Dear Valued Customer:

The Department of Water Supply (DWS) is switching to a new customer billing system and is moving from bi-monthly to monthly billing. This will result in important changes to your new water and sewer bill:

- Change of account number. Please make note of your new account number.
- Payment Due Date is now Payment Must Reach Us By Date.

The new billing system will allow DWS to implement customer care industry best practices which ultimately result in better service to you. Monthly billing will allow you to better align your payment with other bill schedules as well as allow you to 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 new 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 changes you’ll see on your monthly statement. We think you’ll find monthly billing to be more convenient.

To learn more about our new monthly billing system, please visit our website at www.mauiwater.org 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) 270-7750, Monday through Friday.

Sincerely,

DAVID S. TAYLOR, P.E.
Director

Department of Water Supply
County of Maui
200 South High Street
Wailuku, Hawaii 96793-2155
www.mauiwater.org
DWS/2012
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 www.mauiwater.org 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.

For More Information

Water Questions ............. (808) 270-7730 (Mon.-Fri., 7:45 a.m.- 4:30 p.m.)
Water Trouble .............. (808) 270-7635 (24 hours)
Tips for efficient water use ........ (808) 463-3110
Molokai Office ............ (808) 553-3531
Sewer Questions ............ (808) 270-7420 (Mon.-Fri., 7:00 a.m.- 3:30 p.m.)
Sewer Trouble .............. (808) 243-7465 (24 hours)

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.