

## BOARD OF WATER SUPPLY

**KURT AKAMINE** CHAIR  
**JULIE SIMONTON**, VICE CHAIR  
**TOM SHIGEMOTO**, SECRETARY

**MICAH FINNILA**, MEMBER  
**LAWRENCE DILL**, MEMBER  
**KA'AINA HULL**, MEMBER  
**TROY TANIGAWA**, MEMBER



**JOSEPH E. TAIT**  
MANAGER AND CHIEF ENGINEER

### REGULAR MONTHLY MEETING NOTICE AND AGENDA

Thursday, September 21, 2023  
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, 2<sup>nd</sup> 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/87834219734>

**Passcode: 824334**

**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: 878 3421 9734**

**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, October 19, 2023 – 9:30 a.m.

### APPROVAL OF AGENDA

### MEETING MINUTES

1. Regular Board Meeting – August 17, 2023
2. Executive Session – August 17, 2023

## **PUBLIC TESTIMONY**

### **STAFF REPORTS**

1. Fiscal:
  - a. Monthly dashboard
  - b. Budget Report for August 2023
2. Operations – Monthly dashboard
3. Engineering – Monthly dashboard
4. Administration:
  - a. Monthly dashboard
  - b. Public Relations – updates on Public Notices & Announcements, Community Outreach & Education, and Upcoming Events
  - c. Human Resources – updates on Personnel Vacancies
  - d. Information Technology – Monthly update
5. Manager and Chief Engineer – Required communications to the Board, and update of Department activities

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

1. Quarterly Financial Report

### **TOPICS FOR FUTURE BOARD OF WATER SUPPLY MEETING:**

1. Board Chair and Vice Chair elections; committee appointments for 2024
2. Board meeting calendar for 2024
3. CIP Update

### **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).

### **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](mailto: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](mailto: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.

A horizontal splash of clear blue water with bubbles, positioned behind the text.

DRAFT

MINUTES

MINUTES  
BOARD OF WATER SUPPLY  
Thursday August 17, 2023

The Board of Water Supply, County of Kaua'i, met in a regular meeting in Līhu'e on Thursday, August 17, 2023. Chair Kurt Akamine called the meeting to order at 9:38 a.m. The following Board members were present:

**BOARD:**

Mr. Kurt Akamine, *Chair*  
Ms. Julie Simonton, *Vice Chair*  
Ms. Micah Finnila  
Mr. Tom Shigemoto  
Mr. Ka'aina Hull  
Mr. Troy Tanigawa (*entered at 9:43 a.m. Remote*)

**EXCUSED:**

Mr. Larry Dill

Quorum was achieved with 5 members present at Roll Call. Board member Tanigawa entered the meeting remotely at 9:43 a.m.

**ANNOUNCEMENTS**

Next Scheduled Meeting: Thursday, September 21, 2023

**APPROVAL OF AGENDA**

**The agenda was approved with no objections.**

**APPROVAL OF MEETING MINUTES**

1. Regular Board Meeting – July 17, 2023

**The meeting minutes were approved with no objections.**

**PUBLIC TESTIMONY**

None

**CORRESPONDENCE**

1. Letter dated July 10, 2023 from Chair Bronson Bautista of the Charter Review Commission re: Request for Proposals to Amend the Charter

**Correspondence was received for the record.**

**NEW BUSINESS**

1. Manager's Report No. 23-32 Discussion and possible action to request Board Approval for a Memorandum of Understanding for Kuhio Highway Intersection Improvements at Kolo Road and Kalamania Road between the Board of Water Supply, County of Kaua'i and Kaua'i District, Hawai'i Department of Transportation, Highways Division

**Board member Simonton moved to approve Manager's Report No. 23-32, seconded by Mr. Shigemoto; with no objections, motion carried with 5 Ayes.**

1. Water Systems Investment Plan Briefing (*Information only; non-action item*)

Michelle Sorenson of Brown & Caldwell provided a presentation to update the Board on the Water System Investment Plan. She was joined by fellow members of the Brown and Caldwell team Dean Nakano, Stan Kowalczyk, Marissa Tsuruda, Dustin Yamamoto, and Susan Mukai.

Board member Hull asked if there is a desire to eventually have the GIS data available publicly to allow the general public to see what the water capacity is in their respective neighborhoods. He noted that would greatly reduce the call volume and amount of work staff is currently doing to address questions and issues from a capacity standpoint. He added that the Planning Department is just now putting zoning maps online and having this data available would help applicants determine if building is feasible from a water availability standpoint. Engineering Division Head Jason Kagimoto stated the goal is to be as transparent as possible while also considering the security of our water facilities. We want to make it user-friendly to provide the public with reliable and useful information as well as improving coordination with other agencies such as Planning, Fire, and Public Works.

In response to Board member Hull, Ms. Sorenson clarified that a full assessment of the CIP plan needs to be completed first before they can move ahead with the FRC Study. One of the options being considered is fixture count, which Mr. Hull appreciates and agrees would be a much more equitable assessment, noting that currently the FRC charge would be the same for both a 900 sq. ft. home as well as a 10,000 sq. ft. home.

Board member Simonton asked how many closed valves were found in the system when doing field testing. Mr. Kowalczyk stated in working with Operations and Engineering staff they were able to understand the water system better, obtain all of the Department's knowledge which they can then capture in the models. Ms. Simonton expressed her excitement to potentially be able to have the field and computer data match. Mr. Kagimoto stated they have been running several scenarios based on specific community needs in coordination with the Operations staff and it has already proved to be a useful tool to help them make better decisions on how to operate the system by giving them the ability to run scenarios rather than having to try something out in the field. The goal is to maintain accuracy in GIS to the best of their ability and this tool along with feedback from the field will help them keep the data updated on a continual basis.

Board member Hull asked how robust the Climate Change and Resiliency portion of this plan will be. Ms. Sorenson stated that currently the climate change task is limited to identifying the infrastructure that will be affected, such as prioritizing ductile iron pipes in inundation zones. It will feed into the CIP when considering the prioritization criteria and timeline. They acknowledge that the roads will be affected as well as other infrastructure and will require a coordinated effort between Planning, Water and others to get a plan in place for appropriate climate change strategies. In response to Mr. Hull, Ms. Sorenson stated the big effect is with the material that is susceptible to salt which is why the iron pipes are the priority and what will be underwater more often.

Board member Hull noted that our flood zones as established by FEMA are severely outdated, and we currently have flood zones that are not recognized. He asked if there is any assessment occurring with the climate change portion about infrastructure that may be currently identified as being outside the FEMA flood zone but will be flooded in the next decade or so. Ms. Sorenson stated no, not within this report, but they can certainly build on what is being done in order to take a look at that as well as other climate change impacts. Mr. Hull mentioned the recent fires on Maui and asked if the compound climate hazards of large-scale fires or catastrophic rains will eventually be incorporated into this plan. Mr. Kagimoto stated those things could be included if

they adjust the scope. He added that this update provides a better idea of what the plan includes currently, but it can be adjusted as they go along based on additional needs and feedback.

2. Discussion and Possible Action on Correspondence Item 1., letter from the Charter Review Commission re: request for proposals to amend the County Charter

The Board did not have any proposals to the amend the Charter at this time, but should any board members wish to do so, Chair Akamine asked that proposals be submitted in time for discussion at the next Board meeting scheduled on September 21, 2023. The deadline to submit proposals to the Charter Review Commission is September 29, 2023.

3. Discussion and Possible Action on Manager's Annual Evaluation timeline, process and criteria

Commission Support Clerk Cherisse Zaima explained that Joe's employment anniversary date is coming up in October, and the Manager's Annual Evaluation is due. Past practice has been to adhere to County DHR's evaluation schedule, form and process for conducting this annual evaluation; however, we were informed last year that the Board is not required to follow the guidelines set by County DHR, and the Board has the authority to create an evaluation process that they feel works best. Manager Tait requested that the Board consider changing the evaluation period to encompass the fiscal year rather than his anniversary date as many of his goals are tied to the budget period. Chair Akamine noted that Board member Finnilla has a background in Human Resources and asked if she could provide recommendations at the next meeting on how the Board could implement the Manager's evaluation moving forward. He asked the Commission Support Clerk to work with Ms. Finnilla in getting the information together.

## **STAFF REPORTS**

1. Fiscal:
  - a. Monthly dashboard
  - b. Budget Report for July 2023

Assistant Waterworks Controller Sherri Silva provided an overview of the monthly dashboard and budget report, noting that they were down to just 3 vacant positions. Two of those have now been filled, one of which is a Customer Service Representative who started on August 1 and is currently going through software training. The second position is an Accountant II who will assist with billing and will start on September 1. The third position, Account Clerk, will remain unfilled for the time being as they continue to build their team and do a needs assessment.

Overtime in July was below budget as well as below prior years for the same time period. July through November is primarily a peak period for the accounting division.

Ms. Silva explained that the Fiscal division is working on expanding their dashboard to include how many walk-in customers they receive in the lobby. The 2 windows that are currently open each received over 600 walk-ins for the month. Additionally, they received over 600 emails to set up accounts, or with questions on billing.

Ms. Silva pointed out a \$300,000 variance in revenues that was due to an adjustment made to a large commercial account. The FRC revenue will fluctuate each month based on the individuals that come in. They are currently backlogged in rebilling and they have some bills as far back as

2021 that were based on estimates and as those customer meters are repaired, and their re-billing efforts increase, there may be some fluctuations.

There is a budget of \$1, 075,000 for Labor, the majority of which looks to be OPEB costs and fringe rates. However, those costs do not appear to be accurate, so they will be researching this as it seems to be a trend since January. They will be looking into the new Workday payroll software to determine if it's due to a payroll code or a percentage that is inaccurate and the appropriate adjustments will be made.

Manager Tait stated this page is a good example of the clean up that's occurring, so the Board may be seeing this for a while.

## 2. Operations – Monthly dashboard

Assistant Chief of Operations Ryan Smith provided an overview of the monthly dashboard, noting they are currently recruiting for 3 positions in the electrical tradesperson series, and really pushing to find a licensed electrician to fill the recent retirement vacancy. Interviews are being conducted for the meter mechanic position and hope to fill that soon. The increasing water losses and failing transponders are related to the estimation of the bills that goes along with Ms. Silva's earlier report.

## 3. Engineering – Monthly dashboard

Engineering Division Head Jason Kagimoto noted that Engineering has removed the charts and graphs from their dashboard to try and better convey the oversight on the project work. Regarding staffing, they are moving forward with one of the inspector positions, but they are still having difficulties hiring engineering positions, which reflects in their overtime costs. They currently have about 30 ongoing projects, 5 projects currently in construction and 1 currently in the bidding process. That project will have a several year construction period but will have a great benefit to the community as far as water restrictions. They are also trying to bid out another project at Kuhio Highway between Hardy and Oxford. They are very busy, moving full steam ahead and appreciate everyone's willingness to help to keep projects on track. Manager Tait asked how many staff they have to work on those 30-some projects to which Mr. Kagimoto replied 2 engineers, a Project Management Officer and himself.

Board member Hull asked if capabilities to increase the GE tax were allowed, and the flow of money came to DOW, would there even be the capacity, staffing-wise, to be able to get more projects online? Mr. Kagimoto replied that his history on the wastewater side was always a shortage of money, and you did what you could based on the amount of money. At DOW funding has not necessarily been an issue, but rather the manpower issue. His approach is to take and move forward whatever they can, and they have been able to move projects forward by hiring and managing consultants. If DOW can obtain more money to take on more work, they are happy to do everything they possibly can. Manager Tait added that from his level, he looks at groups like Bowers and Kubota that provide a service with expertise that the Department does not possess, which makes sense. However, with traditional engineering and construction positions, we are unable to hire those staff members because of salary restrictions. We are currently the only island that does not allow us to use the full salary range in our existing State classification.

Board member Tanigawa commented that staffing is one essential element to move projects forward, but projects also rely on other agencies' services. He noted that one agency that has resulted in some project delays is the State Historic Preservation Division and asked for some elaboration on the tasks that remain on the Weke, Anae, Mahamahi and Hee Roads project



before it is ready to bid out. Mr. Kagimoto stated that they are just awaiting agency review and final agency approval from Public Works Engineering and DOT Highways. They have exchanged comments and the plans will be updated to address DOT's comments. The goal is to be able to bid this out in the next 2 months. In response to Mr. Tanigawa, Mr. Kagimoto confirmed that they have secured concurrence from Historic Preservation.

Board member Shigemoto asked once lines are replaced, what is the lifespan to which Mr. Kagimoto stated it depends on the soil conditions, construction and quality of materials used. However, they have been replacing lines that are 50-70 years old. Mr. Shigemoto referenced earlier discussion about sea-level rise and its effect on ductile iron and asked when the County intends to make adjustments to standards if we do not have current standards in place. Mr. Kagimoto explained that in areas where there is concern about pipes being in ground water, especially on the coastline, they have been moving towards using PVC.

The Water Resources and Planning division is currently holding public meetings for the Water Use and Development update. They just received an update on the long range plan for which they are doing stakeholder interviews, and they are moving forward with the Lead and Copper Rule Revisions. Mr. Kagimoto emphasized that he is happy to report that they have been doing more with less, and all of the projects mentioned are being done with the existing staff they have. He expressed his pride in seeing his team being able to do all they have been doing with their limited resources.

Board member Hull referenced the fires in Maui, noting that the temperature of the fire was hot enough to melt engine blocks. He asked whether the infrastructure could withstand that heat at the depth they are at whether they are ductile iron or PVC. Mr. Kagimoto stated he is unsure, but noted that the PVC pipes in Maui did melt.

Chair Akamine acknowledged Joe, Michael, and Jason's leadership, noting that the teamwork that is happening within Engineering is incredible. He also pointed out that a big hurdle has been the ability to obtain enough staff and having to utilize consultants which come at a cost. However, knowing that we want these projects to move forward and if there is funding available, perhaps that is something to consider.

4. Administration:
  - a. Monthly dashboard

Manager Tait provided an overview of the dashboard, noting that the vacancies with Administrative Staff have not been the priority because fiscal and engineering is doing the heavy lifting. There has been great help from all divisions to assist with things they would not normally do. Administration is undergoing a dramatic culture shift where everything used to flow through one person, but the model being implemented is to be bifurcated to relevant people. Manager Tait is looking to incorporate a resource pool type model where everyone on the 2<sup>nd</sup> floor is cross trained to back up one another. It is a model that is foreign to County DHR, so there are some challenges with the Position Descriptions with HR.

- b. Public Relations – updates on Public Notices & Announcements, Community Outreach & Education, and Upcoming Events
  - c. Human Resources – updates on Personnel Vacancies
  - d. Information Technology – Monthly update
5. Manager and Chief Engineer – Required communications to the Board, and update of Department activities

Manager Tait has continued to reach out and has now been getting significant response from folks at the elected level and from Water Industry associates regarding federal funding opportunities. DOW has a big advantage in that we have never defaulted in federal monies, but the downside is that we never sought out federal funding.

**TOPICS FOR NEXT BOARD OF WATER SUPPLY MEETING:**

1. Discussion and Possible action to determine criteria for Annual Evaluation of the Manager and Chief Engineer

**TOPICS FOR FUTURE BOARD OF WATER SUPPLY MEETING**

1. Water Systems Investment Plan Briefing (*July/August*)
2. CIP Update

**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 (HRS) Sections 92-4, 92-5(a)(3), and 92-5(a)(4), the purpose of this Executive Session is to deliberate on the acquisition of public property, specifically, property identified by tax map key: 4-3-018-001 and 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 they relate to this agenda item.

**The Board entered into Executive Session at 11:05 a.m.**

**The Board resumed in open session at 11:25 a.m.**

In accordance with Act 19 Relating to Public Agency Meetings, Chair Akamine reported the Board's desire to ratify actions taken in Executive Session to allow the Board to consider acquisition of public property and to delegate or authorize the Manager and Chief Engineer to do due diligence as such.

Board member Shigemoto moved to ratify actions taken in executive session, seconded by Mr. Hull; with no objections, motion carried with 6 Ayes.

**ADJOURNMENT**

The meeting was adjourned at 11:26 a.m.

Respectfully submitted,

Cherisse Zaima  
Commission Support Clerk

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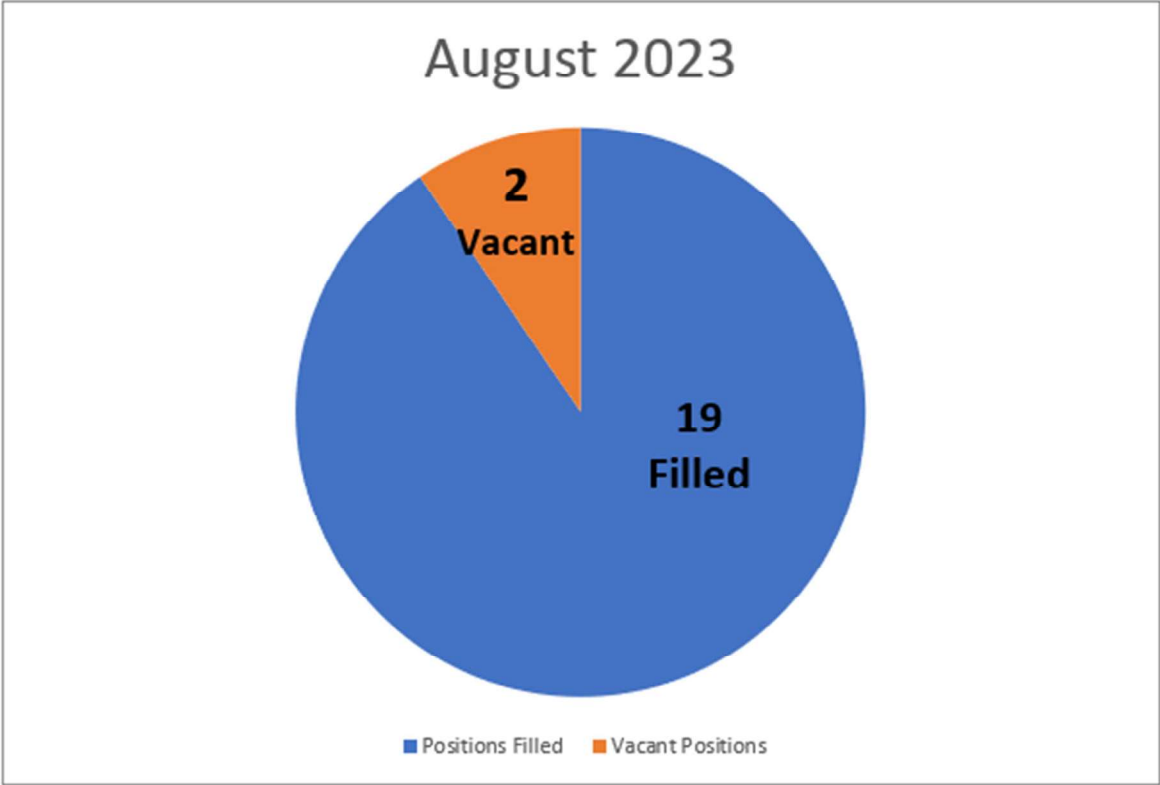
STAFF

REPORTS

# FISCAL DIVISION DASHBOARD



## Staffing



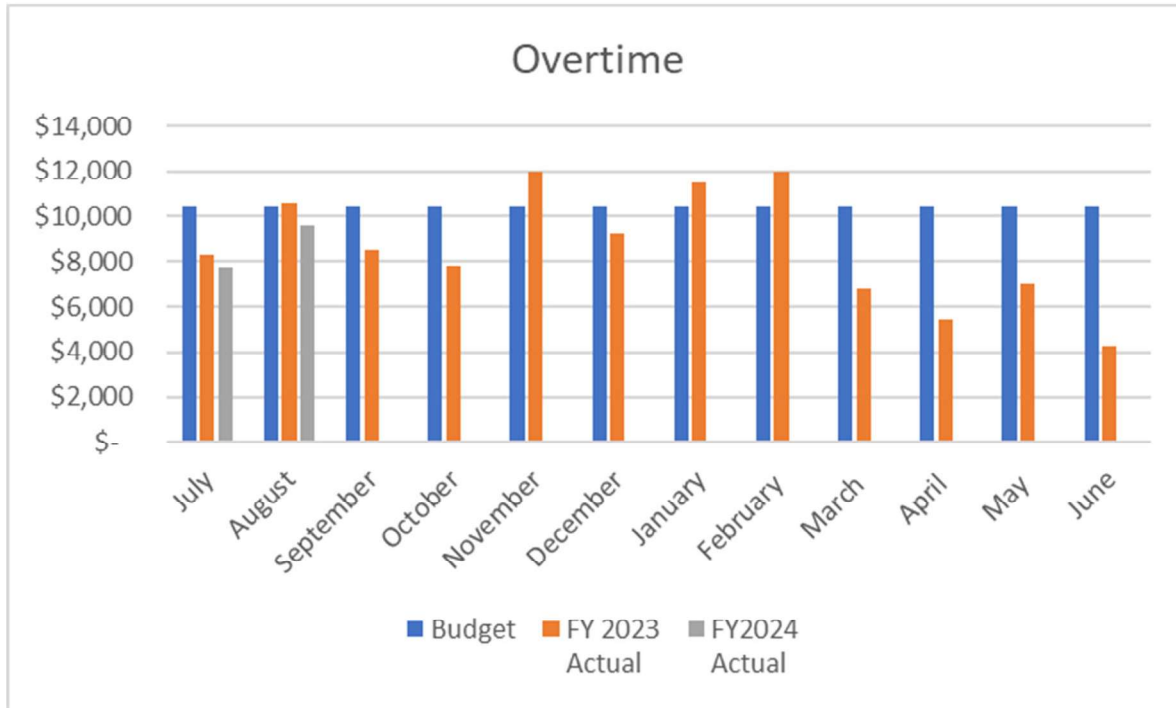
Dashboard information listed above is provided as of August 2023; however, the following is being provided as of September 11, 2023.

- Position 2448. Accountant II. Start date September 1<sup>st</sup>.
- Position 2463. Account Clerk. Temporary redescription to Fiscal Assistant, unclassified position to allow for an 89-day hire. Summer Intern will continue employment under an 89-day contract until the end of December 2023.

# FISCAL DIVISION DASHBOARD



## Overtime

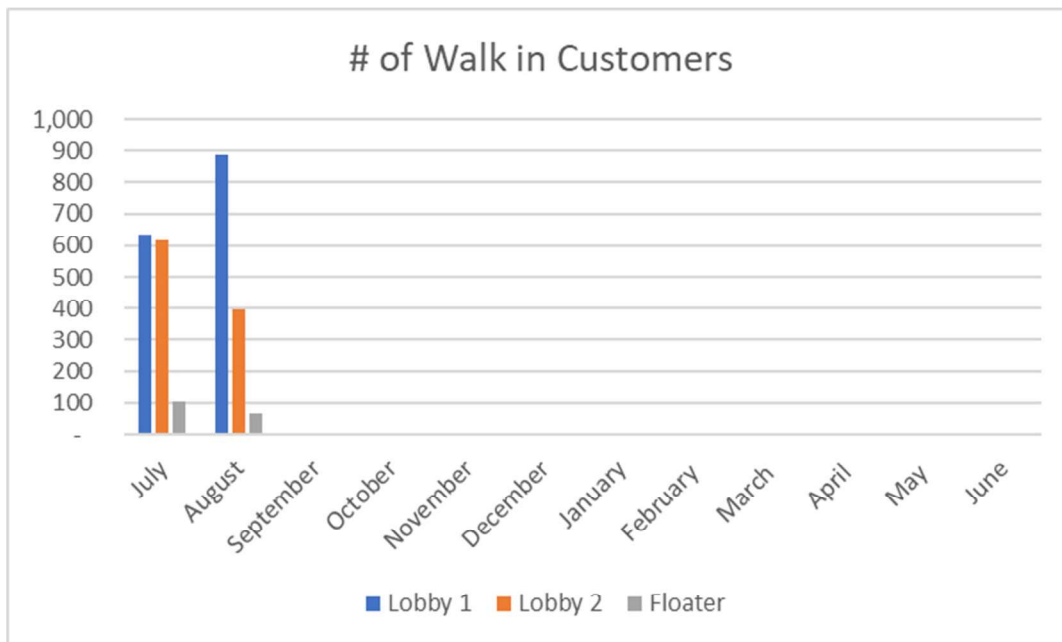


Note: August 2023 includes amounts posted from August 1<sup>st</sup> through August 15<sup>th</sup> (pay date August 31<sup>st</sup>) and “pending” transactions from August 16<sup>th</sup> through August 31<sup>st</sup>. Once HR Payroll reconciles and processes the payroll closing batches, the Central Accounting Division will post the payroll transactions to the general ledger.

# FISCAL DIVISION DASHBOARD

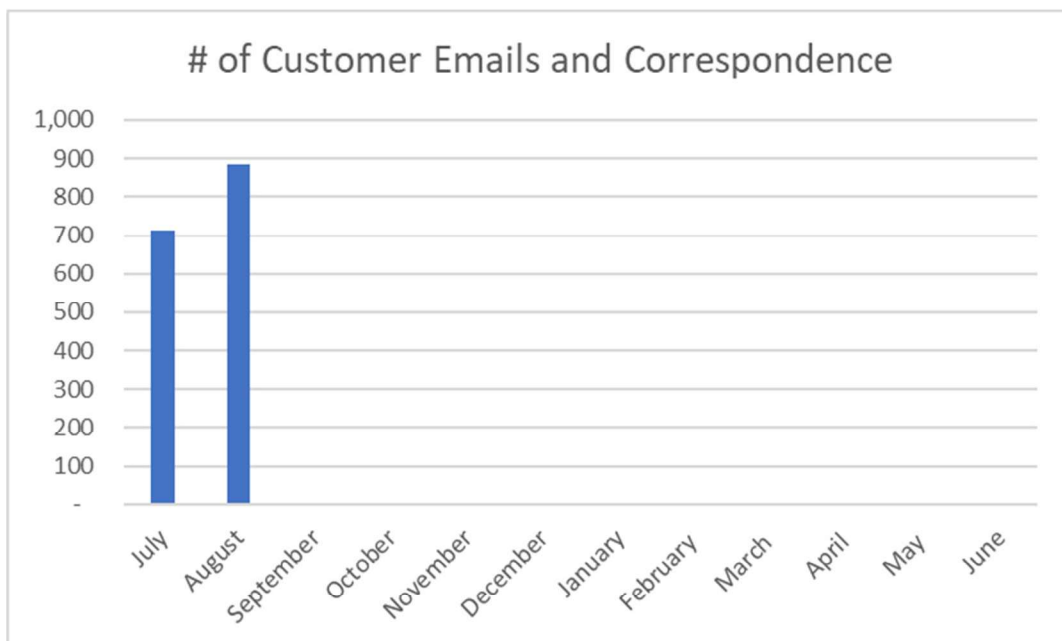


## Walk-In Customers



Note: The Billing Section currently operates two (2) payment windows, Lobby 1, and Lobby 2. There is a designated “floater” to assist at the window during breaks or for short-staffing coverage. There is a total of 19 meter reading routes island-wide with varying billing cycles.

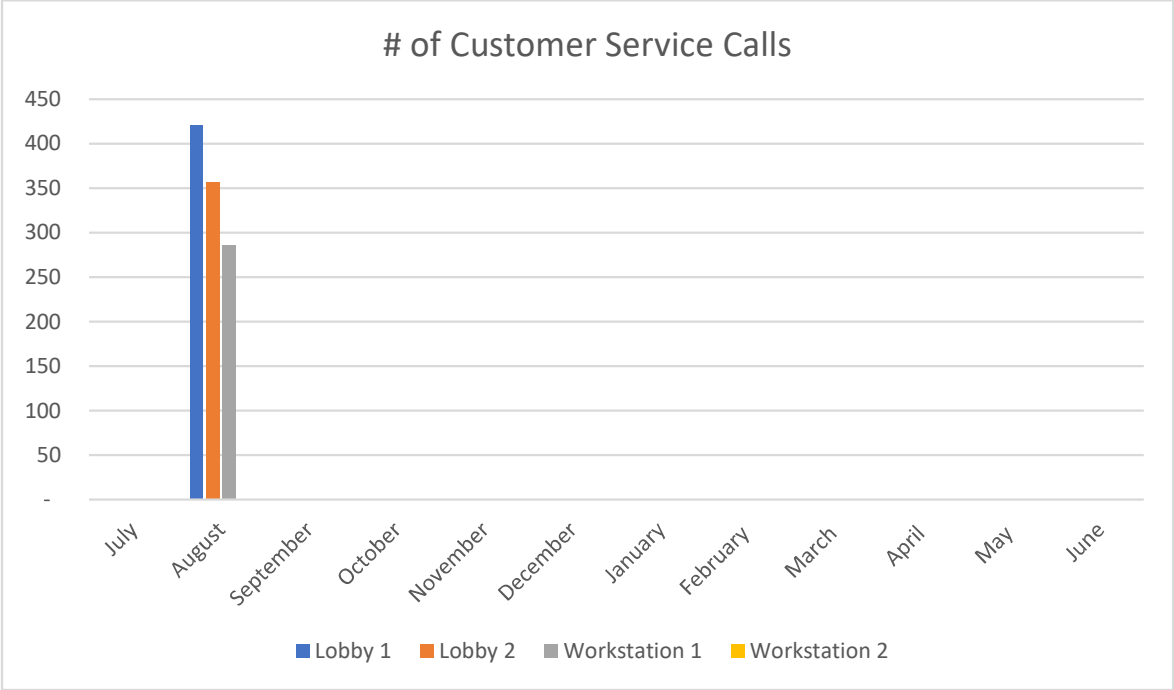
## Customer Emails & Correspondence



# FISCAL DIVISION DASHBOARD



## Customer Service Calls



Note: In addition to the two (2) payment windows, Lobby 1 and Lobby 2, there are two (2) Workstations, Workstation 1, and Workstation 2. The Billing Team of four (4) employees assist with the phone calls, respond to emails, and assist walk-in customers with payments and/or questions surrounding their account. They also provide assistance to the Meter Readers in the field.

**Department Of Water Budget Report for August 2023**

	August 2023			Fiscal Year 2024			
	Budget	Actual	Variance	Year to Date Budget	Year to Date Actual	Variance	Variance %
<b>Operating Revenue</b>	\$ 2,777,499.00	\$ 2,763,224.87	\$ (14,274.13)	\$ 5,554,998.00	\$ 5,245,329.93	\$ (309,668.07)	(6.%)
<b>Expenses</b>							
Labor *	\$ 1,075,032.00	\$ 1,012,155.01	\$ 62,876.99	\$ 2,150,064.00	\$ 2,024,310.02	\$ 125,753.98	6.%
Services	828,127.00	154,936.15	673,190.85	1,656,254.00	185,027.99	1,471,226.01	89.%
Utilities & Materials	647,822.00	426,426.55	221,395.45	647,822.00	860,215.71	435,428.29	67.%
Debt Service Principal & Interest	1,352,118.00	1,318,092.02	34,025.98	6,142,857.00	6,280,546.52	(137,689.52)	(2.%)
<b>Operating Expenses</b>	\$ 3,903,099.00	\$ 2,911,609.73	\$ 991,489.27	\$ 10,596,997.00	\$ 9,350,100.24	\$ 1,894,718.76	18%
<b>Net Operating Income (Loss)</b>	<b>\$ (1,125,600.00)</b>	<b>\$ (148,384.86)</b>	<b>\$ 977,215.14</b>	<b>\$ (5,041,999.00)</b>	<b>\$ (4,104,770.31)</b>	<b>\$ 1,585,050.69</b>	<b>31.%</b>

\* Prior month's labor is corrected - current monthly labor is estimated

**Capital Projects and Purchases\*\***

	Fiscal Year Budget	August 2023 actual	Fiscal Year to Date Actual	Remaining Budget
<b>Water Utility Funded Projects ***</b>				
IT Capital Purchases	\$ 2,435,000.00	\$ 4,660.82	\$ 4,660.82	\$ 2,430,339.18
Job 09-01 Yamada Tank	-	27,749.16	27,749.16	(27,749.16)
Job 15-07 HE-01 HE-10 Kaunualii Hwy 16" Main Boost	-	229,393.24	229,393.24	(229,393.24)
Job 16-04 Kilauea Wells Rehab	-	18,000.00	18,000.00	(18,000.00)
Job 23-03 Kuhio Hwy Papaloa to Waikaea	-	5,191.88	5,191.88	(5,191.88)
Wailua Homesteads Tank	-	6,515.59	6,515.59	(6,515.59)
Ops Capital Purchases	1,020,991.00	19,703.96	33,179.26	987,811.74
	<b>\$ 3,455,991.00</b>	<b>\$ 311,214.65</b>	<b>\$ 324,689.95</b>	<b>\$ 3,131,301.05</b>
<b>FRC Funded Projects</b>				
Job 04-08 WK-39 Drill Kapaa Homestead Well 4	\$ 700,000.00	\$ 13,100.00	\$ 13,100.00	\$ 686,900.00

\*\* Capital projects and capital purchases with no activity in the 2024 fiscal year are not presented.

\*\*\* Zero balance budgets are prior year projects awaiting supplemental budget and Board approval

**Selected Divisions**

	August 2023			Fiscal Year 2024			
	Budget	Actual	Variance	Year to Date Budget	Year to Date Actual	Variance	Variance %
Engineering	\$ 454,613.00	\$ 195,601.34	\$ 259,011.66	\$ 909,226.00	\$ 369,239.11	\$ 539,986.89	59.%
Fiscal	222,259.00	186,535.55	35,723.45	444,518.00	356,363.56	88,154.44	20.%
Operations	1,257,036.00	962,443.52	294,592.48	2,514,072.00	1,893,513.84	620,558.16	25.%
	<b>\$ 1,933,908.00</b>	<b>\$ 1,344,580.41</b>	<b>\$ 589,327.59</b>	<b>\$ 3,867,816.00</b>	<b>\$ 2,619,116.51</b>	<b>\$ 1,248,699.49</b>	<b>32%</b>

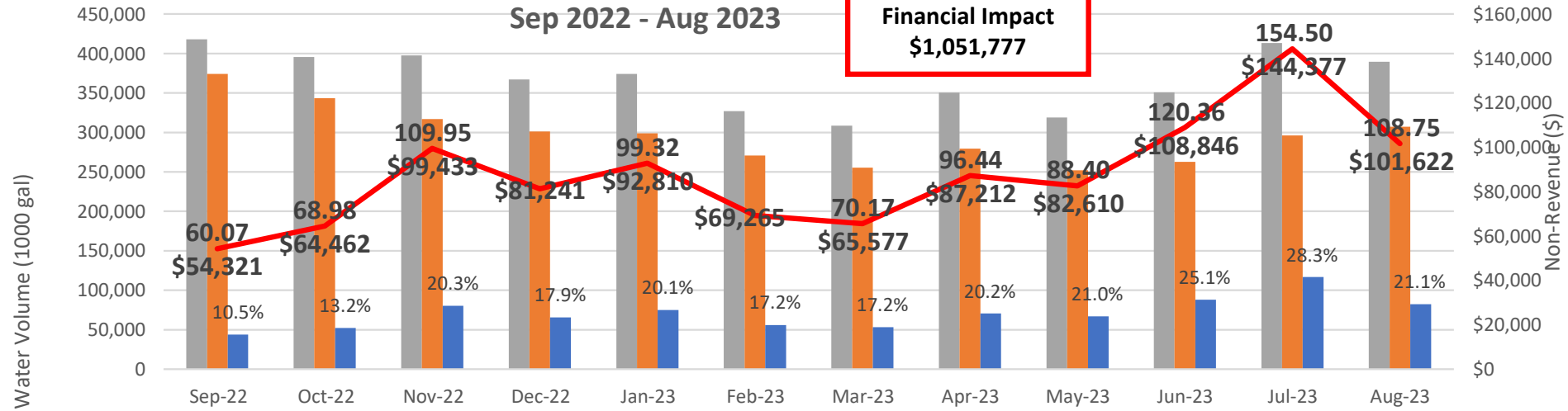




# OPERATIONS DASHBOARD

Monthly Water Audit  
Sep 2022 - Aug 2023

**Annual  
Financial Impact  
\$1,051,777**

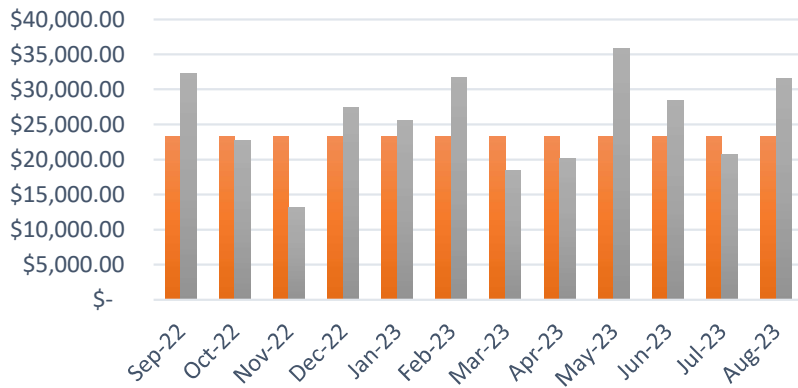


	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Produced (Kgals)	418,076	395,404	397,481	367,005	374,035	326,932	308,539	350,219	319,002	350,766	413,260	389,372
Customer Read (Kgals)	374,070	343,184	316,931	301,192	298,850	270,820	255,415	279,569	252,080	262,590	296,300	307,048
Non-Rev Water (Kgals)	44,006	52,220	80,550	65,813	75,185	56,112	53,124	70,650	66,922	88,176	116,960	82,324
Financial Impact	\$54,321	\$64,462	\$99,433	\$81,241	\$92,810	\$69,265	\$65,577	\$87,212	\$82,610	\$108,846	\$144,377	\$101,622

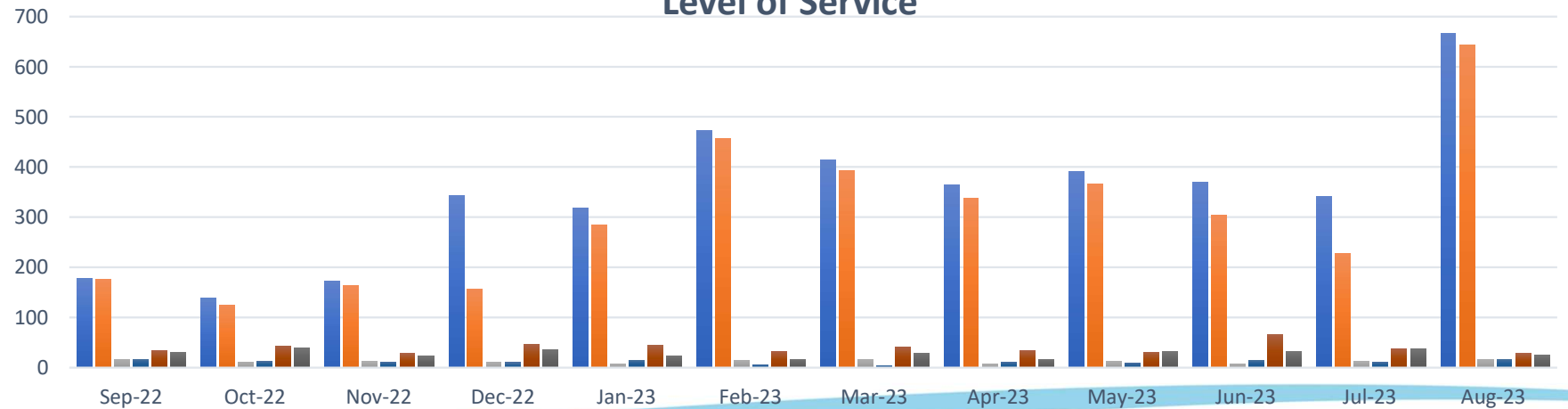
## Ops Highlights:

1. Continuing recruitment for Pipefitter Helper and Plant Electrician Helper.
2. Interviews completed for Meter Mechanic, hiring in process.
3. Meter Mechanics scheduling/addressing large meter repairs.
4. Water Service Investigators continue leak investigation from Lihu'e to Kekaha utilizing loggers.

## Overtime



## Level of Service



Monthly Budget (\$) Monthly Actual (\$)

Number of Work Orders Initiated  
Number of Work Orders Completed  
Number of Mainline Leak Repairs  
Number of Service Lateral Leak Repairs  
Number of Auto Shop Requests Received  
Number of Auto Shop Requests Completed

# OPERATIONS

	July-23		August-23		Previous FY Year to Date		Current FY Year to Date	
<b>STAFFING</b>								
Budgeted Staff   Vacancies	50	7	50	7	49	8	50	7
<b>OVERTIME</b>								
Budget (\$)   Actual (\$)	\$23,283.33	\$20,747.65	\$23,283.33	\$31,549.73	\$46,566.67	\$56,151.78	\$46,566.67	\$52,297.38
<b>FLEET MANAGEMENT</b>								
# of Vehicles Active per day	40		44		N/A		42	
# of Vehicles Active per month	880		969		N/A		925	
<b>METER PROGRAM</b>								
# of Existing Meters Replaced	1		0		11		1	
# of Existing Meters Repaired	131		32		73		163	
# of New Meters Installed	9		5		15		14	
# of New Laterals Installed	3		0		2		3	

# OPERATIONS

## LEVEL OF SERVICES

	Last		Current		Previous		Current	
	Month	Month	Month	Month	FY YTD	FY YTD	FY YTD	FY YTD
# of Work Orders Initiated	341		666		393		1007	
# of Work Orders Completed	228		644		387		872	
# of Mainline Leak Repairs	12		16		14		28	
# of Service Lateral Leak Repairs	11		17		16		28	
# of Calls for Service	185		207		386		392	
# of Temporary Hydrant Meters Installed	4		3		4		7	
# One Call Request Received   Completed	84	84	65	65	52	52	84	84
# of Auto Shop Requests Received   Completed	38	38	28	25	96	95	38	38
# of Hydrant Hits	3		2		6		5	

## WATER AUDIT

	Last	Current Month	Previous	Current
	Month		FY YTD	FY YTD
Water Produced (Million Gallons)	413.260	389.372	865.096	802.632
Customer Meter Reading (Million Gallons)	296.300	307.048	739.099	603.348
Non-Revenue Water (Million Gallons)	116.960	82.324	125.997	199.284
Non-revenue %	28%	21%	15%	25%
Financial Impact	\$144,377.37	\$101,622.39	\$155,533.22	\$245,999.76

# ENGINEERING DASHBOARD

	Last Month		Current Month		Previous FY Year to Date		Current FY Year to Date	
<b>STAFFING</b>								
Budgeted Staff   Vacancies	23	6	23	6	22	7	23	6
<b>OVERTIME</b>								
Budget (\$)   Actual (\$)	\$4,900	\$13,500	\$4,900	\$20,200	\$4,900	\$7,100	\$9,800	\$33,700

## CIP Project Highlights:

- Kapa‘a 325’ Tanks – Two 0.5 MG Tanks
  - Bid opened, August 24, evaluating bids
- Kalāheo Water System Improvements
  - Site work ongoing at Yamada Tank site
- UH Experimental Station 605’ Tank
  - Tank location determined, site visit 9/12
- Lāwa‘i 6” and 8” Main Replacement
  - Scoping meeting held
- Hanamā‘ulu 6” Main Replacement
  - Scoping meeting held
- Kahuna Road 12” Main Replacement
  - Scoping meeting held

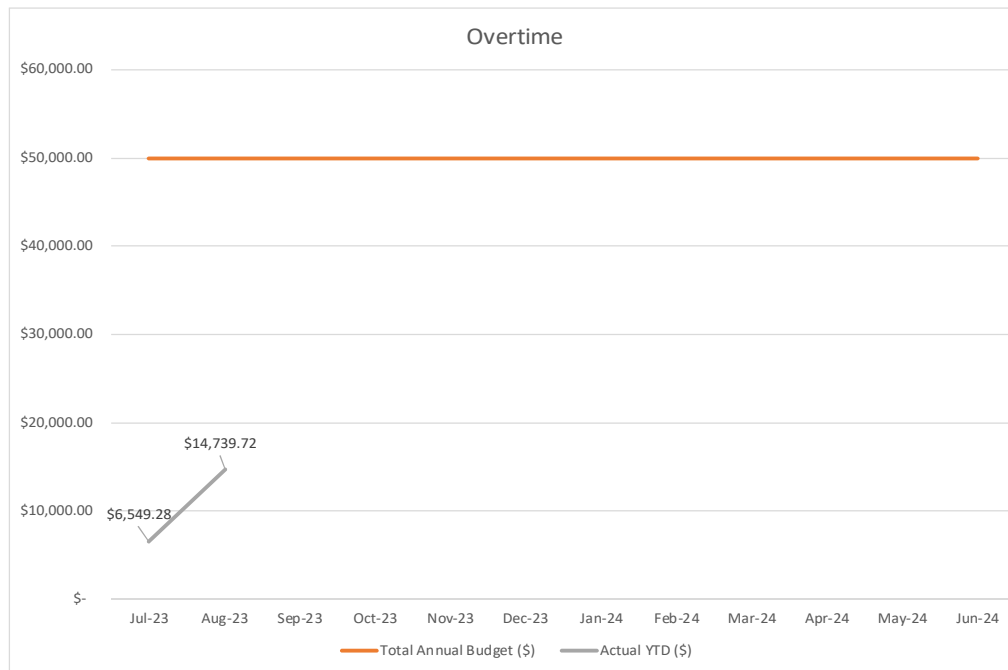
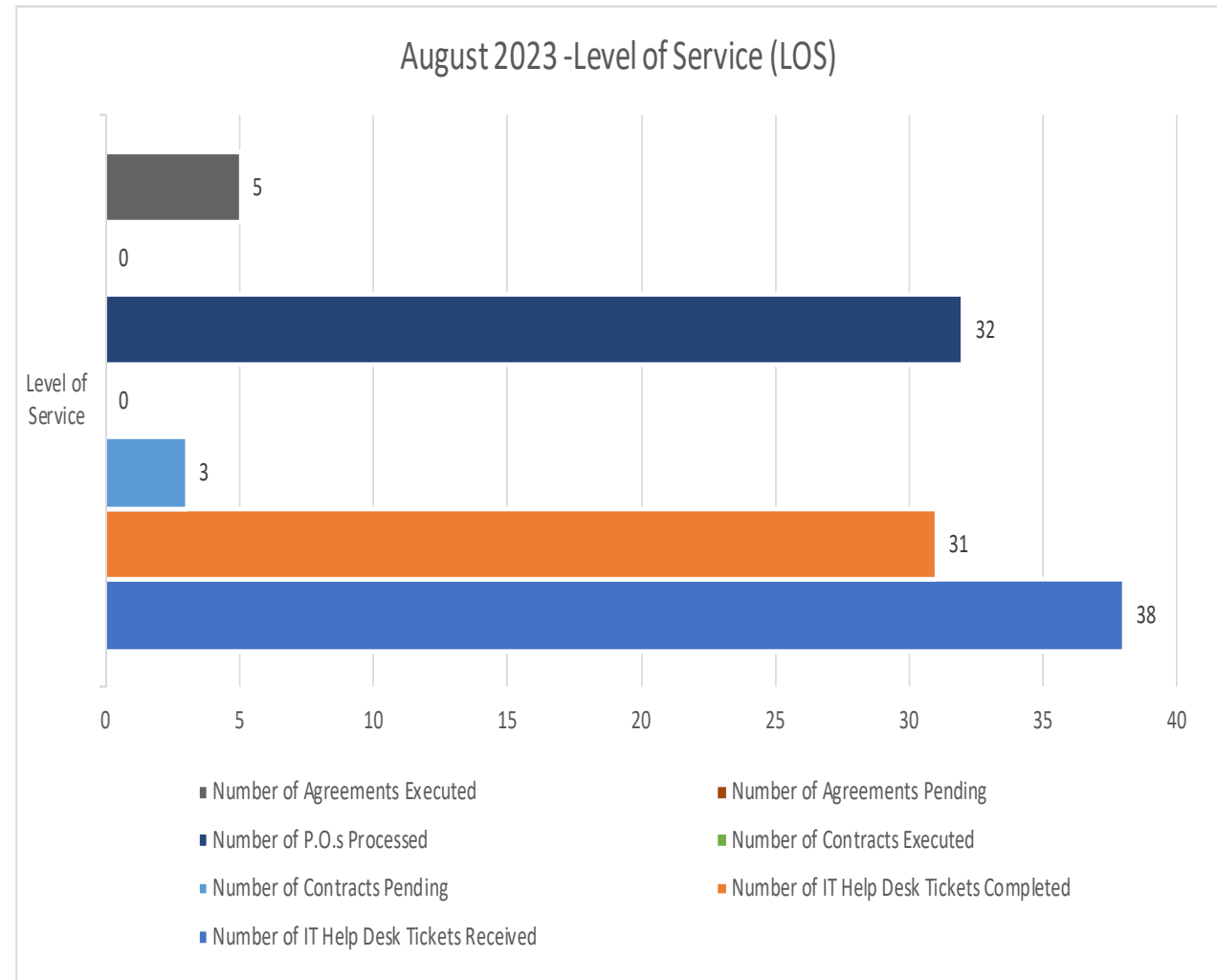
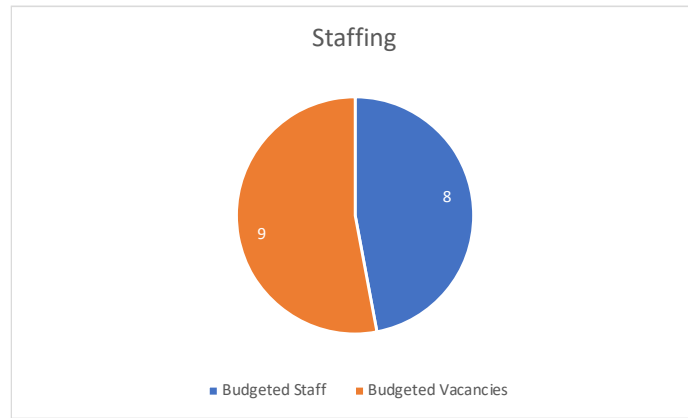
	Last Month		Current Month	
<b>PROJECT MANAGEMENT</b>				
DOW Projects In Design   In Construction	28	5	30	4
Private Projects Design Approved   In Construction	70	27	70	22
Private Projects Construction Completed	17		18	

# ENGINEERING DASHBOARD

	Last Month		Current Month		Previous FY Year to Date		Current FY Year to Date	
<b>WATER RESOURCES AND PLANNING</b>								
Number of Customer Requests Received   Completed								
Subdivision Applications, Zoning, Land Use and Variance Permits	4	2	10	0		19	14	2
ADU/ARU Clearance Applications	2	5	3	0	16	16	5	5
Building Permits	162	138	161	142		316	323	280
Water Service Requests	22	11	23	3		37	45	14
Government Records Request	0	2	2	0			2	2
Backflow Inspection # of Devices Tested	88		152		195		240	

- DOW Project Highlights:
- KWUDP Update
    - Public meetings held in August
  - Water System Improvements Plan (WSIP)
    - Stakeholder interviews held in August
    - GIS training, 9/18-9/19
  - Lead and Copper Rule Revisions (LCRR) Update
    - Gap analysis and work process evaluation task being performed
    - Material inventory being performed

# ADMINISTRATION DASHBOARD



# ADMINISTRATION

	Jul-23		Aug-23		Previous FY YTD		Current FY YTD	
<b>STAFFING</b>								
Budgeted Staff vs Vacancies (Admin-HR-IT-PR)	9	8	8	9			8	9
<b>OVERTIME</b>								
Budget (\$) vs Actual (\$)	\$ 4,166.67	\$ 6,549.28	\$ 4,166.67	\$ 8,190.44			\$ 8,333.33	\$ 14,739.72

	Jul-23		Aug-23		Previous FY YTD		Current FY YTD	
<b>LEVEL OF SERVICES</b>								
# of IT Help Desk Tickets Received   Completed	43	22	38	31			81	53
# of Legal Claims Outstanding   Resolved								
# of Contracts Pending   Executed	3	2	3	0			6	2
# of Purchase Orders Processed	32		32				64	
# of Agreements Pending   Executed	1	5	0	5			1	10
# of MOU   MOA Pending	0	0	1	0			1	0
# of MOU   MOA Executed	0	0	0	0			0	0
# of Customer Remarks	0		0				0	
# of Customer Compliments	0		0				0	

Notes: DOW Dashboard data tracking started November 2022 & Legal claims are reported quarterly



# DEPARTMENT OF WATER

County of Kaua'i

*"Water has no Substitute – Conserve it!"*

## INFORMATION & EDUCATION SPECIALIST REPORT

September 21, 2023

### Public Notices and Announcements

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

### Service Announcements

<i>Date Issued</i>	<i>Water System &amp; Affected Service Areas</i>	<i>Announcement</i>	<i>Effective Date &amp; Times</i>	<i>Other Notices</i>
08-16-2023	LIHUE	Road closure on Peleke Street for waterline repairs beginning at 11 a.m.	Aug. 16, 2023, beginning at 11 a.m. to approximately 4 p.m.	Direct calls
08-17-2023	KALAHEO	Lane and road closures implemented on Pu'uwai Road as work progresses for Kalaheo Water Systems Improvement Project	Aug. 17 to Sept. 4, 2023 8 a.m. to 3:30 p.m., Monday to Friday	Kaua'i County Alerts
08-30-2023 <i>PSA</i>	MOLOA'A	Water conservation notice issued for Moloa'a customers until further notice.	Aug. 30, 2023	Kaua'i County Alerts
09-01-2023 <i>PSA</i>	MOLOA'A	Water conservation notice lifted in Moloa'a	Sept. 1, 2023, at 8 a.m.	Kaua'i County Alerts
09-02-2023	KALAHEO	Partial lane closures on Pu'uwai Road implemented through Sept. 30	Sept. 2-30, 2023 8 a.m. to 3:30 p.m., Monday to Friday	Kaua'i County Alerts

### Other Media:

- Public service announcements submitted to radio stations weekly from Aug. 9-31, 2023, to promote the Kauai Water Use Development Plan update meetings reminding residents of the upcoming meeting dates and locations.

### Public Relations Programs

#### Community Outreach & Education

- The Department distributed 106 water storage jugs at public meetings held in Waimea, Kalaheo, Lihue, Kapa'a and Kilauea for the Kaua'i Water Use and Development Plan. The distribution and promotion of collapsible water storage jugs is part of the department's water emergency awareness



and informational campaign being held during Hawaii's hurricane season, June – Nov. Approximately 415 jugs have been distributed thus far.

**Advertising & Communications**

- The Department's "Wise Water Wednesday" advertising awareness campaign for the month of September includes recruitment advertisement for employment opportunities, billing services reminders, EPA WaterSense fixture replacements and conservation tips. The weekly media campaign is posted on the Department's Facebook page, aired on local radio stations and published in the Garden Island Newspaper's local section.

**Upcoming Community Outreach & Educational Events**

- Make a Splash with Project WET Festival – September 15, 2023
- Water station at Ohana Fit Festival – September 30, 2023
- Imagine a Day Without Water – October 20, 2023
- Water station at COK's Spooktacular – October 20, 2023

**Project WET (Water Education Today) Hawaii**

- The Make a Splash with Project WET festival is being held on Friday, Sept. 15, 2023, from 8 a.m. to 12:30 p.m. at the Vidinha Stadium Soccer Field in Lihue. More than 240 volunteers over a span of 2 days have signed up to support the Department of Water's signature annual event. Volunteers include department staff and local and neighboring island water-related businesses and state agencies. Post event results will be provided in October's board report.

Attachments: *KauaiNowNews* (Water conservation notice issued for customers in Moloa'a)

Kauai News

# Update: Water conservation notice lifted for customers in Moloa'a

August 31, 2023 · 1:19 PM HST

\* Updated September 1, 2023 · 8:47 AM



Listen to this Article

1 minute



**8:45 a.m. Friday update:** The water conservation notice for Department of Water customers located in the Moloa'a area was lifted at approximately 8 a.m. Water tank levels have been stabilized and customers may now resume normal water use.

**Original post:** The Department of Water has issued a water conservation notice for its seven customers in the Moloa'a area; along a portion of Moloa'a Road and Kuono Road, until further notice due to a recent waterline break.

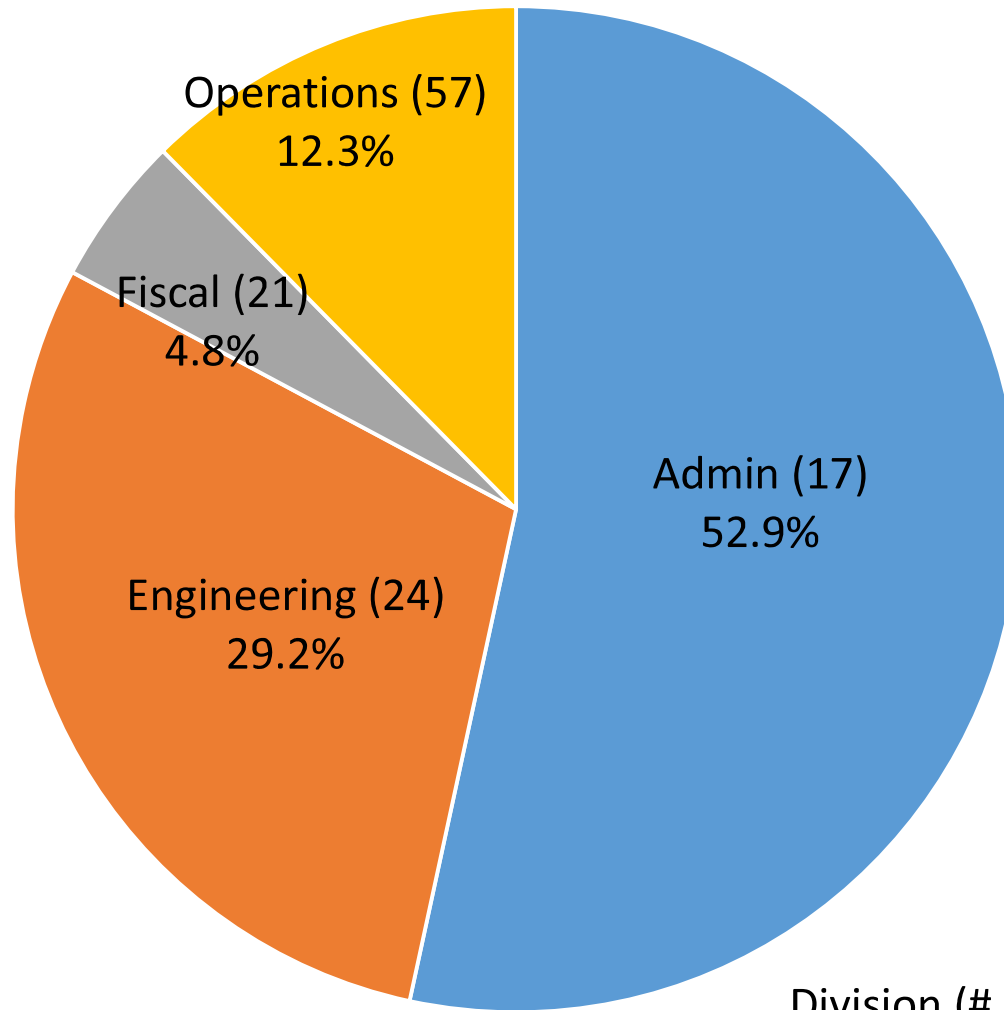
Customers are advised to limit water use to essential needs only such as cooking, drinking and sanitation needs to avoid a full water service outage.

Conservation efforts also include turning off ice machines, irrigation systems and appliances that automatically draw water to minimize water consumption demand.

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

To monitor water service announcements online, visit the DOW's Facebook page at [www.facebook.com/KauaiDOW](https://www.facebook.com/KauaiDOW).

## % Vacancy Within Each Division Level



Division (# Auth) - % Vacant

## CORRECTIVE ACTION PLAN

### 2022-001 **Improve Internal Communication**

- The Manager & Chief Engineer (MCE) will continue to hold bi-weekly Division/Section Manager (DSM) meetings.
- MCE will require meeting minutes of these DSM meetings distributed for use by attendees when researching critical decisions and plans.

#### **Schedule for Implementation:**

The MCE will have DSM minutes distributed to all invited managers in attendance and/or excused. Managers will be held accountable for scheduling assigned projects and tasks with submittal to MCE and Deputy Manager-Engineer (DME) for tracking assigned programs and projects for submittal to Fiscal managers and Contracts Officer responsible for budget and accounting tracking and confirmation of adjoined funds within contracts. **Effective 03/15/2023**

### 2022-002 **IT General Control Deficiencies**

#### Logical Security

- A formal offboarding process will be designed and implemented for use by the IT Manager and Human Resources Coordinator to ensure effective termination of users as they separate from DOW (Department of Water).

#### **Schedule for Implementation:**

The process is under review and preparations to implement will follow. The plan is that this will become part of the change management solution in addition to the current ADCUA (Add Delete Change User Account) forms. Software will be written or purchased. **Requirements 9/2023**

- Ensure a process that documents non-adherence to password security policies and that protection of systems has been adequately demonstrated to management.

#### **Schedule for Implementation:**

Password security has been reviewed and implementation by group policy is now in line with current industry standards. **Completed 3/31/2023**

- DOW Policies and Procedures will be developed for use by Management upon recommendations from the IT Steering Committee and retained IT consultants contracted by DOW.

**Schedule for Implementation:**

System analysis continues with the assistance of IT professionals and peers to help define the policies and procedures to be implemented. Ryan Smith is heading the IT Steering Committee which will produce the documents mentioned above. *Ongoing 8/2023*

- DOW will utilize CISA (Cybersecurity and Infrastructure Security Agency) and contracted IT security consultants to design a new Security Awareness Program implemented through the IT Manager.

**Schedule for Implementation:**

Consultant services will be utilized to assist with the development of a security awareness program. *Meetings Ongoing 9/2023*

- This is currently underway as DOW has contracted with professional services firms to work alongside IT staff.

**Schedule for Implementation:**

Consultant services and staff work is ongoing. *Ongoing 1/2023*

- This effort will be completed in conjunction with hardware, software, and staffing augmentation overseen by the IT Manager.

**Schedule for Implementation:**

Efforts have been underway to address critical issues with hardware, software, and system security. We have budgeted for a Managed Services Provider (MSP) contract. Measure of success will be MSP contracted. *Quoted 9/2023*  
Strategized to post a Specialist III who will address tickets but still attack team issues independently. *PD Submitted 9/2023*

Physical Security

- Management and the IT Manager will identify and monitor server room access.

**Schedule for Implementation:**

Leadership has identified authorized personnel who are granted access to the server room, based on position responsibility. Access monitoring has been implemented and is ongoing. **Completed 1/31/2023**

**Change Management**

- The IT Steering Committee will design and recommend a new DOW SOP (STANDARD OPERATING PROCEDURE) to define and ensure that changes to systems are authorized, tested, accepted, and tracked.

**Schedule for Implementation:**

The Department has been and continues to work through the process of creating a stable environment; and will be creating a process of change authorization, unit testing, system test and implementation. Database schema and use cases being developed. Planned implementation using software or dev IIS server and SQL Server. Software will be written or purchased. **Requirements 9/2023**

2022-003      **Improve Procedures to Identify and Account for Contracts**

- Management will design, implement, and monitor collection, additions, changes to and elimination of DOW contracts and agreements to ensure staff efficiency through utilization of a one-source database.

**Schedule for Implementation:**

A new Contracts, Agreements, Licenses, and Leases Team (*CALL team*) has been formed to include MCE, DME, Contracts Officer, Accountant IV, and IT Manager to ensure that all formal, financial documents relating to procurement, purchasing, inventory, and electronic cataloging and storage of DOW documents continuously occurs for ease of accounting by supervisors and managers as well as offering a one-stop location for DOW annual audit process. **Effective 5/1/23.**

DEPARTMENT OF WATER

County of Kaua'i

“Water has no substitute – Conserve It!”

MANAGER’S UPDATE

September 21, 2023

*Pursuant to Board Policy No. 3*

**CONTRACTS AWARDED, EXTENDED, AND/OR AMENDED**

**1. CHANGE ORDER NO. 2 FOR CONTRACT NO. 701 WITH GLENMOUNT GLOBAL SOLUTIONS, LLC  
JOB NO. 20-03 SCADA SYSTEM MAINTENANCE AND PROFESSIONAL CONSULTATION SERVICES**

RECOMMENDATION:

It is recommended that the Manager approve Change Order No. 2 to re-program the functionality of the Control Valve Station for more reliable operation.

FUNDING:

Account No.	10-40-60-560-000		
Acct Description	WU/Ops/TandD/Repairs and Maintenance – Water System (Line 2-SCADA System)		
Funds Available	<i>Verified by WWC</i>		\$160,000.00
Contract No.	701		
Vendor	Glenmount Global Solutions, LLC		
	Contract Amount	\$158,764.00	
	5% Contingency	\$0.00	
	Change Order No. 1 (12/23/21)	\$71,236.00	
	Year 2 of 3 (12/23/21)	\$158,764.00	
	Year 3 of 3 (12/15/22)	\$158,764.00	
	Total Funds Certified To Date	\$547,528.00	
Change Order No. 2:			
	Retrofit RTU-073 Controls	\$29,890.00	
	Total Change Order No. 2	\$29,890.00	<\$29,890.00>
Contract Amount To Date		\$577,418.00	
Fund Balance			\$130,110.00

BACKGROUND:

Contract NTP Date: January 1, 2021  
 Original Contract End Date: January 2, 2024  
 New Contract End Date: N/A

The control system equipment, hardware and programming strategy at the control valve station (RTU-073) does not operate as needed and Operations staff would like to retrofit the site to operate as needed. This change order would simplify valve operation to minimize service interruptions by reducing the intricacies required for troubleshooting and repairs.

**CONVEYANCE OF WATER FACILITIES NONE**