

Hawaiian Shores Community Association

15-2807 HONU STREET, PAHOA, HAWAII 96778

PHONE (808) 965-8140 FAX (808) 965-0802

EMAIL: hsca@hawaii.rr.com

PLEASE NOTE THAT YOUR WATER BILL IS ENCLOSED IF YOU NORMALLY RECEIVE YOUR WATER BILLING CARD IN THE MAIL.

IF YOUR PREFERRED BILLING METHOD IS THROUGH EMAIL YOUR BILL HAS BEEN SENT TO YOUR DESIGNATED EMAIL ADDRESS.

HSCA WATER SYSTEM UPDATE

May 1, 2017

The water system that provides your water will begin to undergo improvements in the very near future. The first improvement involves replacing a deep well valve, pump and motor. This work will take two weeks to complete and will take place in either early May or the middle of June with the actual dates depending on our contractor's schedule.

Our water will be supplied to us from the Hawaiian Beaches Water Company through our interconnected water system during the two weeks these items are being replaced. We will use this interconnection to fill our water tank once each day when water usage is normally at a low level. There will be some water pressure loss as the tank is being filled. However, for the vast majority of this time when our tank has water in it, our water system will operate normally.

It is important to note that the water quality of both water systems is excellent as we get the water from the same aquifer and we use the same water treatment methods, resulting in little if any difference in our water sampling results. We will use our Marquee Sign at the Community Center to advise you when this work actually begins and when it is completed. We also encourage you to call us if you have any questions or concerns about this project.

More significant improvements will be occurring within our water system throughout the next year as a part of our USDA supported water system project. This work will be performed by Isemoto Contracting under the oversight of our staff, the USDA, and the designers of the project, Engineering Partners Inc. This project includes important upgrades to our storage and water pumping system and modifications to the water service lines that supply water directly to your home.

Although every effort has been made throughout the design of this project to minimize water outages, some short term ones and certain periods of lower than normal water pressure are unavoidable as certain work on the water tank, booster pumps and water service lines cannot be conducted unless the water is turned off. Our contract includes limits on the duration of any outage or pressure reduction. Water customers affected by planned water outages will receive advance notice of when the outage will occur and how long it should last as we will place a door hanger type notice at each and every property that is impacted.

We appreciate and understand the inconveniences generated by these projects but also realize that the improvements are absolutely essential to maintain the stability of our water system and the excellent water quality it provides. We want to ensure you that we have made every effort to minimize the impacts these projects have on your water supply and sincerely request your patience and understanding as these two very worthwhile projects are completed.