

WAI'IKE

OFFICIAL NEWSLETTER
COUNTY OF MAUI DEPARTMENT OF WATER SUPPLY
ISSUE NO. 1 JULY 2017

PAY YOUR BILL:



WALK-IN: 200 S. High St., Wailuku, HI 96793
2nd floor window: 8 a.m. -to 3:45 p.m.



ONLINE: www.mauewater.org



CALL: 855-385-4836



**MESSAGE
FROM DIRECTOR
DAVID TAYLOR**

Better water service by becoming partners

Welcome to the first issue of Wai'ike, our new Department of Water Supply newsletter. As a pilot project, we will provide these newsletters to you quarterly to keep you abreast of water issues. Outstanding customer service is our goal and providing you safe, adequate and quality water is our passion.

By sharing information about our plans and initiatives, we can be better partners to achieve our goal which is to provide clean water efficiently.

We also want to hear from you. In this issue, we have included a customer satisfaction survey. We hope you will take a few minutes to answer the questions and get your input back to us. You can mail or hand in the survey back with your bill payment, or go online to mauiwater.org to answer the online version.

Your feedback will allow us to determine how we can best move forward. We are working hard to improve our transparency and response times to your requests and ask for your patience and support.

Thank you for your kokua as we work on making our department no ka oi. Remember that By Water All Things Find Life.

Mahalo.

CUSTOMER SATISFACTION SURVEY

This short survey will help us identify what services are meeting your expectations and which ones need to be improved.



What type of water service do you have?

- Residential
- Commercial, business, hotel/resort, industrial
- Public facility (office-type uses)
- Public facility (other than office-type uses)
- Other

Where is the service located?

- Central Maui
- Upcountry
- East Maui
- West Maui
- South Maui
- Molokai

1. What word comes to mind when you hear "Maui County Department of Water Supply" or "County Water Service?"

2. CUSTOMER SERVICE: How would you rate our customer service on your most recent experience?

- Very Poor Good
- Somewhat Poor Very Good
- Acceptable I have not had experience with customer service

Comments: _____

3. WATER QUALITY: How would you rate your overall satisfaction with the water quality?

- Very Poor Good
- Somewhat Poor Very Good
- Acceptable

Comments: _____

4. WEBSITE: How do you use mauiwater.org? Check all that apply.

- I have not visited the website.
- I rarely use your online services.
- I pay my bill online.
- I check for information when I have questions about my water service.
- I check for tips on how to save water, check for leaks, reduce my bill, or protect water quality.

Other: _____

5. Please rate the Department of Water Supply in each of the following goals.

- a. A water bill that is clear and informative:
 - Poor Somewhat Poor
 - Acceptable Good Very Good
- b. Friendly and professional customer service:
 - Poor Somewhat Poor
 - Acceptable Good Very Good
- c. Taking care of service issues in a timely manner:
 - Poor Somewhat Poor
 - Acceptable Good Very Good
- d. A website that is informative and easy to navigate:
 - Poor Somewhat Poor
 - Acceptable Good Very Good

6. How do you stay informed about water issues in the county?

- Board of Water Supply meetings and minutes
- Council Water Resources Committee meetings
- Dept. of Water Supply website
- News and social media sources
- I'm not interested in water issues

7. Additional comments, recommendations:

UNDERSTANDING BACKFLOW AND PREVENTING IT

By: Jay Nakashima,
Backflow / Cross Connection
Technician



If a water consumer who is handling dangerous and corrosive liquids does NOT have protection against backflow, the dirty water can potentially contaminate the county water system, which will affect you.

What is Backflow?

Backflow is the movement of water in the reverse direction of its intended path. Under normal conditions, water pressure forces water to travel from the County pipes through your water meter, and then into your faucet, shower, toilet tank, and irrigation system.

A backflow condition may occur when the County's water pressure becomes less than the pressure on your property. Water begins to flow in the opposite direction from your property into the County water pipes.

As an example, when someone breaks a fire hydrant down your street and the water rushes out, the pressure in the County water pipes drops because of the large volume of water and pressure escaping from the hydrant. This could cause a backflow condition known as back-siphonage. The effect is similar to drinking soda by sucking it through a straw. The air pressure is greater than the pressure in your mouth, so the soda is forced up the straw.

Now, what if you were filling up your fish pond with the hose sitting at the bottom of the pond while these backflow events were taking place? The pond water and all of its pollutants could be sucked up into the County water system.

What can stop this from happening?

An approved Backflow Prevention Assembly can prevent backflow.

An assembly must be approved by the county Department of Water Supply such as a Mechanical Backflow Prevention Device, which uses multiple spring loaded check valves to prevent polluted or contaminated water from backflowing.

Can I use a single-check valve as Backflow Preventer Assembly?

No. A single-check valve is not equipped with test connections, multiple spring loaded check valves, or a relief valve as in an RPBP (Reduced Pressure Backflow Preventer), to assure the valve is preventing backflow. This is why only county-approved assemblies are allowed.

Is a Backflow Preventer required to be installed for every water consumer?

Currently, no. But, certain situations and conditions may cause the County of Maui to require an approved Backflow Preventer Assembly be installed on a property.



GRAMMA'S PORTUGUESE GREEN SOUP

RECIPE OF THE MONTH

- 1 1-lb. pkg. dried green split peas
- 1 48-oz. can chicken broth
- 1 meaty ham bone or 2 meaty ham hocks
- 1 1-lb. Portuguese sausage (Purity Brand)
- 1 large round onion
- 6 cloves garlic
- 2 stalks of celery
- 2 medium carrots
- 2 medium potatoes
- 1 small head green cabbage
- 1 bunch watercress or 6 leaves of kale

Seasoning:

- table salt, black pepper
- chicken bouillon

Soak the pound package of green dried split peas with warm water overnight and drain.

Put peas in stock pot with a 48-oz. can of chicken broth. Add a meaty ham bone or 2 ham hocks. Boil until peas fall apart. Remove ham bones, chop chunks of ham, then add Portuguese sausage to pot.

Add a chopped round onion, 6 cloves of chopped garlic, 2 chopped celery stalks, 2 medium chopped carrots in cubes and 2 medium potatoes chopped in cubes. Cook on medium heat. Add chopped green head cabbage.

When veggies are tender add salt and pepper to taste. Last, add a bunch of watercress chopped in 2-inch lengths (discard about the last five inches of the bunch) or 6 leaves of kale that has been chopped, parboiled and drained.

Check taste and season with more salt or bouillon if needed. Turn off the heat. Soup should be ready to serve in a few minutes. It's recommended to cook early in the day to let the flavors develop for dinner, for the following day. Can be frozen and reheated too. Serve with French bread or garlic bread for a great meal. Enjoy!