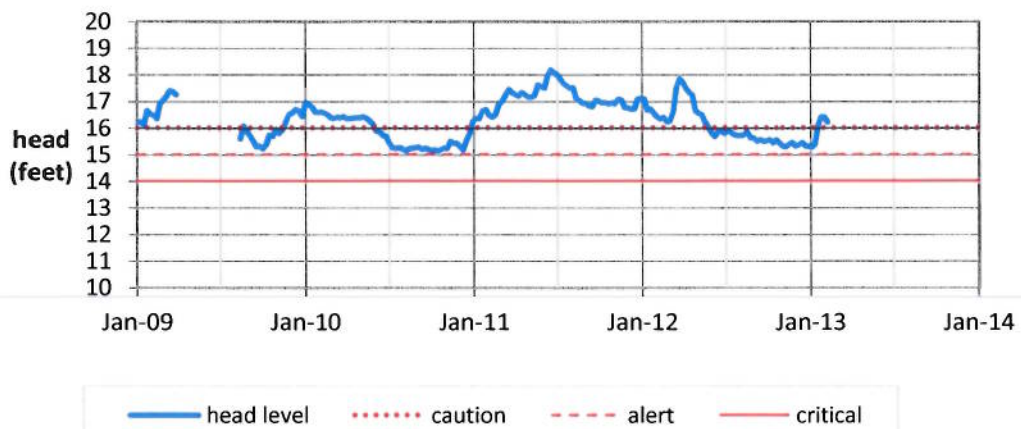
Makaha



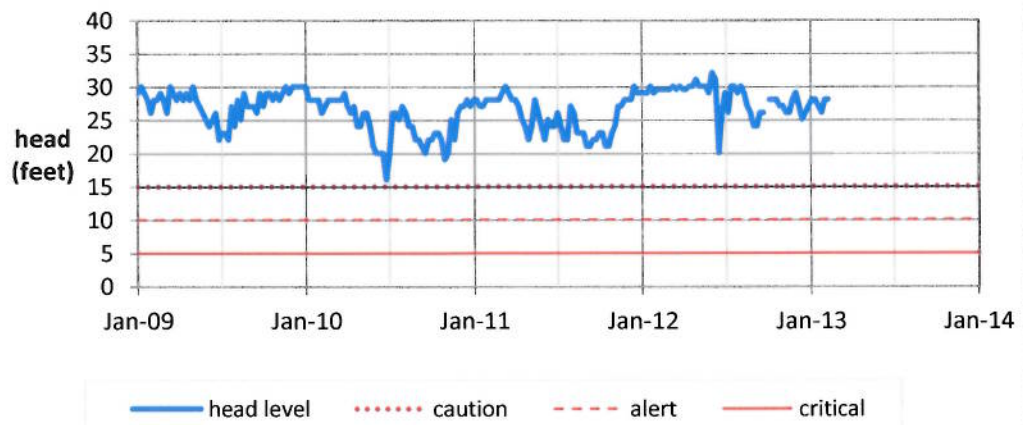
Punaluu



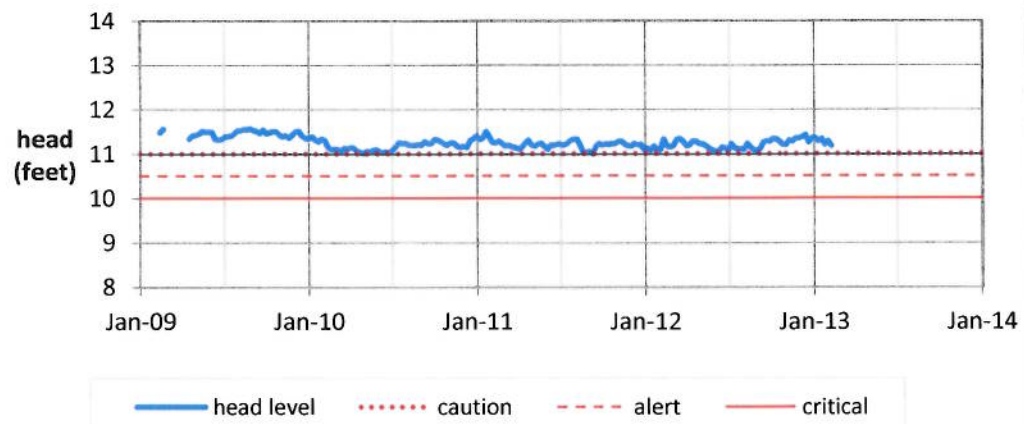
Kaluanui

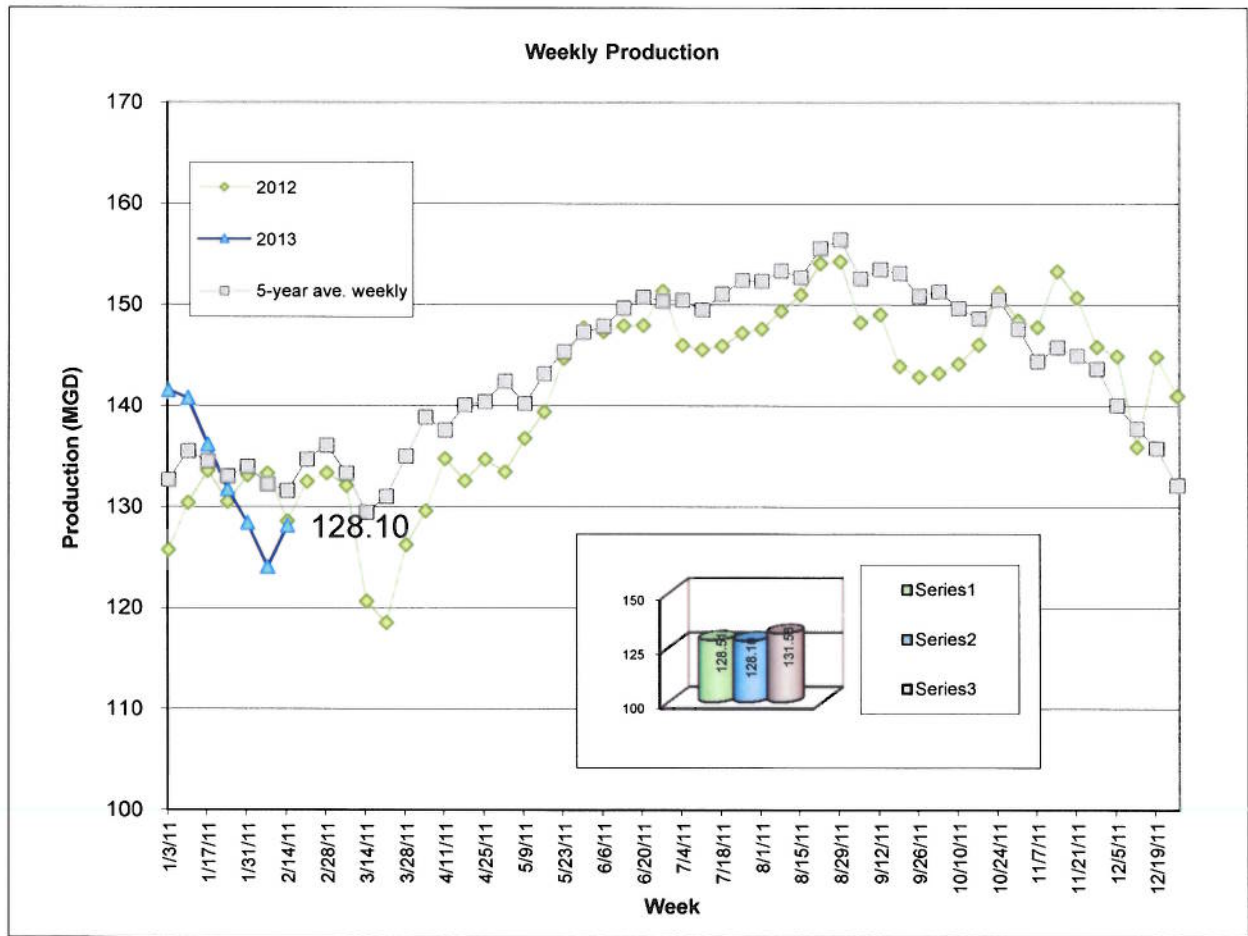
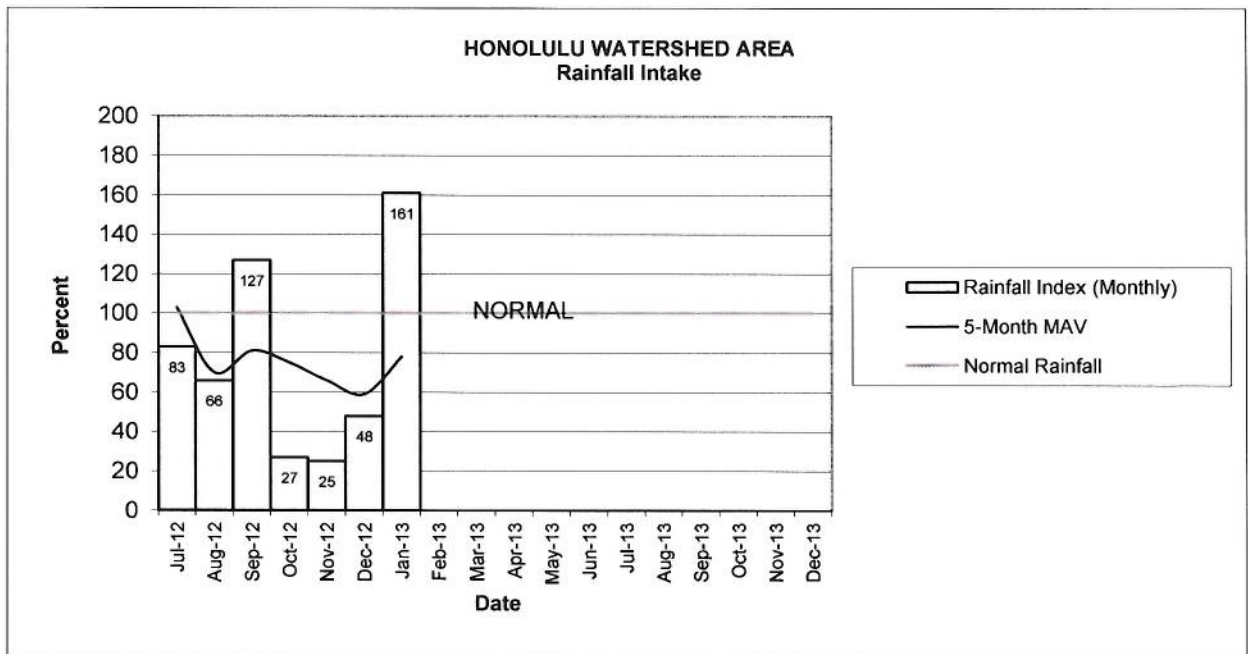


Waihee Tunnel



Waialua

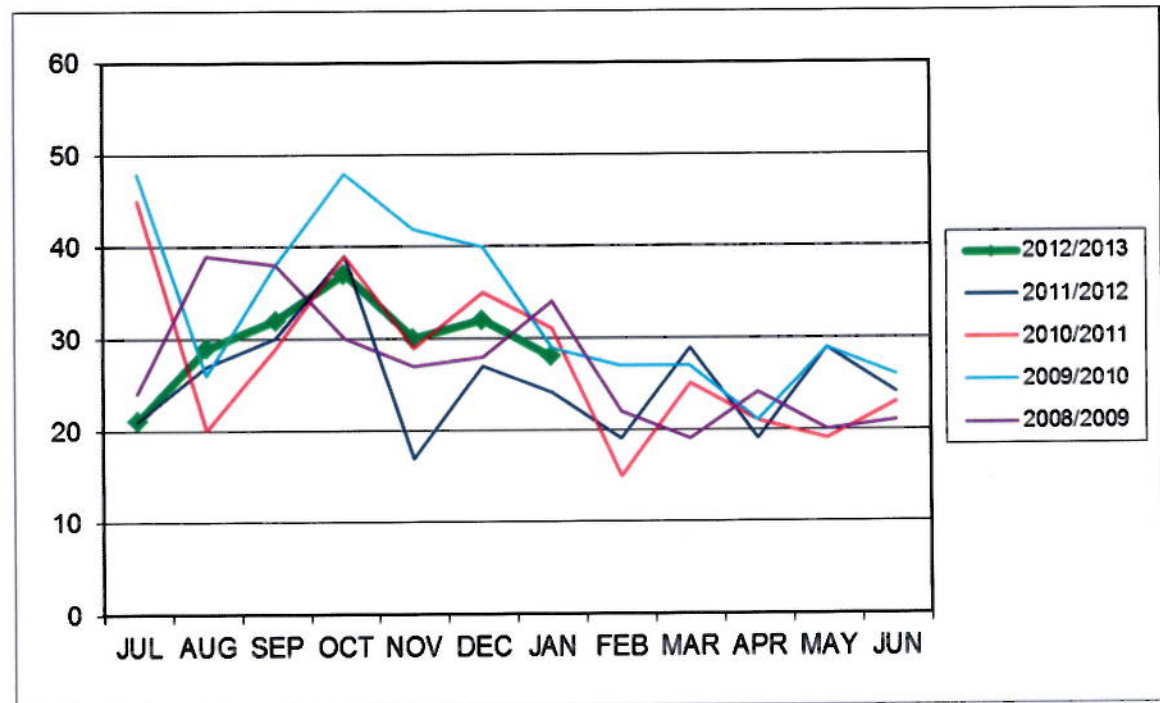




WATER MAIN REPAIR REPORT for January 2013

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
2012/2013	21	29	32	37	30	32	28						209
2011/2012	21	27	30	39	17	27	24	19	29	19	29	24	305
2010/2011	45	20	29	39	29	35	31	15	25	21	19	23	331
2009/2010	48	26	38	48	42	40	29	27	27	21	29	26	401
2008/2009	24	39	38	30	27	28	34	22	19	24	20	21	326

<u>Date</u>	<u>Address</u>	<u>Size</u>
1/1	86-300 Maililili Rd.	20" C.C.
1/1	1074 Kolokolo St.	8" D.I.
1/3	91-446 Pupu St.	8" C.I.
1/3	91-720 Makule Rd.	8" C.I.
1/4	91-720 Makule Rd.	8" C.I.
1/4	91-992 Waihua Pl.	8" D.I.
1/5	91-658D1 Kilaha St.	4" C.I.
1/6	Hoomalu St. & Nanakai St.	8" P.V.C.
1/6	1348 Lunalilo Home Rd.	6" D.I.
1/7	1143 Kahului St.	8" D.I.
1/7	91-921 Waihua Pl.	8" D.I.
1/7	1191 Kaiama Pl.	8" D.I.
1/7	91-658 Kilaha St.	4" C.I.
1/8	89-1099 Nanakuli Av.	6" C.I.
1/8	98-271 Aiea Kai Pl.	8" C.I.
1/9	Valley View Dr. & Holua Wy.	4" C.I.
1/11	94-057 Anania Dr.	6" A.C.



1/14	1812 Akone Pl.	6" C.I.
1/15	94-1260 Peke Pl.	8" C.I.
1/16	3808 Monterey Dr.	6" C.I.
1/17	98-1051 Alania St.	8" C.I.
1/17	1927 Mott-Smith Dr.	6" C.I.
1/19	86-300 Maililili Rd.	20" C.C.
1/22	46-461 Kamehameha Hwy.	8" C.I.
1/25	3941 Koko Dr. 49401	6" C.I.
1/25	Lako St. near Karayan St.	8" D.I.
1/27	3042 Date St.	12" C.I.
1/29	4900 Kahala Ave.	4" C.I.

Bold * - Pro-active Leak
Repair

13 miles of pipelines were surveyed by the Leak Detection Team
in the month of January

DISCUSSION: There were no comments or discussion.

ITEM FOR INFORMATION NO. 5

CUSTOMER INFORMATION SYSTEM (CC&B) PROJECT UPDATE

DISCUSSION: Information Technology Program Administrator Henderson Nuuhiwa, Customer Care Program Administrator Susan Uyesugi, and Chief Financial Officer Paul Kikuchi updated the Board on the newly implemented CC&B Project.

Mr. Kikuchi showed a picture of various objects covering BWS meter boxes. He replied to Ms. Cypher's inquiry explaining that when meter boxes are covered, radio signals could be affected as the batteries get weaker.

Mr. Nuuhiwa responded to Mr. Park's inquiry stating that the amount of "calls handled" reflect answering the call and responding to the customer's inquiry or problem. Mr. Park inquired about whether there will be a decrease in the Customer Care staff when on-line service becomes available. Mr. Lau explained that it was difficult to project staffing needs prior to go-live, so they hired a number of Personal Services Contracts for a three month period. After this go-live transition period, they will have a better idea of staffing requirements and will reevaluate their needs to include in the Fiscal Year 2014 budget.

Ms. Uyesugi responded to Ms. Cypher's inquiry by stating that they handle about 200 credit card payment calls per day and that by providing customers with the option to pay on-line would reduce the wait times even more.

Chair Miyashiro and Vice Chair Cypher commended and thanked Manager Lau and staff for taking the leap to implement CC&B after a lot of planning and hard work. They also thanked everyone for taking care of the customers' needs and reducing the customers' wait time. Mr. Lau thanked the Board and also thanked his staff for the great team effort.



CC&B
A New Data Dawning



Board of Water Supply
City and County of Honolulu

Customer Information System (CC&B) Project Update

BWS Board of Directors Briefing

Henderson Nuuhiwa, Susan Uyesugi, Paul Kikuchi

February 2013





Agenda

💧 Project Update

- CC&B Recap
- Issues
- Customer Care
- Finance
- What's Next

💧 Q&A






CC&B Project Update

💧 Recap

- Pre Go-Live – Staffing / Training / DRs / Issues
- Communication / Outreach
- Conversion and Go-Live 1/18 - 1/22
- Lock-Box
- Stabilization

💧 Issues

- Short Period Bills / Multiple Bills (Old System)
 - Automatic Bill Payment
 - Long Period Bills
- 



CC&B Project Update


💧 Call Center

💧 Average Speed of Answer

💧 Pre CC&B – 11 CSRs

- 8 minutes – credit card payments
- 19 minutes – call center
- 30 minutes – call center call back line

💧 Since CC&B – 18 CSRs

- 5.5 minutes – credit card payments
 - 5 minutes – call center
 - 8 minutes – call center call back line
- 



CC&B Project Update


💧 Call Center (continued)

💧 Average Handle Time

💧 Pre CC&B – 11 CSRs

- 5 minutes– credit card payments
- 6 minutes – call center
- 5 minutes – call center call back line

💧 Since CC&B – 18 CSRs

- 6 minutes – credit card payments
 - 6 minutes – call center
 - 5.5 minutes – call center call back line
- 



CC&B Project Update

- 💧 Call Center (continued)

- 💧 Calls Handled and Abandoned (daily average)

- 💧 Pre CC&B – 11 CSRs

- Handled – 534, Abandoned – 346, 61% answer rate

- 💧 Since CC&B – 18 CSRs

- Handled – 680, Abandoned – 252, 73% answer rate

- 💧 Week ending February 8

- Handled – 629, Abandoned – 184, 77% answer rate
- 



CC&B Project Update

- 💧 Call Center (continued)
 - 💧 Other Customer Communication (daily average)
 - 💧 Pre CC&B
 - On-line forms – 23, Walk in Customers – 27, Communications Office – 8, Other – 2, Total – 60
 - 💧 Since CC&B
 - On-line forms – 21, Walk In Customers – 28, Communications Office – 21, Other – 1, Total – 71
 - 💧 Week ending February 8
 - On-line forms – 18, Walk In Customers – 30, Communications Office – 19, Other 2 , Total - 69





CC&B Project Update

💧 Finance


💧 Pre Audit

💧 Staffing

- Pre CC&B 7 FTE (6 CS, 1 PSC) 5 filled
- CC&B 9 FTE (6 CS, 1 LTA, 2 PSC) 6 filled

💧 Meter Reading

💧 Staffing

- Pre CC&B 11 FTE (6CS, 5PSC) 9 filled
 - CC&B 16 FTE (6 CS, 10 PSC) 14 filled
- 



CC&B Project Update

- 💧 Meter Read
 - 💧 Pre CC&B
 - 💧 40 bi-monthly cycles (approx 4k each)
 - 💧 20 monthly cycles (approx 400 each)
 - 💧 CC&B
 - 💧 20 monthly cycles (approx 8400 each)
 - 💧 Read 1 cycle/day next day follow-up
- 💧 Pre-audit
 - 💧 Workload coincides with meter reading



CC&B Project Update





CC&B Project Update

- 💧 What's Next
 - 💧 Online Credit Card Bill Payment
 - 💧 Reporting
 - 💧 System Tuning
 - 💧 Pre-Audit Parameters
 - 💧 Meter Routes
 - 💧 Phase II & III
 - 💧 Credit Collections
 - 💧 Group Bills
 - 💧 Online Customer "Self-Service"





CC&B
A New Data Dawning



Board of Water Supply
City and County of Honolulu

Questions?



MOTION TO
RECESS INTO
EXECUTIVE
SESSION

Upon unanimously approved motion, the Board Recessed into Executive Session Pursuant to [HRS § 92-5] at 3:00 PM to Consult with the Board's Attorney and to Consider Issues Pertaining to Matters Posted for Discussion at an Executive Session

OPEN
SESSION

The Board reconvened in open session at 3:30 PM

Deputy Corporation Counsel Krishna Jayaram announced that the Board approved the recommended settlement of Item No. 2 during Executive Session.

MOTION TO
ADJOURN

There being no further business Chair Miyashiro at 3:30 PM called for a motion to adjourn the Open Session. Adam Wong so moved; seconded by Mahealani Cypher and unanimously carried.

THE MINUTES OF THE REGULAR SESSION BOARD MEETING ON FEBRUARY 25, 2013 WERE APPROVED AT THE MARCH 25, 2013 BOARD MEETING			
	AYE	NO	COMMENT
DUANE R. MIYASHIRO	X		
MAHEALANI CYPHER	X		
THERESIA C. MCMURDO			ABSENT
ADAM C. WONG			ABSENT
KAULANA H. R. PARK			ABSENT
ROSS S. SASAMURA	X		
GLENN M. OKIMOTO	X		

Respectfully submitted,



LISA K. KIM

APPROVED:



DUANE R. MIYASHIRO
Chairman of the Board

MAR 25 2013

Date