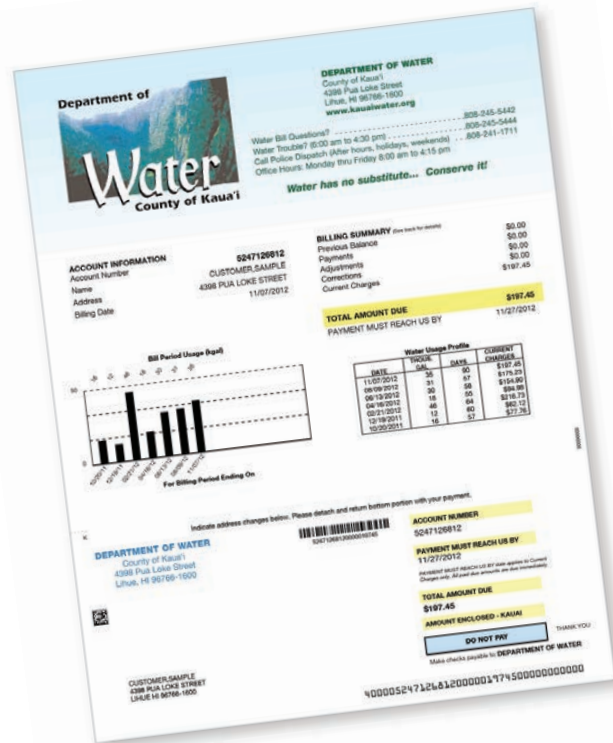




# IMPORTANT Changes to Your Monthly Water Bill



Department of Water  
County of Kauai  
4398 Pua Loke Street  
Lihue, Hawaii 96766-1600  
www.kauaiwater.org  
DOW/2012

Department of Water  
County of Kauai  
4398 Pua Loke Street  
Lihue, Hawaii 96766-1600  
www.kauaiwater.org



*Water has no substitute... Conserve it!*

## Dear Customer:

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

- Change of account number. Please make note of your new account number.
- Payment Due Date is now “Payment Must Reach Us By” Date.
- Payment is now due **20** days instead of 50 days (formerly) after the Billing Date.

The new billing system will allow the DOW to implement customer care industry best practices, which ultimately results 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. Inside 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.kauaiwater.org](http://www.kauaiwater.org).

Mahalo,

**DAVID R. CRADDICK, P.E., C.E.M.**  
Manager and Chief Engineer

# Your Monthly Water Bill

Starting with your next bill, you will be charged monthly for your water services. Please take a few minutes to review the guide below indicating important changes to your new monthly bill.

For more information, visit our website at [www.kauaiwater.org](http://www.kauaiwater.org) or call the number listed at the right.

## Key Information At-A-Glance

**A. CONTACT INFORMATION**—how to contact the **DEPARTMENT OF WATER (DOW)**.

**B. ACCOUNT DETAILS**  
Please note your new account number.

**C. SNAPSHOT SUMMARY** of your account and the **TOTAL AMOUNT DUE**.

**D. MUST REACH US BY**—the date by which your payment for the **CURRENT CHARGES** must arrive to be on time.

**E. GRAPHIC CHART** of your average daily water usage pattern for the past year.

**F. HISTORY** for the past year of your billing and water usage.

**G. PAYING BY CHECK** make payable to **DEPARTMENT OF WATER**.

**Department of Water**  
County of Kaua'i  
4398 Pua Loke Street  
Lihue, HI 96766-1600  
[www.kauaiwater.org](http://www.kauaiwater.org)

Water Bill Questions? . . . . . 808-245-5442  
Water Trouble? (8:00 am to 4:30 pm) . . . . . 808-245-5444  
Call Police Dispatch (After hours, holidays, weekends) . . . . . 808-241-1711  
Office Hours: Monday thru Friday 8:00 am to 4:15 pm

**Water**  
County of Kaua'i

**DEPARTMENT OF WATER**  
County of Kaua'i  
4398 Pua Loke Street  
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Water has no substitute... Conserve it!

**ACCOUNT INFORMATION**

Account Number: **5247126812**  
Name: CUSTOMER, SAMPLE  
Address: 4398 PUA LOKE STREET  
Billing Date: 11/07/2012

**BILLING SUMMARY** (See back for details)

Previous Balance	\$0.00
Payments	\$0.00
Adjustments	\$0.00
Corrections	\$0.00
Current Charges	\$197.45

**TOTAL AMOUNT DUE \$197.45**  
PAYMENT MUST REACH US BY 11/27/2012

**Bill Period Usage (kgal)**

**Water Usage Profile**

DATE	THOUS. GAL.	DAYS	CURRENT CHARGES
11/07/2012	35	90	\$197.45
08/09/2012	31	57	\$175.23
06/13/2012	30	58	\$154.90
04/16/2012	18	55	\$94.98
02/21/2012	46	64	\$216.73
12/19/2011	12	60	\$62.12
10/20/2011	16	57	\$77.76

Indicate address changes below. Please detach and return bottom portion with your payment.

**DEPARTMENT OF WATER**  
County of Kaua'i  
4398 Pua Loke Street  
Lihue, HI 96766-1600

ACCOUNT NUMBER: 5247126812  
PAYMENT MUST REACH US BY: 11/27/2012  
TOTAL AMOUNT DUE: \$197.45  
AMOUNT ENCLOSED - KAUAI

**DO NOT PAY** THANK YOU  
Make checks payable to: DEPARTMENT OF WATER

400005247126812000001974500000000000

Front of Bill

## For More Information

Monday-Friday  
8:00 a.m.- 4:15 p.m.

Customer Billing . . . . . (808) 245-5442  
Start or Stop Water Service . . . . . (808) 245-5430  
Building Permit Inquiries . . . . . (808) 245-5421  
Water Questions . . . . . (808) 245-5400  
Water Trouble . . . . . (808) 245-5444 (Mon.-Fri., 6:30 a.m.- 4:15 p.m.)  
Water Trouble . . . . . (808) 241-1711 (After hours)  
Tips for efficient water use . . . . . (808) 245-5455 (or visit our website at [www.kauaiwater.org](http://www.kauaiwater.org))

**H**

DATE	PAYMENTS/ADJUSTMENTS/CHARGES	AMOUNT	BALANCE
08/28/2012	Previous Balance		175.23
	Payment	-175.23	
	<b>Balance Before Current Charges</b>		<b>0.00</b>
	<b>TOTAL AMOUNT DUE</b>		<b>\$0.00</b>

**I** **TOTAL AMOUNT DUE \$0.00**  
PAYMENT MUST REACH US BY 11/27/2012

Please note that your Account Number has changed. Please use this new account number for all payments and account inquiries.

**J**

**EXPLANATION OF CHARGES**

**GENERAL USE RATE**  
1. **SERVICE CHARGE:** For each service, there shall be a charge per month based on the size of the meter, regardless of the amount of water used.

2. **USE CHARGE:** In addition, you are charged for each 1,000 gallons of water you use based on block threshold rates.

**HOW TO PAY YOUR BILL**

- By mail using the enclosed envelope. Please allow sufficient time for payment to arrive by the PAYMENT MUST REACH US BY date.
- By Automatic Bill Payment from your checking or savings account.
- In person at our office or at our night deposit box at 4398 Pua Loke Street, Lihue.
- There is a \$7.50 charge for all dishonored payments made by check or Automatic Bill Payment.

**MOVING/VACATING, START/STOP SERVICE, CHANGE NAME/ADDRESS**  
All water charges will continue to be your responsibility until you notify us to close your account under your name.

**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 a Final Notice will be issued.
- If you receive a Final Notice, please pay all past due payments at our Business Office at 4398 Pua Loke Street, Lihue.
- 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. You may also be required to pay a cash deposit.

**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 and clear of cars, debris, foliage, and dogs.

**DIRECT LINE NUMBERS**

Water Bills & Existing Water Service Questions . . . . . 808-245-5442  
New Water Service Applications . . . . . 808-245-5430  
Public Relations/Conservation . . . . . 808-245-5455

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

**K**

Department of Water Supply  
County of Kaua'i  
4398 Pua Loke St.  
Lihue, HI 96766-1600

Back of Bill

## For the Record— All your Billing Details

**H. RECAP** item by item of recent transactions and your beginning and ending balances.

**I. Monthly WATER CHARGE & RATES** explained fully.

**J. INFORMATION ABOUT YOUR DOW ACCOUNT**— bill payment and responsibility for making timely monthly payments.

**K. WHO TO CALL** for help with your water questions and services at the **DEPARTMENT OF WATER**.