

BOARD OF WATER SUPPLY

JULIE SIMONTON, CHAIR
GREGORY KAMM, VICE CHAIR
KURT AKAMINE, SECRETARY

LAWRENCE DILL, MEMBER
KA'AINA HULL, MEMBER
TOM SHIGEMOTO, MEMBER
TROY TANIGAWA, MEMBER



REGULAR MONTHLY MEETING NOTICE AND AGENDA

Thursday, July 28, 2022
9:30 a.m. or shortly thereafter

Meetings of the Board of Water Supply, County of Kaua'i will be conducted in-person at the Department of Water Board Room, 2nd Floor located at 4398 Pua Loke Street, Lihue, Kauai, Hawaii, and remotely in accordance with Act 220, Session Laws of Hawai'i 2021 via interactive conference technology as follows:

Click on the link below to join on your computer or mobile app by VIDEO:
<https://us06web.zoom.us/j/82714155959>

OR

Dial phone number and enter conference ID to call in and join by AUDIO:
Phone: 888 788 0099 US Toll-free
Phone Conference ID: 827 1415 5959

Please Note: If you do not provide a name, unique identifier, or alias when joining the meeting, you will be renamed to allow staff to address and manage individual guests.

In the event of a lost connection the Board will recess for up to 30 minutes to restore the connection. If the connection cannot be restored within 30 minutes, the Board will continue the meeting to 12:00 p.m. or shortly thereafter. If the visual link cannot be restored, the Board may reconvene with an audio-only link using the above dial-in phone number and conference ID. A lost connection only applies to remote connections provided as part of the remote meeting but does not apply to a public member being unable to access the meeting due to a connectivity issue on their end.

CALL TO ORDER

ROLL CALL

ANNOUNCEMENTS:

Next Scheduled Meeting: Thursday, August 25, 2022 – 9:30 a.m.

APPROVAL OF AGENDA

APPROVAL OF MEETING MINUTES:

1. Regular Board Meeting – June 23, 2022
2. Executive Session – June 23, 2022

PUBLIC TESTIMONY

STAFF REPORTS

1. Fiscal - Statement of Revenues and Expenditures
 - a. June Monthly Summary Budget
 - b. Accounts Receivable Aging Summary
2. Public Relations Activities – updates on Public Notices & Announcements, Community Outreach & Education, Upcoming Events, and Project WET
3. Operational Activities – Monthly service dashboard & highlights, Monthly comparison of water produced, customer meter read, and water loss
4. Manager and Chief Engineer – update on monthly activities, personnel matters, and required communications to the Board

QUARTERLY REPORTS

1. Build America Bond – Statement of Expenditures
2. Claims Settled by Department of Water
3. Engineering – updates on quarterly accomplishments, Water Plan 2020 Construction Project status, and Supplemental Support Services
4. Information Technology – updates on Business Process Improvements and IT Issues and Timelines

TOPICS FOR NEXT BOARD OF WATER SUPPLY MEETING: *(August)*

1. Supplemental Budget for Fiscal Year 2023
2. Retirement Resolutions

TOPICS FOR FUTURE BOARD OF WATER SUPPLY MEETINGS:

3. Facility Improvement Program including discussion regarding Base Yard Improvements
4. Hanalei Satellite Base Yard MOA

EXECUTIVE SESSION

Pursuant to Hawai'i Revised Statutes (HRS) §92-7(a), the Board may, when deemed necessary, hold an executive session on any agenda item without written public notice if the Executive Session was not anticipated in advance. Any such executive session shall be held pursuant to HRS §92-4 and shall be limited to those items described in HRS §92-5(a).

1. Pursuant to Hawai'i Revised Statutes § 92-4 and § 92-5(a)(4), the purpose of this Executive Session is for the Board to consult with the Board's attorney on questions and issues pertaining to the Board's powers, duties, privileges, immunities, and liabilities as it relates to:

Manager's Report No. 20-53 Discussion and Possible Action on correspondence from Grove Farm regarding Grove Farm's Request for Revenue Requirement Shortfall.

ADJOURNMENT

WRITTEN TESTIMONY

The Board is required to afford all interested persons an opportunity to present testimony on any agenda item. The Board encourages written testimony at least two (2) business days prior to a scheduled Board meeting. At each Board meeting, the Board will accept oral and written testimony on any agenda item during the Public Testimony portion.

Please include:

1. Your name and if applicable, your position/title and organization you are representing
2. The agenda item that you are providing comments on; and
3. Whether you are a registered lobbyist and, if so, on whose behalf you are appearing.

Send written testimony to:

Board of Water Supply, County of Kaua'i
C/O Administration
4398 Pua Loke Street
Līhu'e, Hawai'i 96766

E-Mail: board@kauaiwater.org
Phone: (808) 245-5406
Fax: (808) 245-5813

Public Testimony

You do not need to register to provide oral testimony on the day of the meeting. Please note that public testimony is taken after the approval of the meeting agenda to ensure public testimony is received before any action is taken on an agenda item. The length of time allocated to present oral testimony may be limited at the discretion of the chairperson.

SPECIAL ASSISTANCE

If you need an auxiliary aid/service or other accommodation due to a disability, or an interpreter for non-English speaking persons, please call (808) 245-5406 or email board@kauaiwater.org as soon as possible. Requests made as early as possible will allow adequate time to fulfil your request. Upon request, this notice is available in alternate formats such as large print, Braille, or electronic copy.

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DRAFT

MINUTES

MINUTES
BOARD OF WATER SUPPLY
Thursday, June 23, 2022

The Board of Water Supply, County of Kaua'i, met in a regular meeting in Lihu'e on Thursday, June 23, 2022. Chair Julie Simonton called the meeting to order at 9:35 a.m. The following Board members were present:

Prior to the Call to Order, an Oath of Office was given to new Board of Water Supply member Tom Shigemoto.

BOARD:

Ms. Julie Simonton, *Chair*
Mr. Greg Kamm, *Vice Chair*
Mr. Ka'aina Hull (*remote*)
Mr. Tom Shigemoto
Mr. Troy Tanigawa

EXCUSED:

Mr. Lawrence Dill
Mr. Kurt Akamine

Quorum was achieved with **5** members present at Roll Call.

STAFF:

Manager & Chief Engineer Joseph Tait
Commission Support Clerk Cherisse Zaima
Deputy County Attorney Mahealani M. Krafft
Computer Systems Support Technician Darrel Acob
Deputy Manager Judith Hayducsko
Civil Engineer Michael Hinazumi

Civil Engineer Dustin Moises
Asst. Waterworks Controller Marcelino Soliz
Info. and Education Specialist Jonell Kaohelaulii
Chief of Operations Valentino Reyna
I.T. Specialist Wayne Takabayashi

ANNOUNCEMENTS

Next Scheduled Meeting: Thursday, June 23, 2022 – 9:30 a.m.

APPROVAL OF AGENDA

The agenda was approved with no objections.

APPROVAL OF MEETING MINUTES

1. Regular Board Meeting – April 28, 2022
2. Executive Session – April 28, 2022
3. Finance Committee Meeting – May 4, 2022
4. Finance Committee Meeting – May 6, 2022

The meeting minutes were approved with no objections.

PUBLIC TESTIMONY

No public testimony was received.

NEW BUSINESS:

1. Manager's Report No. 22-67 Discussion and Possible Action on the transfer of funds from Professional Services, I.T. to Rehabilitation and Replacement to purchase the replacement of the DOW servers

Information Technology Specialist Wayne Takabayashi provided a summary of Manager's Report No. 22-67, further explaining that the servers should be replaced withing a five-to-six-year timeframe, but our systems are about seven or eight years old. This along with the recurring issues the department has been facing is a good indicator that it is a good time to replace them.

Mr. Takabayashi stated they received a quote last December which was larger than the amount budgeted, and the vendor work really hard to keep the current quote's increase at 25%; the default numbers were in the range of 100% increase. He added that inflation and lead times have been astronomical in the last 6-months and waiting even another month could result in greater increases. The most recent quote shows the amount needed to replace the system would be in the range of \$330,000.

Chair Simonton asked what the line-item Managed Services includes to which Mr. Takabayashi explained it includes installation and testing as well as a migration component to have all DOW's software moved over in a more organized manner. In response to Vice Chair Kamm, Mr. Takabayashi explained that As-needed Professional Services includes restoring domain controllers that crash, moving logs and notices and untangle accounts that require permissions.

Board member Tom Shigemoto asked if there is a program in place to replace servers periodically or if all the servers are going to be replaced all at once. Mr. Takabayashi stated a program needs to be established to schedule server replacements every 5 or 6 years which was mentioned in the I.T. Strategic Plan and will need to be revisited. There is a SCADA system server that has recently been replaced in the last year or two but that is part of a different system. These servers are ones that run the office so it's critical that they be replaced.

Vice Chair Kamm moved to approve Manager's Report No. 22-67, seconded by Mr. Tanigawa; with no objections, motion carried with 5 Ayes.

STAFF REPORTS

1. Fiscal - Statement of Revenues and Expenditures
 - a. May Monthly Summary Budget
 - b. Accounts Receivable Aging Summary

Deputy Manager Judith Hayducsko provided an overview of the Fiscal Report submitted.

Vice Chair Kamm asked how many water shut-offs were done, and were those customers caught up and reconnected. Assistant Waterworks Controller Marcelino Soliz explained there is an average of 13 to 20 shut-offs per month. The billing staff have been educating customers about the extension of the rental and relief program administered by Hawaii Federal Credit Union, so things are starting to balance out as more people are utilizing the program to catch up on their arrears.

2. Public Relations Activities – updates on Public Notices & Announcements, Community Outreach & Education, Upcoming Events, and Project WET

Information and Education Specialist Jonell Kaohelaulii provided an overview of the PR Report submitted highlighting the replacement of the Blackboard Connect with Kauai County Alerts which provides a mass notification service that allows the department to provide text, email and voice messages during severe weather events as well as water service announcements. She noted that the program is very user-friendly and is GIS integrated.

3. Operational Activities – Monthly service dashboard & highlights, Monthly comparison of water produced, customer meter read, and water loss

Chief of Operations Val Reyna provided an overview of the Operations Report submitted noting that they have been following up on their work orders and have caught up with some, and have closed a lot, which has narrowed the gap between open and closed work orders.

Chair Simonton noted that 26 meters were installed/replaced in May, which is a little lower than previous months and asked if that was a result of staffing issues or meter parts. Mr. Reyna explained that it is related to meter parts and every week they delay ordering results in an exponential delay in receiving the necessary parts.

In response to questions Chair Simonton had at a previous meeting regarding the unaccounted for Anini water loss, Mr. Reyna stated that they did shut down the Anini source and a small leak was found and addressed. He pointed out that one of the reasons that it showed a large amount of apparent water loss in Anini is due to meter reading lag. He explained that Princeville Utilities read on a different day than DOW which causes a 4-day lag between readings. Consumption between those 4 days was not being provided in this report which should have been.

4. Manager and Chief Engineer – update on monthly activities, personnel matters, and required communications to the Board

Deputy Hayducsko provided a summary on current meter replacement implementation as well as the goals for a meter replacement program.

Chair Simonton asked if the meters are being read manually when a transponder goes down, or are estimates done. Ms. Hayducsko explained that it's a combination of both noting that the meter readers are doing manual reads on every single one. Because there are currently 1400 meters, and there is uncertainty as to when they will receive replacements, there has been discussion about alternating between manual reads and estimates on a monthly basis. Manager Tait added that it is a very heavy workload for our 4 meter readers to read the entire island at 22,000 to 24,000 accounts.

Manager Tait noted the next update will focus on what they learned at the AWWA Conference in San Antonio.

TOPICS FOR NEXT BOARD OF WATER SUPPLY MEETING: *(July)*

1. MCE Goals and Objectives for FY 2022-23
2. Discussion regarding Divisional Benchmarks & Dashboards

TOPICS FOR FUTURE BOARD OF WATER SUPPLY MEETINGS:

1. Supplemental Budget for Fiscal Year 2023
2. Facility Improvement Program including discussion regarding Base Yard Improvements

3. Hanalei Satellite Base Yard MOA

EXECUTIVE SESSION:

Pursuant to Hawai'i Revised Statutes (HRS) §92-7(a), the Board may, when deemed necessary, hold an executive session on any agenda item without written public notice if the Executive Session was not anticipated in advance. Any such executive session shall be held pursuant to HRS §92-4 and shall be limited to those items described in HRS §92-5(a).

Pursuant to Hawai'i Revised Statutes § 92-4 and § 92-5(a)(4), the purpose of this Executive Session is for the Board to consult with the Board's attorney on questions and issues pertaining to the Board's powers, duties, privileges, immunities, and liabilities as it relates to:

1. Goodfellow Bros.' Request for Reimbursements, Job No. 15-07, Reorganize Water System: Kaumuali'i Highway 16-Inch Main and Emergency Pump Connection, Hanapēpē Road 6-Inch Main Replacement, Job No. 15-07, Water Plan Project No. HE-01, HE-10, Hanapēpē, Kaua'i, Hawai'i
4. Pursuant to Hawai'i Revised Statutes §92-4, §92-5(a)(2) and §92-5(a)(6), the purpose of this Executive Session is for the Board to consider the hire, evaluation, dismissal, or discipline of an officer or employee or of charges brought against the officer or employee, where consideration of matters affecting privacy will be involved; provided that if the individual concerned requests an open meeting, an open meeting shall be held; and to consider sensitive matters related to public safety or security.

The Board entered into Executive Session at 10:12 a.m.

The Board resumed in Open Session at 11:09 a.m.

ADJOURNMENT

The meeting was adjourned at 11:09 a.m.

Respectfully submitted,

Cherisse Zaima
Commission Support Clerk

Approved,

Kurt Akamine
Secretary, Board of Water Supply

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STAFF

REPORTS

DEPARTMENT OF WATER

County of Kaua'i

"Water has no Substitute – Conserve it!"

FISCAL REPORT

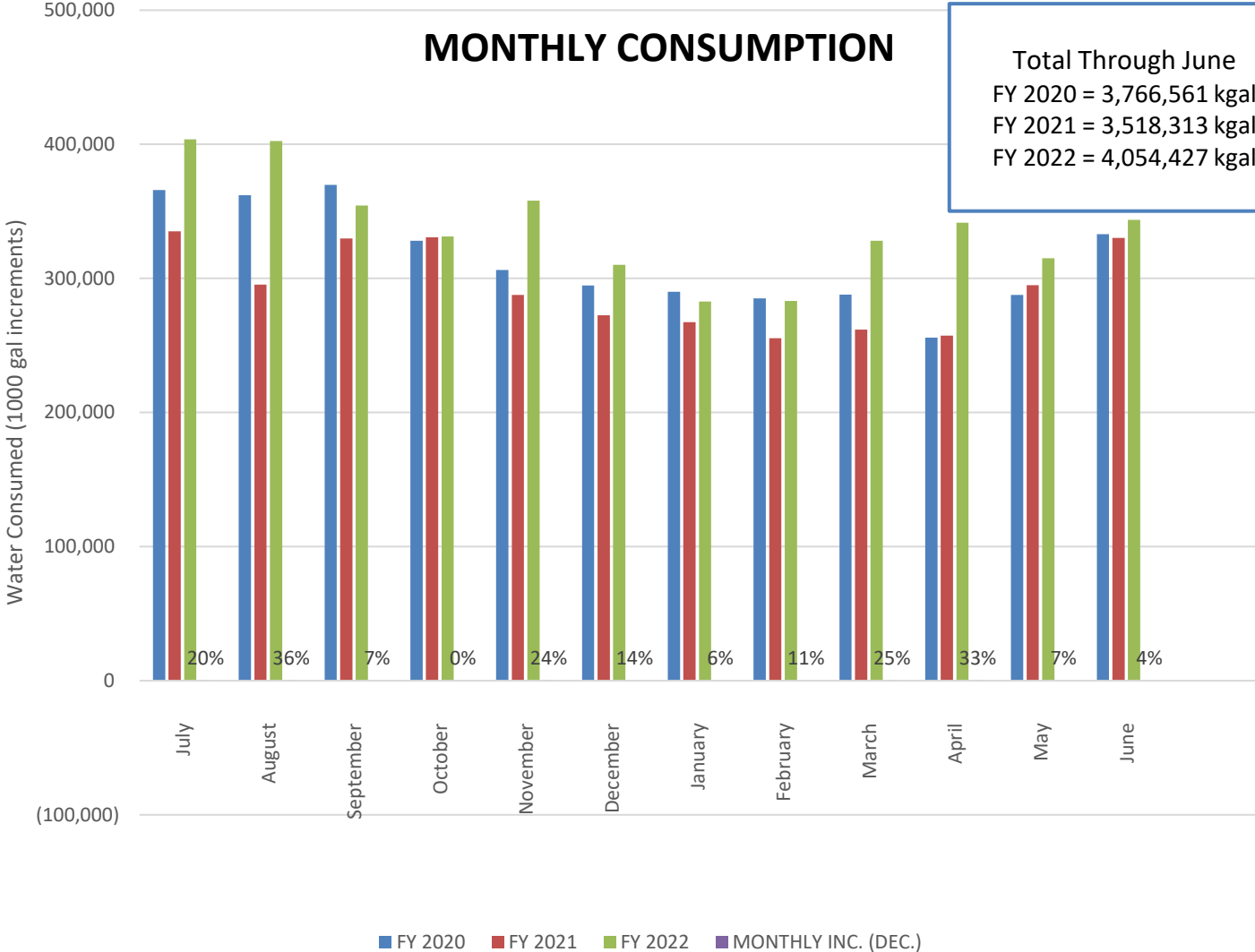
July 28, 2022

Report to be received for the record.

1. Budget Summary vs. Actual, YTD Budget and Actual Expenses Summary
2. Monthly Budget vs. Actual

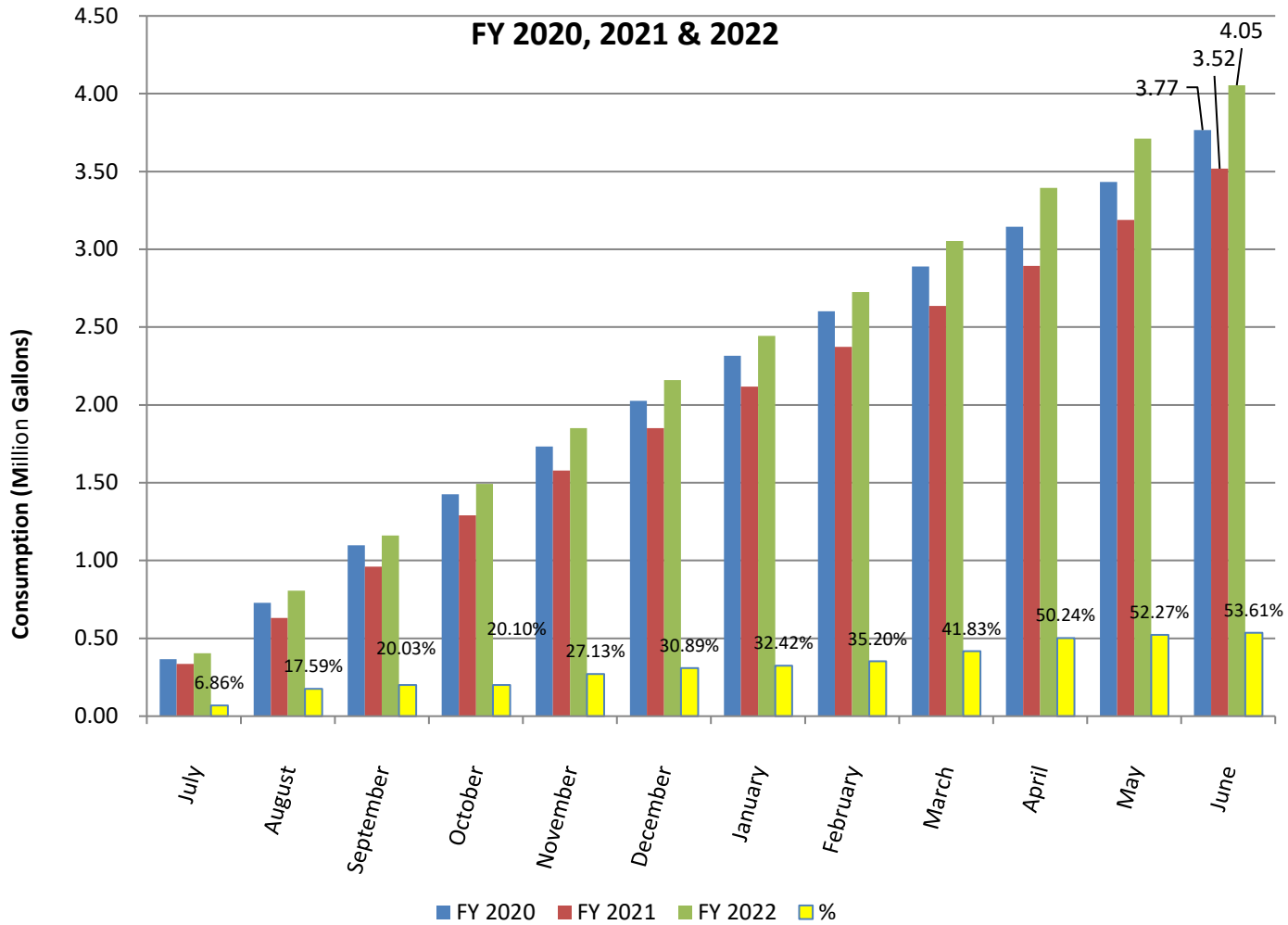
MONTHLY CONSUMPTION

Total Through June
 FY 2020 = 3,766,561 kgal
 FY 2021 = 3,518,313 kgal
 FY 2022 = 4,054,427 kgal

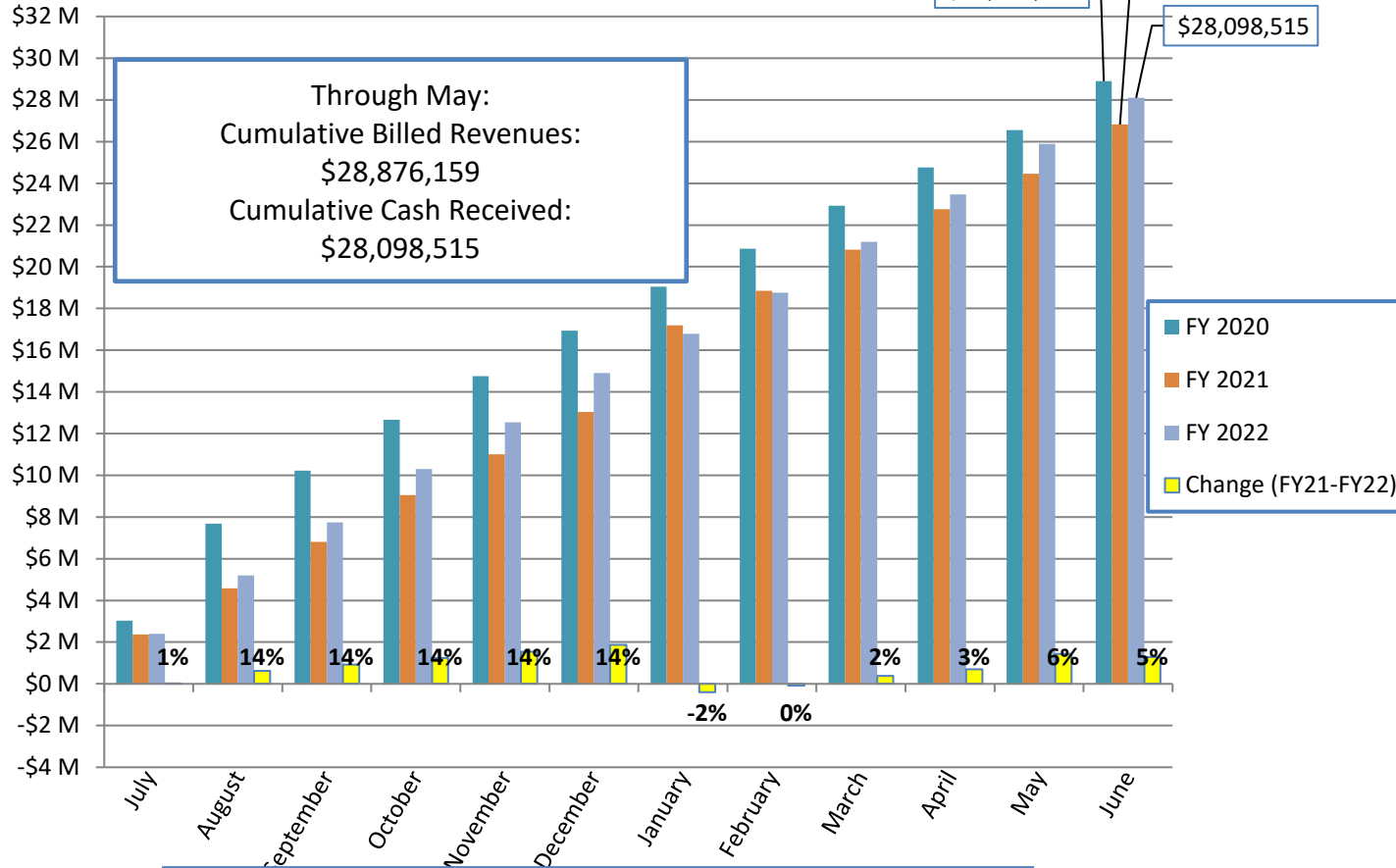


YTD CUMULATIVE WATER CONSUMPTION

FY 2020, 2021 & 2022



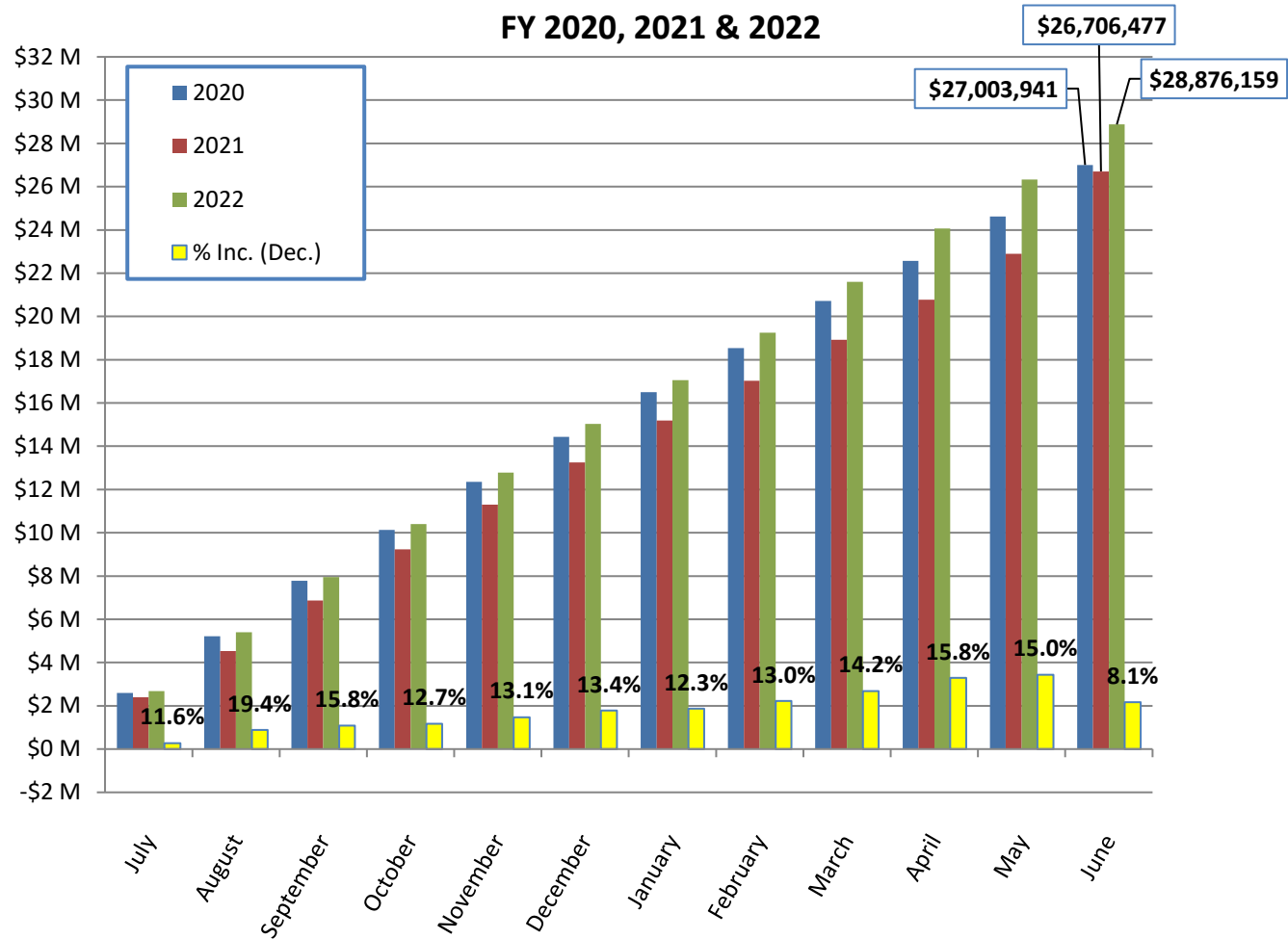
WU CUMULATIVE CASH RECEIPTS FY 2020, 2021 & 2022



Note: July '19-'20 receipts included a \$2.29 million state appropriation grant

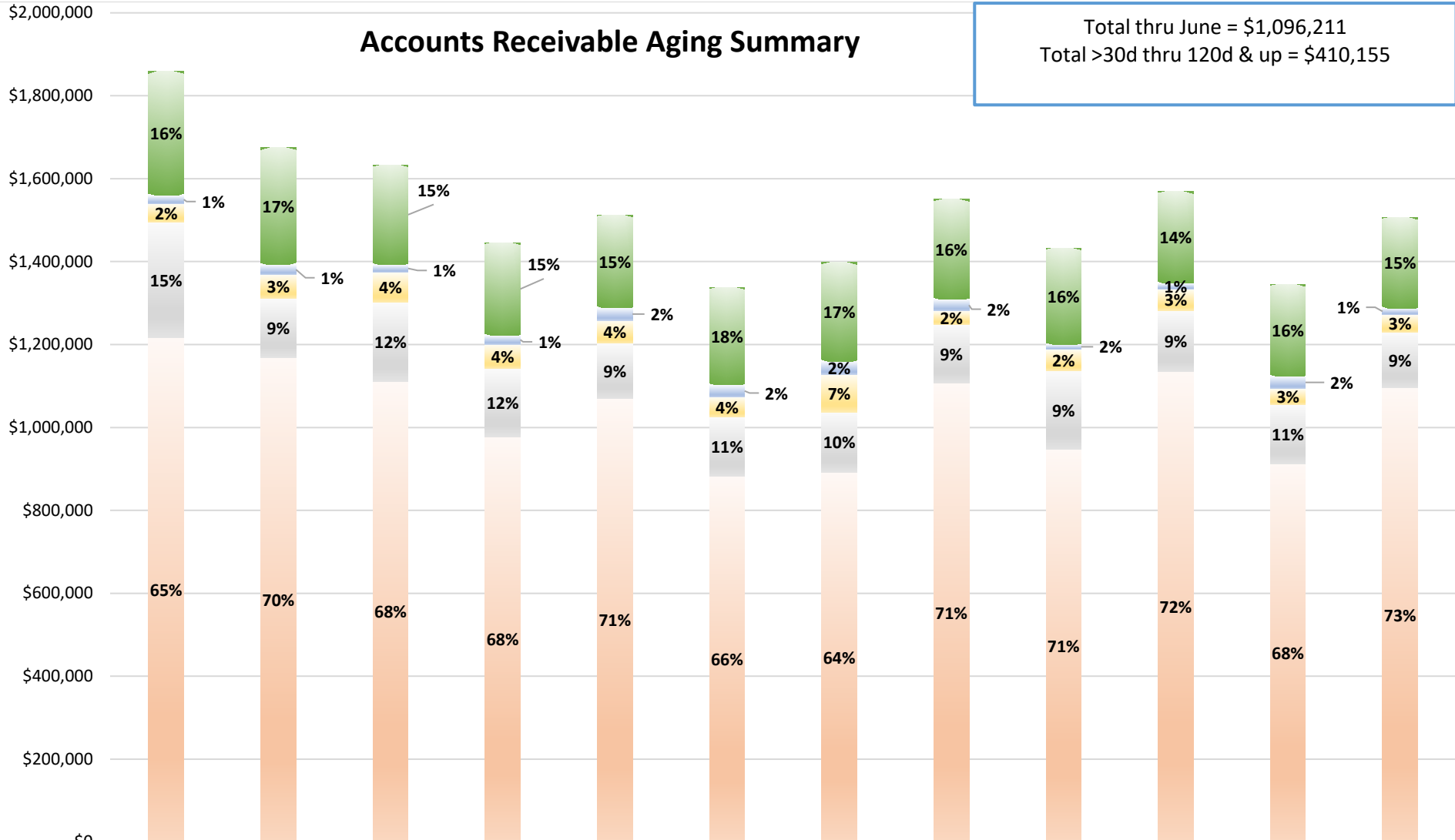
CUMULATIVE BILLED REVENUES

FY 2020, 2021 & 2022



Accounts Receivable Aging Summary

Total thru June = \$1,096,211
 Total >30d thru 120d & up = \$410,155



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
121 days and over	\$299,428	\$282,882	\$240,783	\$223,428	\$224,064	\$235,516	\$238,389	\$241,358	\$232,210	\$220,795	\$221,053	\$218,692
91-120 days	\$20,378	\$23,726	\$18,305	\$21,463	\$30,065	\$29,192	\$31,305	\$27,490	\$12,167	\$14,142	\$30,088	\$15,471
61-90 days	\$44,461	\$57,021	\$73,096	\$59,044	\$55,620	\$47,341	\$90,933	\$33,108	\$51,517	\$51,435	\$38,119	\$42,774
31-60 days	\$278,491	\$142,845	\$189,626	\$163,726	\$132,167	\$144,413	\$145,059	\$142,017	\$190,304	\$147,763	\$143,026	\$133,218
0-30 days	\$1,216,650	\$1,169,088	\$1,111,708	\$977,992	\$1,070,638	\$881,641	\$892,283	\$1,106,268	\$946,677	\$1,134,531	\$912,477	\$1,096,211

DEPARTMENT OF WATER

County of Kaua'i

"Water has no Substitute – Conserve it!"

INFORMATION & EDUCATION SPECIALIST REPORT

July 28, 2022

Public Notices and Announcements

All news releases are sent to statewide media partners, published online via the Department's Facebook page and on the County of Kaua'i's website at www.kauai.gov/press-releases. Notices labeled as a Public Service Announcement (PSA) are shared directly with local radio stations, newspaper and posted on the Department's Facebook page. Additionally, roadwork notices are emailed to the Department of Transportation (DOT) communications office.

Service Announcements:

<i>Date Issued</i>	<i>Water System & Affected Service Areas</i>	<i>Announcement</i>	<i>Effective Date & Times</i>	<i>Other Notices</i>
06/20/22	All systems	DOW 2022 Water Quality Reports now available	n/a	Garden Island Newspaper
07/12/22	Kapa'a – portions of Hau'a'ala Rd, Kawaihau Rd, Pelehu Rd	Water service shutdown, road closure scheduled for mainline replacement work	July 19-21, 2022 9 a.m to 5 p.m.	Kaua'i County Alerts KauaiNowNews.com <i>(Attached)</i> Garden Island Newspaper <i>(Attached)</i>
07/13/22	WAINIHA – Powerhouse Road	Potable water access on Powerhouse Road	July 13, 2022	Kaua'i County Alerts KauaiNowNews.com <i>(Attached)</i>
07/12/22	HAENA – Wainiha-Haena	Water conservation notice issued	July 12, 2022 Until further notice	Kaua'i County Alerts KHON2.com <i>(Attached)</i> KauaiNowNews.com <i>(Attached)</i>
07/14/22	HAENA – Wainiha-Haena	Water conservation notice lifted	Ended at approximately 9 a.m. on July 14, 2022	Kaua'i County Alerts KauaiNowNews.com <i>(Attached)</i>

Other Media:

- The Department of Water's news release, "DOW offer water emergency preparedness tips" was published in the Garden Island Newspaper on June 21, 2022 (*Attached*).

Public Relations Program

Community Outreach & Education

- The Department's "Wise Water Wednesday" campaign for the month of July includes customer reminders for automatic bill payment services, encourages customers to serve tap water instead of bottled water and how-to locate your meter. The weekly media campaign is featured on the Department's Facebook page, in radio advertisements and is published as a banner ad in the Garden Island Newspaper.
- The Department sponsored water bottles for the free school supplies giveaway event held on Saturday, July 16, 2022, at the Kukui Grove Center in Lihue. A total of 2,500 collapsible water bottles were distributed to keiki as part of this event. Providing water bottles to the community serves as a healthy reminder to drink water and promotes the use of refillable water bottles, especially during summer months and in the new school year.
- The Department provided 55 water meter model flash drives and 100 DOW conservation message sponges to the Contractor's Association of Kaua'i's Scholarship Awards & Membership meeting. The logo items were included in their hand-outs for attendees.
- The Department coordinated 2 presentations of Project WET's Long-Haul activity for the County of Kaua'i's summer fun programs in Kekaha and Lihue. The presentations included interactive water relay races and a discussion about the importance of water infrastructure, drinking water services and conservation. The Department distributed 145 Project WET activity booklets on water conservation to participating children. Special thanks to Deputy Manager, Judy Hayducsko, Customer Relations Assistant, Kahealani Kolo and Dan Chang of the Hawaii Rural Water Association for assisting in the presentations.

Upcoming Community Outreach & Educational Events

- Water Station at the Kauai Charity Walk in Lihue – August 20, 2022
- Make a Splash with Project WET Festival in Lihue – September 15, 2022
- Water Station at the Ohana Fit Fest in Princeville – October 1, 2022

Project WET Hawaii

- Jonell Kaohelaulii is coordinating the Project WET USA Coordinator's newsletter for the months of Aug-Sept on behalf of the region 1 section.
- The Project WET annual coordinator's conference is scheduled for August 8-11, 2022, in Spokane, Washington. Jonell will not be attending the coordinator's conference this year due to staff shortage and training.
- Promotional article was published in the Hawaii Water Works Association's Spring 2022 newsletter to announce the Make a Splash festival in September (*Attached*).

Attachments:

GardenIsland (DOW offer water emergency preparedness tips)
GardenIsland (DOW quality reports available)
HWWA Newsletter (Hawaii's largest and only water education festival, 'Make a Splash' returns to Kaua'i)
Khon2.com (Wainiha to Haena residents asked to conserve water)
KauaiNowNews.com (Water conservation notice issued from Wainiha to Haena)
KauaiNowNews.com (N.Shore issued water conservation notice as helicopter crews work to fix downed powerline)
KauaiNowNews.com (Water service shutdown scheduled for parts of Kapa'a)
KauaiNowNews.com (Update Power, water restored to N. Shore residents)
GardenIsland (Kapa'a water shutdown planned this week)



Translate to



DOW offer water emergency preparedness tips

THE GARDEN ISLAND

LIHUE – The Department of Water reminds residents of water emergency preparedness tips and water service advisories that may be issued during an emergency or severe weather event.

They include: Do Not Drink (DND) Advisory A DND advisory is typically issued when the quality of the water may be compromised. During a DND Advisory customers are advised not to consume tap water until further notice. This includes drinking, making ice, brushing teeth, washing dishes, and preparing food. Tap water should not be consumed until the Department of Water has officially announced it is safe to do so.

What to do in a storm Severe weather conditions: such as high winds, flooding, can affect DOW's water facilities. If this occurs, the following should be implemented:

- Stay tuned to news reports.
- During an electrical power outage keep water use to an absolute minimum.
- Collect rainwater to utilize for non-potable water needs. Do not drink rainwater.
- Turn off or disconnect any devices or fixtures that regularly draw water.

What to do After the Storm

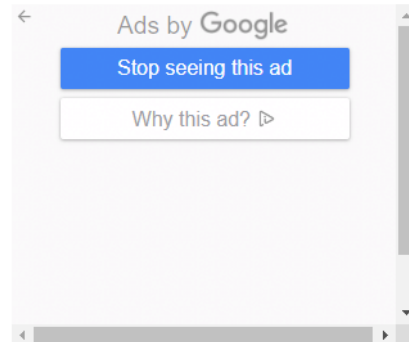
- Stay tuned to news reports. The DOW will update the public on the status of the water system, including any warranted drinking water quality advisories through the media and the Kauai County Alerts.

Service announcements are also posted on DOW's Facebook page at www.facebook.com/KauaiDOW.

- Continue water conservation measures. The DOW will send out a notice to the public when the water conservation request has been lifted.

How to store water

- Use clean containers, preferably those designed for water storage. Do not use containers that stored questionable materials or food with strong odors (mayonnaise, pickles, etc.) as the water will pick up the odor during storage.
- Disinfect containers. Wash containers thoroughly, then rinse it in a mild bleach solution (one capful of liquid bleach to one gallon of water), and then rinse thoroughly.
- Fill container with water from the tap. Fill the container to the top, keeping a minimal amount of air between the water and the cap. Store it in a cool, dark place.
- Optional – Boiling or bleach disinfection. If you prefer, you can boil water before storing it. You should boil the water at a rolling boil for 1 to 3 minutes, let it cool down until it is slightly warm, fill the containers, and then seal and store immediately. Liquid bleach may also be used to disinfect water that has not been boiled. Add 1 to 8 drops of new, unscented liquid bleach with strength of 5% to 6% (like Clorox) per gallon of water. Seal and store immediately.



DOW quality reports available

Documents mandated by federal Safe Drinking Water Act

THE GARDEN ISLAND

LIHU'E — The county Department of Water 2022 Water Quality Reports, covering calendar 2021, are available on the DOW's website, kauaiwater.org.

DOW customers also receive a direct link to their specific water-quality report on their monthly billing statement.

The reports describe the quality of Kaua'i's drinking water and where it comes from. It contains basic information on Kaua'i's water sources, results of water analyses, compliance with drinking-water rules and other educational materials.

The DOW's annual reports are in accordance with the federal Safe Drinking Water Act, which requires water utilities to provide water-quality information to its customers every year.

Kaua'i's drinking water is tested regularly through the state Department of Health and DOW's certified labora-

tories. Kaua'i's drinking water meets all the Environmental Protection Agency's guidelines for safe drinking water, and any contaminants found were well below the levels allowed by the EPA.

The DOW's annual reports are available electronically unless paper copies are requested. To request a paper copy of a report or to be removed from the annual report mailing list, contact the DOW at 808-245-5455. Customers who have requested annual paper copies in the past will automatically be mailed copies this year.

Hawaii's largest and only water education festival, 'Make a Splash' returns to Kaua'i

Department of Water, County of Kaua'i

The Kaua'i Department of Water (DOW) eagerly announces the return of the Make a Splash with Project WET festival (MAS), Hawaii's largest and only water education festival on Thursday, September 15, 2022 at Vidinha stadium soccer field in Lihue.

The Make a Splash festival brings together parents, students, teachers, government resource agencies, organizations and enthusiasts of all kinds for a common cause: to educate students about water, our most precious resource.

"Water education, water system resiliency and responsible water resource management is an integral part of our industry, and this event provides the opportunity to share our knowledge with future water leaders," said **Jonell Kaohelauii**, DOW's Information and Education Specialist and coordinator of MAS. "Many students are also inspired to seek a career in the water industry because of their meaningful educational experiences that have stemmed from Make a Splash. We invite all water organizations, environmental agencies and educators to join us in this effort to highlight important water issues through interactive activities."

Every year, DOW invites 5th grade students from around the island to participate in interactive hands-on activities, games and educational

[continued on page 6](#)

Make a Splash
with Project WET Festival
HAWAII'S LARGEST & ONLY WATER EDUCATION FESTIVAL
Thurs. Sept. 15, 2022
Vidinha Stadium Soccer Field in Lihue, Kaua'i
REGISTRATION IS REQUIRED SPONSORSHIPS AVAILABLE

SAVE THE DATE! VOLUNTEERS NEEDED

For sponsorship and volunteer opportunities, contact Kaua'i Department of Water, Jonell Kaohelauii at 808-245-5455 or email: jkaohelauii@kauaiwater.org

[Kauai DOW Make a Splash Event, continued from page 3](#)

exhibits to learn how this critical resource affects water-dependent activities like agriculture, recreation, the local industry and wildlife habitats. Students leave the festival with a better perspective on how they can contribute to conservation and protection of our water resources and get a glimpse of water professionals.

DOW is currently seeking activity presenters, assistants, and organizations to help lead activities and logistical support during the one-day festival. Activity instructions and supplies are provided for presenters making it easy-to-conduct and is part of the Project WET award-winning curriculum. No formal training is necessary. Other volunteer opportunities include activity set-up assistants, class escorts and set-up and breakdown. Organizations can also sponsor their own activity by providing a water-related activity, including lecture and interactive activity component. Sponsorship is available at no-cost, except for providing your own supplies and staff to conduct the activity.

All volunteers receive a MAS festival t-shirt, morning refreshments and post-event lunch is included. The following organizations have provided their early commitment to be a sponsor-volunteer at this year's MAS on Kauai: Hawaii Rural Water Association, Department of Land and Natural Resources – Aquatic Resources - Kauai Branch, Aqua Engineers, Inc., Kaua'i Farm Bureau and Uncle Tilo's Clean Water, LLC. DOW looks forward to welcoming additional volunteer groups as the registration period continues. School registration to attend Make a Splash is required and is open to Kaua'i 5th grade students only. To sign-up to volunteer and/or be a sponsor at this year's Make a Splash with Project WET Festival or for more information, please contact **Jonell Kaohelaulii**, MAS Coordinator at projectwethawaii@kauaiwater.org. §

LOCAL NEWS

Wainiha to Hā'ena residents asked to conserve water

by: [Linda Dela Cruz](#)

Posted: Jul 12, 2022 / 09:31 PM HST

Updated: Jul 12, 2022 / 09:31 PM HST

SHARE



HONOLULU (KHON2) — The Department of Water is asking residents in Wainiha to Hā'ena to conserve water until further notice due to an electrical power outage affecting water system facilities.

Water should be be for essential needs only, such as drinking, cooking and sanitation purposes.

DOW asks residents to turn off anything that automatically uses water such as ice machines and irrigation systems.

DOW also wants residents to refrain from car washing and other non-essential water uses.

To view the latest water service announcements, please visit [the Kauai Department of Water Facebook page](#).

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Kauai News

Water Conservation Notice Issued From Wainiha to Hā'ena

Posted July 12, 2022, 8:49 PM HST

12
Shares



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Email



The county is notifying the public about an immediate water conservation notice for portions of the island.

The Department of Water has issued the advisory from Wainiha to Hā'ena until further notice because of a power outage affecting water system facilities. Customers are advised to limit water use to essential needs only, such as drinking, cooking and sanitation purposes, to avoid a full water service outage.



Water conservation measures also include turning off appliances and fixtures that automatically draw water, such as ice machines and irrigation systems, and refraining from car washing and other non-essential water uses.

An update will be provided when the water conservation notice is lifted.

To view the latest water service announcements, click here. <http://www.facebook.com/KauaiDOW>.

Kauai News

N. Shore Issued Water Conservation Notice as Helicopter Crews Work to Fix Downed Powerline



By [Amanda Kurth](#)

Posted July 13, 2022, 4:47 PM HST

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An immediate water restriction between Wainiha to Hā'ena remains in effect as Kauai Island Utility Cooperative addresses a power outage that has affected a county water pump station.

According to KIUC, Wainiha and Haena are out of power as the transmission line bringing power to the area is down. Crews are preparing to fly in to fix the line that is accessible only by helicopter. KIUC estimates power will be out all day as it makes the necessary repairs.

"Normally when there's a small outage, we just send out a troubleshooter, but those outages might only last an hour or two," stated KIUC officials. "Inclement weather can affect repair services here in a big way too, but today was a downed power line that has to be restored by a helicopter crew."

KIUC states that power outages have affected the DOW pump site facility five times this year.

The county notified the public in a press release on Tuesday, July 12 about the immediate water conservation notice from Wainiha to Hā'ena, advising customers to limit water use to essential needs only, such as drinking, cooking, and sanitation purposes, to avoid a full water service outage.

Previous power outages affected residents on the south and east sides hours before the current outage on the North Shore.



-continued-

“An electrical power outage can affect the pump station’s ability to pump and refill storage facilities,” said the Department of Water noting the need to help keep water tank levels stable until power can be restored. “...In the event water tank levels are depleted, the system would experience a water outage.”

DOW confirmed the well site services are operating on backup generators to maintain water for customers.

The county is not in control of the power outage; however, a DOW operations team maintains contact with KIUC to help prepare systems accordingly.

Water conservation measures include turning off appliances and fixtures that automatically draw water such as ice machines and irrigation systems and refraining from car washing and other non-essential water uses.

To view the latest water service announcements, click [here](#).

###

Water Service Shutdown Scheduled For Parts of Kapa‘a

Posted July 13, 2022, 9:30 AM HST · Updated July 12, 4:42 PM

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The county Department of Water is notifying the public that water service will be shutdown later this month in areas of Kapa‘a.

Water service will be shut off for residents on Hau‘a‘ala Road, from Kawaihau Road and the intersection of Hau‘a‘ala and Moa Road, from 9 a.m.-5 p.m. July 19-21, weather permitting, as crews conduct mainline replacement work on a portion of Hau‘a‘ala Road. The scheduled water service shutdown will also include portions of Kawaihau Road, from Hau‘a‘ala Road to Pelehu Road and to the intersection of Pelehu Road and Nunu Road.

-continued-

Customers located in the affected service area are advised to prepare for the shutdown by taking the following steps:

- Store water to meet your needs until water service is restored.
- Notify neighbors, family and friends about the scheduled shutdown.
- Those with faulty water heaters should ensure their heater does not empty during the shutdown.
- Monitor water service announcements [online](#).

Door-to-door notices will be delivered this week to customers who will be impacted by the water service shutdown.

Additionally, intermittent lane closures could also be implemented near the work sites. Motorists are advised to adhere to flaggers who will be on site and to drive with caution when traveling through the work area.

The Department of Water will be replacing about 200 feet of water mainline in preparation for planned road improvements for the area as part of the county's Kawaihau-Hau'a'ala-Mailihuna Complete Streets Project.

To view the latest water service announcements, visit the Department of Water's [Facebook page](#) or call 808-245-5400.

###

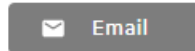
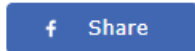
Kauai News

Update: Power, Water Restored to N. Shore Residents



By [Amanda Kurth](#)

Posted July 14, 2022, 3:50 PM HST



The Department of Water, or DOW, has lifted the water conservation notice for Wainiha to Ha'ena customers as of 9 a.m. this morning after a power outage earlier this week forced county crews to restrict normal water use.

Kauai Island Utility Cooperative worked with helicopter crews to address a downed powerline on a hillside that impacted a DOW water facility in the area. Power was restored 4:50 p.m. on Thursday, July 13. Water facilities returned to normal operating levels and customers may now resume normal water use.

"Water tank levels can take time to fill up back to normal operating levels. The amount of time depends on how low or depleted the tank is," stated DOW officials. "Basically, as soon as the electric is restored, our pumps are activated to begin refilling the tank. As tank refills, the water mains will also begin to fill with water, and customers will start to see water pressure increase at their tap until service is fully restored to normal."

The county notified the public in a press release on Tuesday, July 12 about the immediate water conservation notice from Wainiha to Ha'ena, advising customers to limit water use to essential needs to avoid a full water service outage.

During the outage period, DOW officials stressed the need to help keep water tank levels stable until power could be restored while KIUC shared about the difficulty of repairing a downed powerline.

"The biggest complication was that there was no access to the area except by helicopter," said KIUC officials, noting the aircraft is not owned by the co-op but Airborne Aviation whose pilots are experts in remote area access.

DOW installed a hydrant faucet on Powerhouse Road until water service could be returned to provide potable water access for customers. And although power has been reinstated to a water pump facility, DOW officials stated that water levels take time to return to normal.

To learn about immediate updates regarding the Department of Water, please click [here](#).

###

Hawaii News

Kapa'a water shutdown planned this week

By [The Garden Island](#) | Sunday, July 17, 2022, 12:05 a.m.

Share this story   

THE GARDEN ISLAND

KAPA'A — The county Department of Water announced a water-service shutdown and road closure to conduct mainline replacement work on a portion of Hau'a'ala Road between Moa Road and Kawaihau Road in Kapa'a from 9 a.m. to 5 p.m. Tuesday through Thursday, July 19 to 21, weather-permitting.

The shutdown will also include portions of Kawaihau Road from Hau'a'ala Road to Pelehu Road and Pelehu Road, and from Kawaihau Road to Nunu Road.

The DOW will be replacing approximately 200 feet of water mainline in preparation for road improvements being planned for the area as part of the County of Kaua'i's Kawaihau-Hau'a'ala-Mailihuna Complete Streets Project.

Additionally, intermittent lane closures may also be implemented near the work sites.

Customers located in the affected service area are advised to prepare for the service shutdown by taking the following steps:

- ▶ Store water to meet needs until service can be restored;
- ▶ Notify neighbors, family and friends of the scheduled shutdown;
- ▶ Monitor announcements online at facebook.com/KauaiDOW.

Those with faulty water heaters should ensure their heaters do not empty during the shutdown.

Door to door notices were delivered to impacted customers.

To view the latest water- service announcements, visit the DOW Facebook page, facebook.com/KauaiDOW or call 808-245-5400.

###

Operations Services Dashboard

Month	Leak Repairs	Calls for Service	Meters Installed and Replaced	Temporary Hydrant Meters	Work Orders Issued	Work Orders Closed	One Call Requests	Auto Repair Shop	Hydrants Hit
Jan-22	36	207	171	1	293	265	29	22	2
Feb-22	35	184	45	2	361	175	43	14	1
Mar-22	30	225	24	2	182	180	35	19	1
Apr-22	28	196	42	3	191	180	29	58	3
May-22	39	169	26	0	172	165	28	31	2
Jun-22	35	231	21	1	196	186	30	42	*0
Jul-21	33	191	103	0	176	169	13		1
Aug-21	27	220	99	3	187	184	18		6
Sep-21	19	193	106	1	180	180	39		1
Oct-21	32	198	23	0	146	144	25		1
Nov-21	28	189	13	0	126	125	47	12	4
Dec-21	27	193	15	1	131	120	24	18	0

Operations Contract Dashboard

Open for Bid

Type	Contract Number	Job Number	Title	Contractor/Vendor

Awaiting Board Approval

Type	Contract Number	Job Number	Title	Contractor

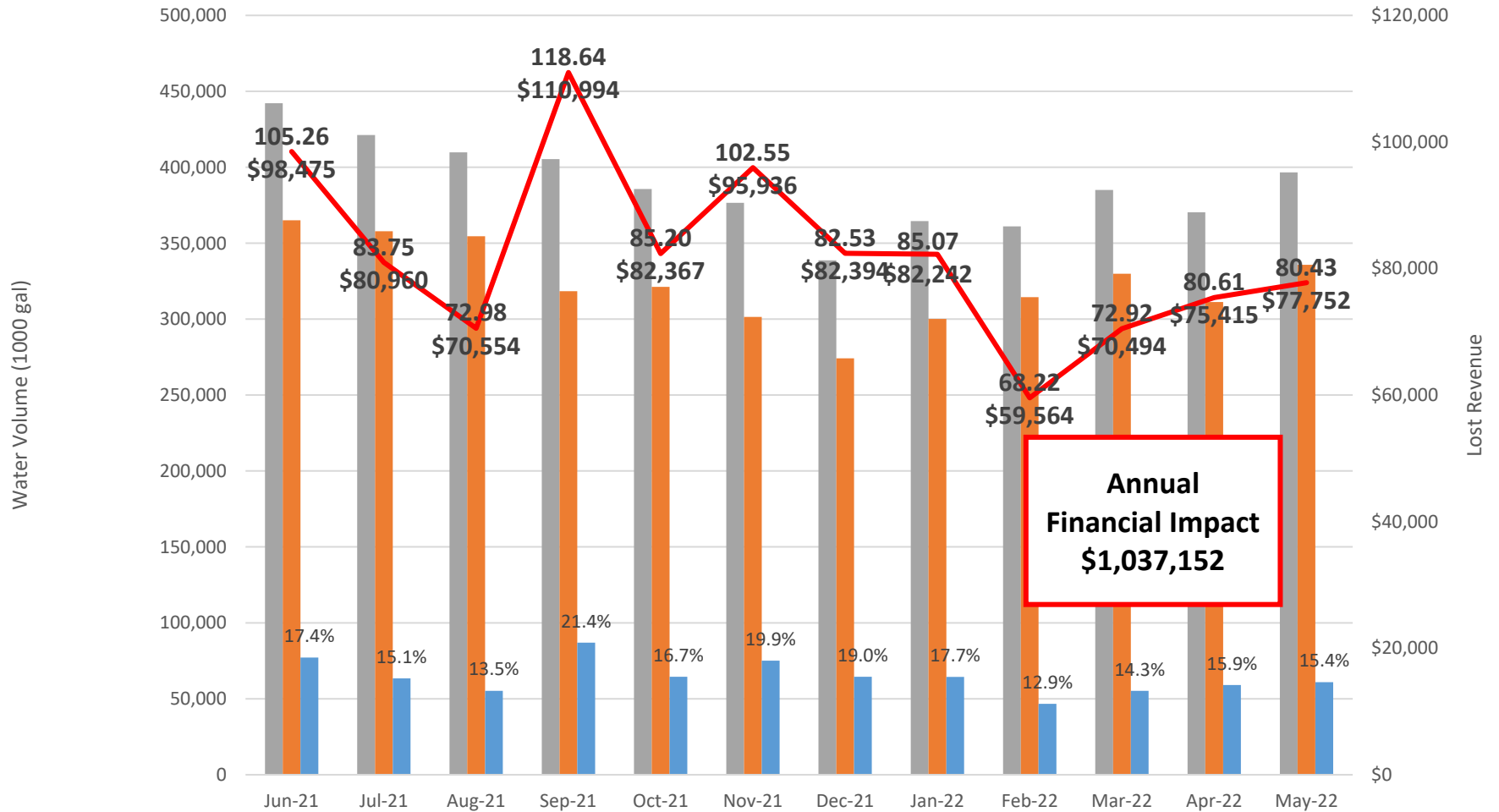
Processing/Notice to Proceed

Type	Contract Number	Job Number	Title	Contractor
Goods	729	GS-2022-05	Furnishing and Delivery of Hydrants & Various Drinking Water Pipe Repair and Maintenance Fittings	Mutual Plumbing Supply Co., Inc.

Highlights

1. Estimated non-revenue water due to flushing and reported leaks for the month of June are 3,528,563 gallons.
 2. Gas Boy replacement with Fuel Master on-going
- *Hydrant reported leaking on Kahiliholo Road. Unknown if hit by vehicle. Estimated waterloss is 13,200 gallons.

Monthly Water Audit June 2021 - May 2022



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Produced	442,170	421,226	409,825	405,337	385,707	376,586	338,739	364,525	361,076	385,067	370,322	396,641
Customer Meter Read	365,056	357,828	354,575	318,419	321,207	301,460	274,217	300,122	314,433	329,864	311,266	335,754
Waterloss	77,114	63,398	55,250	86,918	64,500	75,126	64,522	64,403	46,643	55,203	59,056	60,887
Waterloss	\$98,475	\$80,960	\$70,554	\$110,994	\$82,367	\$95,936	\$82,394	\$82,242	\$59,564	\$70,494	\$75,415	\$77,752

DEPARTMENT OF WATER

County of Kaua'i

“Water has no Substitute – Conserve It!”

MANAGER’S UPDATE

July 28, 2022

Pursuant to Board Policy No. 3

CONTRACTS AWARDED/EXTENSION/AMENDMENTS:

1 CHANGE ORDER NO. 2 FOR CONTRACT NO. 688, JOB NO. 17-10, WP2020 #KW-07, REHABILITATE PAUA VALLEY TANK NO. 1, 0.5 MG CONCRETE, KEKAHA WATER SYSTEM, KEKAHA, KAUA'I, HAWAII WITH EARTHWORKS PACIFIC, INC. IN THE AMOUNT OF \$994,393.77

FUNDING:

Account No.	40-21-00-604-001			
Acct Description	State Appropriation Grant/Capital Outlay-R&R/Paua Valley Tank Repair			
Funds Available	<i>Verified by WWC</i>		\$	1,200,000.00
	Per Approved Manager’s Report No. 22-64 (05/26/22)			
Contract No.	688			
Vendor	Earthworks Pacific, Inc.			
	Contract Amount	\$		2,264,750.00
	5% Contingency	\$		110,250.00
	Change Order No. 1 – Additional Contract Time	\$		0.00
	Total Funds Certified to Date	\$		2,375,000.00
Change Order No. 2:				
Description:	Additional Cost to Filter and Dispose of PCBs in the Existing Tank Water	\$		994,393.77
	Total Change Order	\$		994,393.77
	Additional Contingency	\$		160,856.23
Certified Funds Requested		\$	1,155,250.00	\$ <1,155,250.00>
Contract Amount to Date		\$	3,259,143.77	
Fund Balance		\$		44,750.00

BACKGROUND:

Contract NTP Date: January 21, 2020
 Original Contract End Date: April 20, 2021
 New Contract End Date: April 3, 2023

The original scope of the Paua Valley Tank #1, 0.5 MG Project was to address the cause of a leak in the tank and perform hazardous material testing. During this testing, it was determined that the tank's liner contained Polychlorinated Biphenyls (PCBs). The tank was then taken out of service by the DOW Operations Division. This project was then initiated to mitigate the PCBs and other hazardous materials such as lead paint in addition to fixing the leak(s) in the existing tank.

This scope of this project, as indicated in the contract drawings and specifications, is as follows:

Repair the existing tank which is a 0.5 million gallon (MG) reinforced concrete reservoir, with an inside diameter of 69 feet and a maximum water height of 18 feet to the overflow pipe opening. The flat concrete roof is supported on the interior by four square concrete columns. Work includes installation of a level indicator system with gauge board, remove and replace the interior ladder, remove and replace the asphalt concrete pavement surrounding the reservoir, repair the leak at the base of the reservoir, spall repairs, install interior coating of the reservoir, repaint the entire reservoir including appurtenances, remove and replace the reservoir roofing system, mitigate hazardous materials associated with the repair work. The project is in the Kekaha, Kaua'i, Hawai'i. area accessed by a gated unpaved access road from Koke'e Road.

Bids were opened on October 31, 2019, and additional funding secured at the December 2, 2019, Special Board Meeting to award a contract to Earthworks Pacific, Inc. in the amount of \$2,264,750.00, whose bid was deemed responsive to procurement.

During the startup of the construction work, water within the tank, which was not previously tested, was sampled and tested to determine if it could be discharged to the tank's drainage way. Upon investigation, the sample was determined to contain PCB levels above those allowed by EPA to be discharged without treatment.

At that time, the project was placed on hold to have additional evaluation completed to determine the best course forward. As discussed at the October and November 2020 Board meetings, the Department utilized the current As-Needed Engineering Services Indefinite Delivery Indefinite Quantity (IDIQ) contract with Brown and Caldwell. This is separate and apart from the current contract with KAI Hawai'i.

A high-level analysis of all options and an order of magnitude cost analysis was prepared to determine a clear financial path forward. Specifically, determine if the department should continue its course to rehabilitate the tank or should the department demolish the tank and construct a new tank.

Based on the analysis, initially (0-10 year) tank rehabilitation is a reasonable alternative given its lower life-cycle cost. As the evaluation period extended to 20 years, tank rehabilitation and tank replacement reach a break point. Extending beyond the 20-year period tank replacement is a more cost-effective approach.

Given the need and urgency to place the storage tank back into service, it was determined that the best course of action would be to move forward with the rehabilitation of the storage tank to have it back into service as expeditiously as possible.

The Department staff has communicated with the EPA Region IX representative to clarify the requirements for disposing of the contaminated tank water. Based on the EPA requirements, the Department requested a proposal for the additional water treatment, sampling and testing work, and disposal from the contractor. A proposal of \$994,393.77 has been received and reviewed by Department.

Due to the nature of the work, the specialty filtration, sampling, and testing required, the work is necessary and cost proposal is deemed acceptable.

Manager's Report No. 22-64 was submitted and approved at the May 26th board meeting.

2 FIRST AMENDMENT TO CONTRACT NO. 700, JOB NO. 21-04, AS-NEEDED ENGINEERING SERVICES INDEFINITE DELIVERY INDEFINITE QUANTITY WITH BROWN AND CALDWELL FOR A CONTRACT TIME EXTENSION ENDING ON JANUARY 11, 2023, WITH NO ADDITIONAL FUNDING

FUNDING:

Account No.	10-20-10-540-010			
Acct Description	WU/Eng/Admin/Professional Services			
Funds Available	Verified by WWC		\$	N/A
Contract No.	700			
Vendor	Brown and Caldwell			
	Contract Amount	\$	150,000.00	
	5% Contingency	\$	N/A	
	Total Funds Certified to Date	\$	150,000.00	
First Amendment:				
	Contract Time Extension	\$	0.00	
	Total Amendment	\$	0.00	
	Contract Amount to Date	\$	150,000.00	
	Fund Balance		\$	N/A

BACKGROUND:

Contract NTP Date: July 16, 2020
 Original Contract End Date: July 15, 2022
 New Contract End Date: January 11, 2023

The COVID 19 pandemic during this contract period created service delays to address the Department's needs. There are no additional costs associated with this amendment and the intent is only to extend the contact period. The contract time will be extended by 180 calendar days for a revised contract end date of January 11, 2023.

3 FIRST AMENDMENT TO CONTRACT NO. 708, RFQ NO. AIR 2020-2021, FOR THE SERVICE AND MAINTENANCE OF THE DOW'S VARIOUS AIR CONDITIONING UNITS WITH KAUA'I AIR CONDITIONING AND REFRIGERATION, INC. IN THE AMOUNT OF \$35,606

FUNDING:

MANAGER'S UPDATE

Re: Manager's Update for June 2022 to July 2022

July 28, 2022

Page 4 of 5

Account No.	10-40-60-561-000			
Acct Description	WU/Ops/TandD/Repairs and Maintenance – Other than Water System (A/C & Refrigerator Maintenance)			
Funds Available	<i>Verified by WWC</i>		\$	40,000.00
Contract No.	708			
Vendor	Kaua'i Air Conditioning & Refrigeration, Inc.			
	Contract Amount	\$	35,606.00	
	5% Contingency	\$	N/A	
	Total Funds Certified to Date	\$	35,606.00	
First Amendment:				
	Year 2 of 3, Continued Services and Maintenance	\$	35,606.00	
	Total Amendment	\$	35,606.00	\$ <35,606.00>
	Contract Amount to Date	\$	71,212.00	
	Fund Balance		\$	4,394.00

BACKGROUND:

Contract NTP Date: July 1, 2021
Original Contract End Date: June 30, 2022
New Contract End Date: June 30, 2023

The original contract was for 365 calendar days of maintenance with an option to extend 24 months. Price and scope of work for the extension as mutually agreed upon between the contractor and the Department to remain same as the original contract price and scope

4 CONTRACT NO. 729 FOR GS-2022-05, FURNISH AND DELIVER OF HYDRANTS AND APPURTENANCES AND VARIOUS DRINKING WATER PIPE REPAIR AND MAINTENANCE FITTINGS AWARDED TO MUTUAL PLUMBING SUPPLY CO., INC. IN THE AMOUNT OF \$116,522.18

FUNDING:

Account No.	10-40-00-604-999			
Acct Description	WU/Ops/Capital Outlay – R&R/Misc. Capital Purchases			
Funds Available	<i>Verified by WWC</i>		\$	1,186,000.00
Contract No.	729			
Vendor	Mutual Plumbing Supply Co., Inc.			
	Contract Amount	\$	116,522.18	

MANAGER'S UPDATE

Re: Manager's Update for June 2022 to July 2022

July 28, 2022

Page 5 of 5

	5% Contingency	\$	n/a	
	Total Funds Certified	\$	116,522.18	\$ <116,522.18>
Fund Balance				\$ 1,069,477.82

BACKGROUND:

On 04/28/22 an Invitation for Bids (IFB) was opened for the subject GS-2022-05 Hydrants & Appurtenances and Various Drinking Water Pipe Repair and Maintenance Fittings, to restock the Operations Warehouse inventory. This IFB was procured through competitive means and this solicitation allows DOW to enter contract with the bidder that provides the low bid for each item. The DOW received one responsive and responsible bidder, and determined that Mutual Plumbing Supply Co., Inc. will be awarded Items No. 1, 2, 3, 4, 8, 9, 10, 11, and 12, in the amount of \$116,522.18.

Pursuant to Board Policy No. 24

CONVEYANCE OF WATER FACILITIES \$91,992.09

Rita's Equipment Rental & Trash Disposal Incorporated, a Hawaii Corporation	2-5-001:002	Omao	\$15,500.00
Patrick T. Henriques; Justine H. A. Henriques; Kainoa A. Nakazawa; Ken A. Nakazawa	4-1-014:006	Kapa'a	\$8,244.29
Hanalei Ozone Fund, LLC	5-5-006:016	Hanalei	\$45,523.54
James Pepper Trust	5-5-010:077	Hanalei	\$22,724.26

PERSONNEL MATTERS

Please see attached.

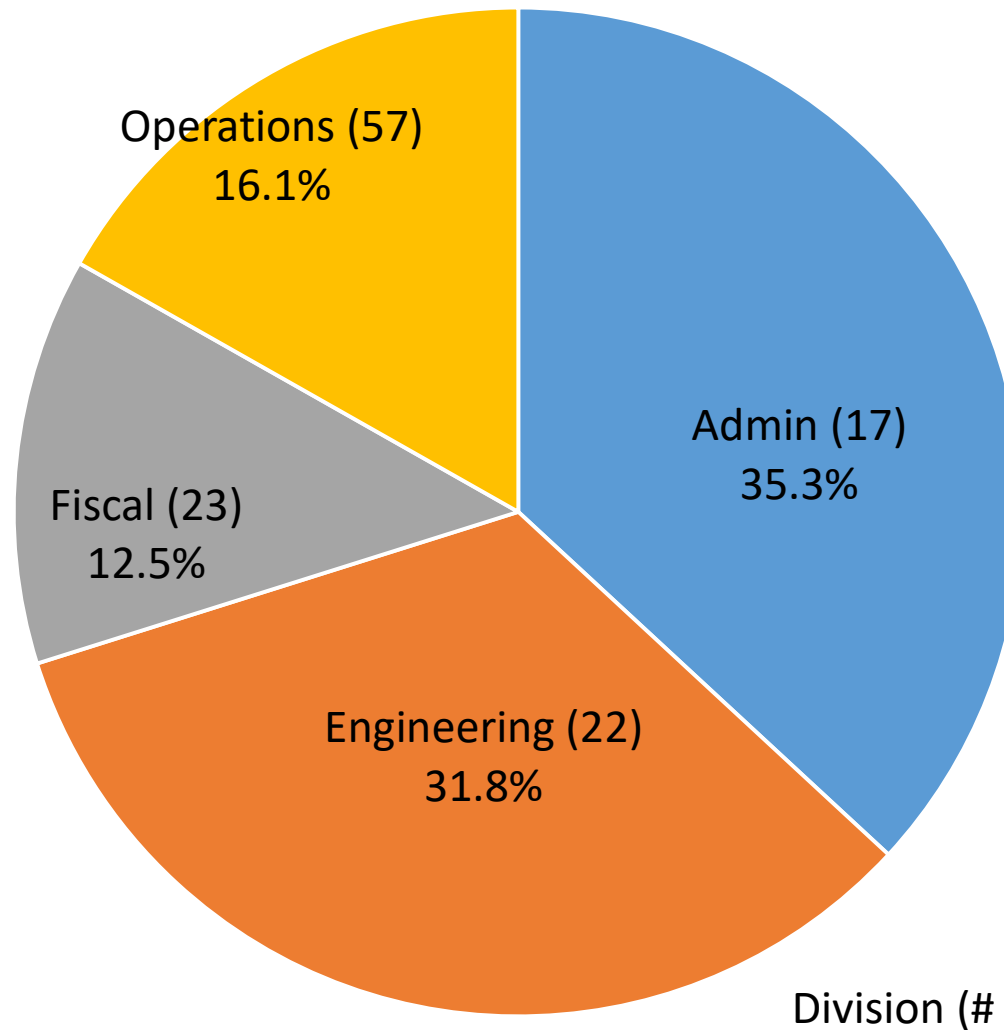
AWWA ACE22 CONFERENCE, SAN ANTONIO, TX

Please see attached.

Attachment: Personnel Matters Chart
ACE 22 Report
Manager's Q2 Goals Report (Benchmarks and Division Dashboards)

Mgrrp/Manager's Update (July 28, 2022):mja

% Vacancy Within Each Division Level



OFFICE OF THE MANAGER AND CHIEF ENGINEER
DEPARTMENT OF WATER, COUNTY OF KAUAI
JOSEPH E. "JOE" TAIT, MANAGER AND CHIEF ENGINEER



TO: Julie Simonton
Chair, Board of Water Supply

FROM: Joe Tait, Manager & Chief Engineer *J. Tait*

DATE: July 28, 2022

SUBJECT: AWWA Annual Conference 2022 – San Antonio, TX

Just a few brief comments regarding my attendance at the AWWA Annual Conference from July 11-16, 2022.

I very much appreciate the Board's approval on my attending this year's meetings and sessions after a couple of years of virtual conferences. I found this year's event heavily focused on two arenas – innovative technologies and cyber-Security as they both pertain to water and wastewater operations. The attendance was about slightly more than half the normal, historical numbers I have seen. Having been on this national board, I have seen much larger groups, but I did experience a higher level of corporate and private sector experts mingling into the public arena due to the subjects.

I attended several sessions that also focused on the latest strategies and approaches to meter replacement programs including Maas (Metering-as-a-Service) and contract meter replacement firms that move at much swifter paces than what we have experienced with our two staff at DOW. DOW Board Members Larry Dill and Greg Kamm attended with me in either meter and/or Cyber sessions. The meter strategies warrant further investigation and the Cyber case studies, and strategies were a warning that we are not immune – no municipality is – to IT intrusion. We have initiated preventive steps since January 2022, to develop an action plan to identify and budget for hardware and outside professional assistance to protect the public's assets.

Digital Twin technology and ever-advancing water quality and system maintenance tools are swiftly replacing traditional practices by redefining process and strategies through these recent technology devices to best manage operational and preventive techniques. On-site, command-center-like mobile transports are replacing the need for one-use-focused vehicles. Body cameras and apparel are utilized for training and filming as well as drones for knowledge transfer.

A much-improved conference from 2019 – I appreciate DOW's training budget and forward-looking mindset of the Board.






CONFERENCE REPORT - JOSEPH TAIT ACE 22 (07-20-22)

Final Audit Report

2022-07-20

Created:	2022-07-20
By:	Mary-Jane Akuna (makuna@kauaiwater.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAyrXtghATOV5tprP7ev3tHmVnaWhLPdF2

"CONFERENCE REPORT - JOSEPH TAIT ACE 22 (07-20-22)" History

-  Document created by Mary-Jane Akuna (makuna@kauaiwater.org)
2022-07-20 - 7:21:16 PM GMT- IP address: 67.52.66.66
-  Document emailed to Joseph Tait (jtait@kauaiwater.org) for signature
2022-07-20 - 7:21:59 PM GMT
-  Email viewed by Joseph Tait (jtait@kauaiwater.org)
2022-07-20 - 9:14:58 PM GMT- IP address: 104.47.55.126
-  Document e-signed by Joseph Tait (jtait@kauaiwater.org)
Signature Date: 2022-07-20 - 9:15:15 PM GMT - Time Source: server- IP address: 72.235.66.170
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DEPARTMENT OF WATER

County of Kaua'i

"Water has no Substitute – Conserve It!"

MANAGER'S REPORT No. 22-55 update

July 28, 2022

Re: Discussion of the Manager and Chief Engineer's Goals – 2nd Quarter Update

RECOMMENDATION:

It is recommended that the Board discuss and approve the Manager and Chief Engineer's quarter 2 updates on his goals.

Manager and Chief Engineer's Goals & Benchmarking

Short-term Goals

(Through FY21-22)

1. Address outstanding issues related to the lack of a strong Information Technology Strategy and Plan **(Completed 7/28/22 - Will be discussing in future Executive Session)**
2. Greatly reduce permit/project response and turnaround time **(Completed 4/28/22)**
3. Complete New Emergency Response Plan **(Completed 4/28/22)**
4. Deliver new Organizational Structure **(Completed 4/28/22)**
5. Establish Health & Safety Program **(Completed 4/28/22)**
6. Develop new Financial Strategy & Plan **(In-process - expected completion 10/27/22)**
7. Develop Straightforward Division Dashboards **(Completed 4/28/22)**
8. Identify and account for all DOW Assets **(Completed 4/28/22)**
9. Resolve outstanding strategic and legal issues **(On-going, discussion at July Board)**
10. Redefine Operations Division Job Descriptions **(In-process, expanding to all of DOW)**

PROPOSED "MAJOR" BENCHMARK OBJECTIVES

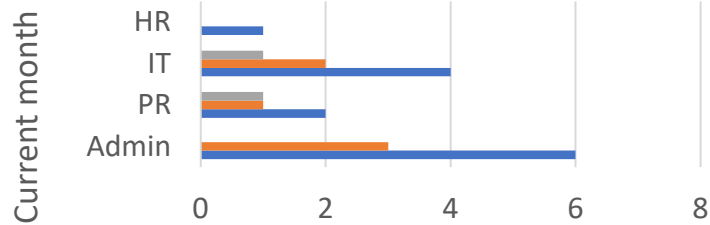
To my knowledge, the department has never established performance benchmarks and Key Performance Indicators (KPI's) to provide a quarterly reporting mechanism available to the Ratepayers, Board, and DOW staff to measure progress throughout any fiscal year. These benchmarks are usually derived for a combination of type of municipality – State, County, City, Special District, etc., and size of the organization – as well as specific service provided – water, power, wastewater, gas, streets, transportation, etc. I usually use a combination of effective KPI's from traditionally accepted water industry standards to customizing benchmarks that are of specific importance to the agency and what types of issues experienced in the past is driving the need to capture our unique trending results. To provide the Board with stretch goals for FY22-23, we need to establish baseline benchmark data, or we will never be able to document if we are making progress versus prior years as we move forward – if we do not measure it, how then do we define success?

SAMPLE DASHBOARD

DRAFT SAMPLE

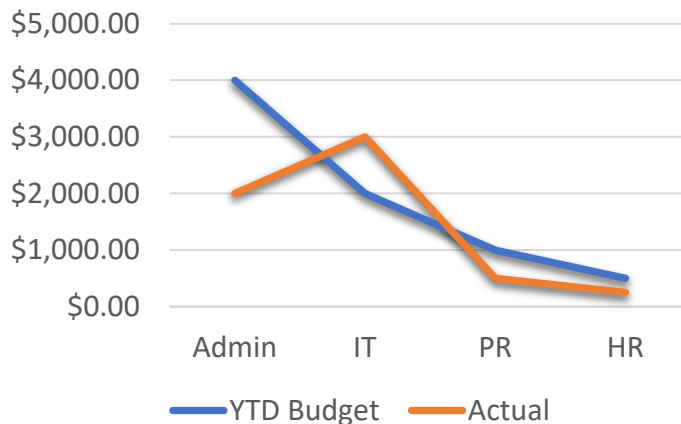
NOT FOR USE

Division Staff Budgeted vs Vacancies



	Admin	PR	IT	HR
Active Recruitment	0	1	1	0
Vacancies	3	1	2	0
Budgeted	6	2	4	1

Overtime Budgeted vs Actual



Average response time to public various requests

2

business days

Customer Compliment of the Month:

"Thank you for providing dependable water service!"

– Mr. Kamaboko, Waimea resident

of Customer Remarks

Previous Year	Current Month	Year To Date
3	0	13
Pending Resolution		Resolved
None		completed

Level of Services

	Current Month	Previous Year	Year To Date
# of Contracts Processed	3	0	13
# of PO's Processed	15	10	30
# of Agreements Processed	1	2	4
# of MOU/MOU Processed	7	9	16
# of External Requests	13	70	41
HR Requests & Deliveries	7	13	16

BENCHMARKS – Division A

DRAFT SAMPLE

NOT FOR USE

	Previous FY Total	Last Month	Current Month	Current FY Year to Date
STAFFING				
Budgeted Staff vs Vacancies				
OVERTIME				
Budget (\$) vs Actual (\$)				

	Previous FY Total	Last Month	Current Month	Current FY Year to Date
LEVEL OF SERVICES				
# of IT Help Desk Tickets Received Completed				
# of Contracts Processed				
# of Purchase Orders Processed				
# of Agreements Processed				
# of MOU MOA Processed				
# of External Requests Received Completed				
# of Customer Remarks				
# of Customer Compliments				
Average Response Time to Public per Various Requests (Days)				
Human Resources Requests Deliveries (Internal & External)				

BENCHMARKS – Division B

DRAFT SAMPLE

	Previous FY Total	Last Month	Current Month	Current FY Year to Date
STAFFING				
Budgeted Staff Vacancies				
OVERTIME				
Budget (\$) Actual (\$)				
FLEET MANAGEMENT				
# of Vehicles Active per day, per month				
LEVEL OF SERVICES				
# of Work Orders Initiated Completed				
# of Leak Repairs				
# of Calls for Service				
# of Temporary Hydrant Meters Installed				
# One Call Request Received Completed				
# of Auto Shop Requests Received Completed				
# of Hydrant Hits				

	Previous FY Total	Last Month	Current FY Year to Date
WATER AUDIT			
Produced – Million Gallons			
Customer Meter Reading – Million Gallons			
Water Loss – Million Gallons			
Water Loss %			
Water Loss \$			

	Previous FY Total	Last Month	Current Month	Current FY Year to Date
METER PROGRAM				
# of Existing Meters Replaced				
# of Existing Meters Repaired				
# of New Meters Installed				
# of New Laterals Installed				

BENCHMARKS – Division C

DRAFT SAMPLE

	Previous FY Total	Last Month	Current Month	NOT FOR USE Year to Date			
STAFFING							
Budgeted Staff vs Vacancies							
Professional Services: Total \$ Amount % of Division Budget							
OVERTIME							
Budget (\$) Actual (\$)							
LEVEL OF SERVICE							
# of Customer Requests Received Completed by Type							
Average Response Time to Customer Requests by Type (Days)							
Backflow Inspection - # of Tested Devices							
PROJECT MANAGEMENT							
# of DOW Projects in Design Preparing for Construction Construction Phase							
# of DOW Project Designs Completed Construction Completed							
# of Private Projects in Design Preparing for Construction Construction Phase							
# of Private Project Designs Completed Construction Completed							
Number of Certificate of Completions (COC) Issued							

BENCHMARKS – Division D (1of2)

DRAFT SAMPLE

	Previous FY Total	Last Month	Current Month	NOT FOR USE
STAFFING				
Budgeted Staff vs Vacancies				
OVERTIME				
Budget (\$) Actual (\$)				
LEVEL OF SERVICE				
# of Customer Accounts per Employee				
# of Bills Processed				
# of Customers Served at Walk-in Counter				
# of Vendor Invoices Processed				
# of Water Service Orders Received				
FINANCIAL STABILITY				
Return on Investments				
Days of Cash on Hand				
Days of Working Capital				
DOW FUNDS				
Water Utility Fund (\$) Percentage of Total Funds (%)				
FRC Fund (\$) Percentage of Total Funds (%)				
BAB Fund (\$) Percentage of Total Funds (%)				
Reserve Fund (\$) Percentage of Total Funds (%)				
TOTAL FUNDS (\$)				

BENCHMARKS – Division D (2 of 2)

DRAFT SAMPLE

Current Year **NOT FOR USE**

	Previous FY Total	Last Month	Current Month	Current Year
REVENUE				
Water Sales - Budget (\$) Actual (\$)				
Other Water Revenues - Budget (\$) Actual (\$)				
State & Federal Grants -Budget (\$) Actual (\$)				
Investment Income - Budget (\$) Actual (\$)				
Misc. Revenue -Budget (\$) Actual (\$)				
Metered Consumption (Million Gallons)				
EXPENSES				
Operating Expenses - Budget (\$) Actual Expenditures (\$)				
Debt Principal Payment - Budget (\$) Actual Expenditures (\$)				
Capital Project Expenditures - Budget (\$) Actual Expenditures (\$)				
Fixed Costs - Budget (\$) Actual Expenditures (\$)				
Variable Costs - Budget (\$) Actual Expenditures (\$)				
Other Increases/Decreases – Inflation, Shipping Delay & Costs				
CAPITAL OUTLAY				
Water Utility Fund – Budget (\$) Actual Expenditures (\$)				
FRC Fund – Budget (\$) Actual Expenditures (\$)				
BAB Fund – Budget (\$) Actual Expenditures (\$)				
SRF Loan Fund – Budget (\$) Actual Expenditures (\$)				

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QUARTERLY

REPORTS

CASH RECEIPTS		TOTAL	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
BEGINNING CASH BALANCE		\$ 60,000,000.00									\$ -	\$ -	\$ -	\$ -	\$ 60,000,000.00
Bond Proceeds															
Interest Income		\$ 2,165,995.99		\$ 6,839.67	\$ 318,033.00	\$ 239,725.76	\$ 136,213.08	\$ 43,433.92	\$ 62,650.14	\$ 246,093.42	\$ 1,113,007.00				
TOTAL RESOURCES		\$ 62,165,995.99		\$ 6,839.67	\$ 318,033.00	\$ 239,725.76	\$ 136,213.08	\$ 43,433.92	\$ 62,650.14	\$ 246,093.42	\$ 1,113,007.00	\$ -	\$ -	\$ -	\$ 60,000,000.00
201-01 BAB - CIP		\$ -													
Cost of Issurance		\$ 535,838.66													\$ 535,838.66
217 EA-194 Hanalei River & Moelepe Stream Pipeline		\$ 741,141.50													\$ 741,141.50
218 Job 02-18	Pipeline replacement, Kapaa Homesteads	\$ 2,941,979.00											\$ 966,229.51	\$ 1,975,749.49	
219 Job 04-02	Main replacement, Vivian Heights and Apopo Road and Kanahele Road	\$ 2,651,730.99										\$ 105,007.40	\$ 476,365.60	\$ 2,070,357.99	
220 Job 03-02	Anahola 0.15 MG Tank Renovation	\$ 1,571,169.09									\$ 417,459.47	\$ 738,342.29	\$ 348,437.12	\$ 66,930.21	
684 Job 05-01	Waimea Main Replacement	\$ 3,272,975.12											\$ 112,524.38	\$ 3,160,450.74	
687 Job 02-03	Kekaha 12" Main Replacement and Waimea Canyon Drive 12" Main Replacement	\$ 677,234.29											\$ 8,796.00	\$ 668,438.29	
221 Job 10-01	Pipeline replacement, Anini Road	\$ 724,652.00				\$ 320.25		\$ 40,444.75	\$ 99,727.00		\$ 75,360.00	\$ 91,600.00	\$ 331,800.00	\$ 85,400.00	
222 Job 10-02 & 13-03	Kaumualii Hwy widening, Anonoui St to Lihue Mill Bridge	\$ 5,208,503.03									\$ 603,320.00		\$ 4,368,972.73	\$ 236,210.30	
223 Job 05-06	PLH-25, 8" Main Replacement, Eiwa, Umi, Akahi, Elua & Hardy/Alohi Streets	\$ 2,710,970.00									\$ 207,527.45	\$ 1,837,108.24	\$ 666,334.31		
224 Job 02-16	Rehabilitation of Maka Ridge Deepwell Tank, Pipeline and Rdway, Ohana, Anolani & Kuamoo Roads	\$ 1,381,988.40									\$ 70,243.40	\$ 816,129.43	\$ 495,615.57		
227 Waimea Well A Renovation		\$ 639,282.53										\$ 299,937.43	\$ 308,235.45	\$ 31,109.65	
326 Job 02-02	Omao 0.5 MG Tank and connecting Pipeline	\$ 2,519,540.05											\$ 1,105,978.21	\$ 1,413,561.84	
228 Koloa Tank Site Acquisition		\$ 500,991.73												\$ 500,991.73	
230 Job 02-08	Rehabilitation of Eleele Twin 0.4 MG Steel Tanks	\$ 2,018,853.05									\$ 419,657.59	\$ 820,325.86	\$ 654,054.56	\$ 124,815.04	
231 Job 02-19	Waipouli Main Replacement to Akulikuli	\$ 2,229,690.39									\$ 140,809.76	\$ 460,829.74	\$ 1,628,050.89		
232 Job 02-14	Kapaa Homesteads 0.5 MG Tank #2 and Kapahi 1.0 MG Tank	\$ 305,884.81	\$ 12,281.25			\$ 28,276.20	\$ 181,031.23	\$ 33,913.47				\$ 4,820.46	\$ 44,327.74	\$ 1,234.46	
233 Job 09-01 K-01, K-12	Kalaheo 1111' & 1222' Water System Improvement	\$ 1,062,603.99	\$ 5,326.25	\$ 30,660.00	\$ 67,910.95	\$ 40,510.00	\$ 252,930.74	\$ 4,084.44	\$ 41,155.98	\$ 29,424.45		\$ 54,561.67	\$ 505,005.23	\$ 31,034.28	

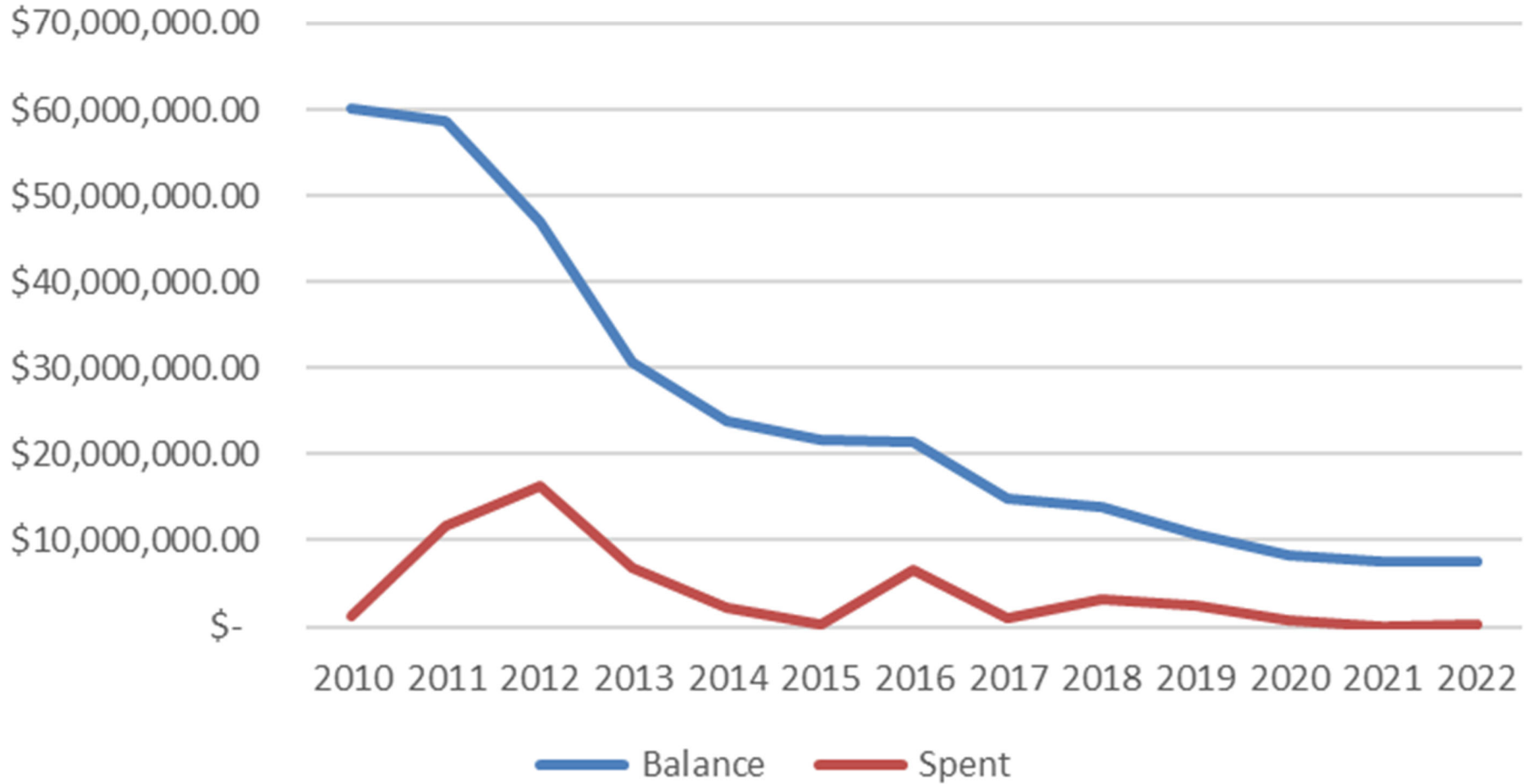
CASH RECEIPTS		TOTAL	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
683	Job 04-06 Kekaha Well B Renovation	\$ 627,165.43										\$ 42,828.60	\$ 265,223.57	\$ 319,113.26	
234	Kukuioolono Water Tank Site Acquisition	\$ 302,396.47												\$ 302,396.47	
235	Job 05-05 Nawiliwili, Niumalu and Kupolo 6", 8" and 12" Main replacement	\$ 3,150,226.75										\$ 689,732.75	\$ 2,460,494.00	\$ -	
237	Job 11-02 Replacement Grove Farm Tanks #1 & #2	\$ 201,658.00					\$ 24,767.90	\$ 33,185.10	\$ -	\$ 67,905.00	\$ 44,165.00	\$ -	\$ 31,635.00	\$ -	
692	PLH-39 Lihue Baseyd	\$ 7,755,133.98				\$ 15,035.86	\$ 544,777.77	\$ 575,693.09	\$ 5,951,097.31	\$ 1,510.40	\$ 1,466.25	\$ 382,445.74	\$ 283,107.56	\$ -	
621	Job 02-06 Kilauea 1.0 MG Tank	\$ 250,973.16				\$ 17,438.16	\$ 13,380.00				\$ 73,995.00	\$ 93,310.00	\$ 52,850.00		
238	Job 11-04 Lawai-Omao Water Main Replacement & Service Improvements	\$ 71,737.50								\$ 5,967.45		\$ 30,745.05	\$ 35,025.00		
239	Job 02-17 Maka Ridge Facilities Rehabilitation and Princeville Interconnection Plan	\$ 2,333,850.55								\$ 244,226.89	\$ 276,328.78	\$ 1,813,294.88			
240	Job 11-03 Land and Well Acquisition, Moloaa and Waimea, Kauai	\$ 159,938.00					\$ 3,678.00	\$ 25,300.00	\$ 14,160.00		\$ 23,290.00	\$ 71,730.00	\$ 21,780.00		
242	Job 02-11 Moloaa Land Acquisition	\$ -													
243	Job 11-06 Rehabilitate Moelelpe Tunnel and improve access road	\$ 19,200.00											\$ 19,200.00		
244	K-05A Kukuioolono 0.5 MG 886' Tank	\$ 193,578.95					\$ 67,715.05	\$ 61,552.30			\$ 64,311.60				
610	Job 02-11 Moloaa Land Acquisition	\$ -													
	Job 11-10 8" WL Halewili Kaumualii to Hale	\$ 694,331.55						\$ 282,186.78	\$ 412,144.77						
	Job 11-07 MCC Chlor KoloaWell16-A,B,E	\$ 3,667,032.67			\$ 44,513.76	\$ 1,623,383.03	\$ 1,999,135.88								
	Job 04-08 Kapaa Homesteads Well #4	\$ 1,462,184.57	\$ 154,031.51	\$ 43,250.00	\$ 588,360.39	\$ 676,542.67									
	TOTAL	\$ 52,584,436.21	\$ 171,639.01	\$ 73,910.00	\$ 700,785.10	\$ 2,401,506.17	\$ 3,087,416.57	\$ 1,056,359.93	\$ 6,518,285.06	\$ 349,034.19	\$ 2,210,406.85	\$ 6,723,168.75	\$ 16,360,816.36	\$ 11,654,128.06	\$ 1,276,980.16
	Cash Balance	\$ 9,581,559.78		\$ (67,070.33)	\$ (382,752.10)	\$ (2,161,780.41)	\$ (2,951,203.49)	\$ (1,012,926.01)	\$ (6,455,634.92)	\$ (102,940.77)					

DEPARTMENT OF WATER

County of Kaua'i

"Water has no Substitute – Conserve it!"

BAB Spending Chart



COUNTY ATTORNEY QUARTERLY REPORT

This report is submitted pursuant to Board Policy No. 25.

CLAIMS SETTLED: None

QUARTERLY UPDATE

Period of April 1, 2022 to June 30, 2022

ENGINEERING DIVISION

Submitted by: Michael K. Hinazumi, P.E.

DEPARTMENT OF WATER

July 28, 2022

Executive Summary

Significant updates for this quarter include:

- **Water Resources and Planning Section**
 - Subdivision-Land Use applications completed => 65 (decrease of 33%)
 - Water Service Requests => 60 (no change)
 - Building Permit applications => 850 (increase of 283%)
 - Backflow Devices Inspected and Tested => 1100
 - Water Systems Investment Plan => 18% complete
 - Microbiological Laboratory Recertification
- **Project Management Section**
 - Overseeing 17 ongoing DOW Design projects, including several multi-phased projects
 - Private Project Reviews => 39 (decrease of 44%)
 - Kapaia Cane Haul Road 18-Inch Waterline (Job No. 16-02) => Pending Environmental Decision
 - Rehabilitate Paua Valley Tank No. 1 (Job No. 17-10) => CCO execution in process
 - Wailua Homesteads 0.25 MG Tank (Job No. 12-2) => ROE execution in process
 - Overseeing three (3) DOW projects in various phases of construction
 - Hanapepe-Eleele Waterline (Job No. 15-07) – Construction closeout in process
 - Completed four (4) private projects

Water Restriction Areas

Water System/Sub-System	Restrictions (5/8-inch water meter or number units per lot)	Inadequate Facilities	Comments
Upper Lawai	2	Storage	Administration Approved
Poipu	300	Storage	Board Approved (50% of new tank allowed for new development; 50% to make up storage deficit)
Wailua Homesteads	5	Storage	Administration Approved
Upper Wailua Homesteads	2	Storage	Administration Approved
Kapaa Homesteads	5	Source	Board Approved
Moloa'a	0	Source and Storage	Water Purchase Agreement
Kilauea-Kalihiwai	5	Source and Storage	Administration Approved
Aliomanu – Kukuna Road	0	Transmission	Administration Approved
Anini	1	Source and Storage	Water Purchase Agreement
Upper Wainiha Valley	1	Storage	Administration Approved
Wainiha – Haena	3	Storage	Administration Approved

Accomplishments

	April 2022 – June 2022
Subdivision Applications; Zoning / Land Use / Variance Permits; Zoning Amendments; ADU/ARU Clearance Applications	65
Water Service Requests	60
Building Permit Applications	850
Backflow Inspection Program – No. of Tested Devices	1100

Private Projects	April 2022 – June 2022
In Design Review	39
Design Approved	29
Preparing to Enter Construction	5
In Construction	10
Completed	4

Water Plan 2020 Construction Project Status

WP 2020 NUMBER	JOB NO	PROJECT TITLE	% COMPLETE JUNE 2022	ORIGINAL ESTIMATE TO COMPLETE	CURRENT ESTIMATE TO COMPLETE	CURRENT CONTRACT AMOUNT
HE-01	15-07	Kaumuali'i Highway 16" Main and Emergency Booster Pump Connection	100	Q3 2019	Q4 2021 (2)	\$11,010,599.39
HE-10	15-07	Hanapepe Road 6" Main Replacement				Combined with HE-01
WK-39 & WK-08	02-14	Kapaa Well 4 Drainage line & Kapaa Well 4 Drill & Test	87	Q3 2019	Q4 2022 (2,3)	\$2,382,043.35
KW-07	17-10	Paua Valley Tank Repairs	4	Q2 2021	Q2 2023 (4)	\$2,264,750.00
PLH-35B	16-02	Kapaia Haul Cane Road 18" Transmission Line	7	Q3 2019	Q4 2024 (1)	\$4,127,545.00
WKK-03	16-04	MCC, Chlorination Facilities, Kilauea Wells No. 1 and No. 2	(5)	(5)	(5)	\$3,124,020.00
K-01 & K-12	09-01	Kalaheo Water System Improvements Package A – 0.5 MG Yamada Reservoir Package B – 0.1 MG Clearwell Reservoir Package C – Water Main Installation	(6)	(6)	(6)	\$21,756,430.00
					TOTAL =	\$44,663,387.74

(1) Project issued stop work order and is on hold pending SHPD final approval.

(2) Additional contract time required for re-design and COVID-19 shutdown.

(3) Additional contract time to redesign drainage system and obtain land owner approval for DOW drainage easement.

(4) Contract Change Order review and execution in process for additional scope to treat and discharge contaminated water in the tank.

(5) Project awarded to Kiewit Infrastructure West Company (\$3,124,020.00) and pending notice to proceed. (\$2.6M State funding assistance)

(6) Project awarded to Hawaiian Dredging Construction Company and pending contract execution. (\$10.2M State funding assistance)

Supplemental Support Services

Contract Number	Company	Professional Service	Contract Amount	Remaining Balance	Number of Projects
637	RM Towill, Inc.	IDIQ - Project Management	\$1,467,392	\$11,412.38	1
690	Bowers + Kubota	IDIQ - Project Management	\$700,000	\$700,000.00	2
700	Brown & Caldwell	IDIQ- Design Services	\$150,000	\$80,039.82	1
723	Esaki Surveying & Mapping, Inc.	IDIQ - Surveying	\$20,000	\$20,000	0
725	Bowers + Kubota	Kalaheo WSI Project Management	\$1,060,000	\$1,060,000	1
727	RM Towill, Inc.	IDIQ - Environmental Services	\$215,000	\$215,000	0
728	RM Towill, Inc.	IDIQ - Project Management	\$1,000,000	\$1,000,000	0



Information Technology Quarterly Update

April 2022 – June 2022

Wayne Takabayashi

July 2022

TECHNOLOGY

- Replace Department servers
 - 4-node system ordered, ETA mid Dec 2022
- IT assessment prior to system deployment and app migration
 - Project kickoff Jul 19, work begins Aug 8 for 2 months

BUSINESS PROCESS IMPROVEMENTS

- Consumption Export to DPW-Wastewater
 - Upon five cycles of success, DPW met with us to discuss renewing requirements for a Customer Information System encompassing both Water and Wastewater needs
 - A new partnership is being formed between DOW and DPW to redefine the billing practice to include both Water and Wastewater
 - Sent residential and commercial customer breakdown and assurance to build requirements together, waiting for tier multipliers for calculation
- Reactivate DOW IT Steering Committee
 - Share software application assets and requirements between divisions for cohesive needs assessment
 - Combine partnership opportunities with County regarding professional services/program needs
 - Refresh IT Strategic Plan doc to FY23 current/future direction

IT FOCUS: ISSUES AND TIMELINES

- Repair Cisco Unified Communications Manager system (phone admin)
 - Scoped for 7 hours, PO created, working out a schedule and logistics
- Logical Security
 - Informal patch management for critical systems
 - Patch servers and deployment will be quoted as part of Managed Services
 - Vulnerability assessment revealed 500+ critical issues
 - IT team addressing issues and communicating status weekly
 - Lack of security awareness training
 - DHS / CISA offered free presentation. We need to schedule.
- Change Management
 - Lack of formal change management policies and procedures for GP
 - In communication with RSM who kept our GP instance current