



Understanding Your Monthly Water and Sewer Bill

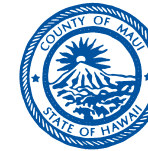
ACCOUNT INFORMATION
 Account Number: 355956146
 Name: [REDACTED]
 Premise Name: [REDACTED]
 Address: [REDACTED]
 Billing Date: 11/06/2023

WATER & SEWER BILLING SUMMARY (See back for details)
 Previous Balance: \$235.69
 Payments: -\$235.69
 Adjustments: \$0.00
 Corrections: \$0.00
 Current Charges: \$429.55
TOTAL AMOUNT DUE: \$429.55
 PAYMENT MUST REACH US BY: 11/27/2023

Water Usage Profile

DATE	TRUCK	DAYS	WATER CHARGES
11/02/2023	24	26	\$117.10
09/02/2023	26	26	\$107.68
07/02/2023	17	21	\$84.58
06/02/2023	14	21	\$85.15
05/02/2023	12	21	\$87.26
04/02/2023	10	21	\$81.25
03/02/2023	10	21	\$49.55
02/02/2023	12	21	\$87.26
01/02/2023	14	21	\$86.16
12/02/2022	10	21	\$86.05
11/02/2022	14	21	\$86.16
10/02/2022	14	21	\$86.16
09/02/2022	16	21	\$82.45

ACCOUNT NUMBER 355956146
PAYMENT MUST REACH US BY 11/27/2023
TOTAL AMOUNT DUE \$429.55
AMOUNT ENCLOSED \$429.55



*By Water
All Things Find Life*

Dear Valued Customer:

The Department of Water Supply (DWS) switched to a new customer billing system in 2012 from bi-monthly to monthly billing.

The billing system allows DWS to implement customer care industry best practices which ultimately result in better service to you. Monthly billing allows you to better align your payment with other bill schedules as well as 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 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 information you'll see on your monthly statement.

To learn more about our monthly billing system, please visit our website at mauicounty.gov/water 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.



Department of Water Supply
 County of Maui
 200 South High Street
 Wailuku, Hawaii 96793-2155
mauicounty.gov/water

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 County of Maui
 200 South High Street
 Wailuku, Hawaii 96793-2155
mauicounty.gov/water

Sincerely,

JOHN STUFFLEBEAN 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 mauicounty.gov/water or call the number listed at the right.

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.

COUNTY OF MAUI
200 SOUTH HIGH STREET
WAILUKU, HI 96793-2155
www.mauicounty.gov/water
By Water, All Things Find Life

DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
WASTEWATER RECLAMATION DIVISION
COUNTY OF MAUI
2200 MAIN STREET, SUITE 610
WAILUKU, HI 96793
www.mauicounty.gov/1025

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 8:00am to 4:00 pm

Sewer Questions? Call the Department of Environmental Management, Wastewater Reclamation Division at 808-270-7417
Sewer Trouble? Call 808-270-7465 (24 hours)
Office Hours: Monday thru Friday 7:00 am to 3:30 pm

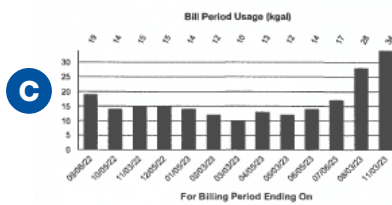
A ACCOUNT INFORMATION

Account Number	355956146
Name	
Premise Name	
Address	
Billing Date	11/06/2023

WATER & SEWER BILLING SUMMARY (See back for details)

Previous Balance	\$235.69
Payments	-\$235.69
Adjustments	\$0.00
Corrections	\$0.00
Current Charges	\$429.55

TOTAL AMOUNT DUE \$429.55
PAYMENT MUST REACH US BY 11/27/2023



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Water Usage Profile

DATE	THOUS. GAL.	DAYS	WATER CHARGES
11/03/2023	34	02	\$161.10
08/03/2023	28	28	\$157.68
07/06/2023	17	31	\$84.58
06/06/2023	14	33	\$65.15
05/03/2023	12	28	\$57.35
04/03/2023	13	33	\$61.25
03/03/2023	10	28	\$49.55
02/03/2023	12	29	\$57.35
01/03/2023	14	31	\$65.15
12/05/2022	15	32	\$69.05
11/03/2022	15	29	\$69.05
10/05/2022	14	29	\$65.15
09/05/2022	19	34	\$92.45

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

355956146000042955

ACCOUNT NUMBER
355956146

PAYMENT MUST REACH US BY
11/27/2023

TOTAL AMOUNT DUE
\$429.55

AMOUNT ENCLOSED - MAUI

THANK YOU

Make checks payable to: **DEPARTMENT OF WATER SUPPLY**

300005355956146000004295500000000003

Front of Bill

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) 553-4171
- Sewer Questions(808) 270-7417 (Mon.-Fri., 7:00 a.m.- 3:30 p.m.)
- Sewer Trouble(808) 270-7465 (24 hours)

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DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
09/06/2023	Previous Balance		235.69
	Payment	-235.69	0.00
	Balance Before Current Charges		0.00
	General Use Water Charges 08/04/2023 to 11/03/2023		
	Tier 1 = 15.3 Kgal @ \$2.13	32.59	
	Tier 2 = 18.7 Kgals @ \$4.21	78.73	
	Water Usage Charge (per 1000 gallons)	111.32	
	Water Meter Service Charge	69.83	
	Total Water Charges		181.15
	Meter No. Curr Rdg: 239.000 Prev Rdg: 205.000 Cons: 34.000 thousand gals		
	Single Family Sewer Charges 08/04/2023 to 11/03/2023		
	Sewer Consumption Charge = 28 Kgals @ \$4.60	128.80	
	Sewer Base Charge = 1 units @ \$119.60	119.60	
	Total Sewer Charges		248.40
	TOTAL AMOUNT DUE		\$429.55
	PAYMENT MUST REACH US BY 11/27/2023		

The Low-income Home Water Assistance Program is now accepting application from water customers in need of assistance with their bills. To learn more, go to www.mecinc.org/wp-content/uploads/2023/02/2023-LIHEAP-LIHWAP-Application-Packet.pdf.

- H PAYING YOUR BILL**
- Payment using the enclosed envelope, please allow sufficient time for your payment to reach us by the PAYMENT MUST REACH US BY date.
 - Payment by mail without payment stub or in person, to our office at 200 South High Street, 6th floor, Wailuku, HI 96793.
 - 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.
 - By Automatic Bill Payment from your checking or savings account.
 - At the payment drop boxes, County of Maui Service Center located on the corner of Ala Pi and Hoolewa Streets in Kahului, or the County Building at 200 S High Street.
 - At Department of Motor Vehicles and Real Property Tax payment windows.
 - By Credit Card or e-Check through Payments, by phone at 855-382-4355, or from the link at www.mauicounty.gov/water.
 - There is a \$30 charge for all delinquent 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**
- 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.
 - 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.
- DEPARTMENT OF WATER SUPPLY**
- Maui Office 808-270-7730
 Trouble Calls (24 hours) 808-270-7633
 Tips for efficient water use 808-463-3110
 Molokai Office 808-553-3331
- DEPARTMENT OF ENVIRONMENTAL MANAGEMENT**
- Sewer Bill 808-270-7417
 Trouble Calls (24 hours) 808-270-7465

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

DEPARTMENT OF WATER SUPPLY
COUNTY OF MAUI
P.O. BOX 23150
HONOLULU HI 96820-1550

REV 6618

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.**