



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

345 KEKUAO'A STREET, SUITE 20 • HILO, HAWAI'I 96720

TELEPHONE (808) 961-8050 • FAX (808) 961-8657

August 21, 2012

HAWAIIAN OCEAN VIEW ESTATES WATER SYSTEM Information and Frequently Asked Questions

Project Overview

The Hawaiian Ocean View Estates (HOVE) Water System was recently activated for public use on July 5, 2012. This publicly funded \$6.4 million (M) water system is complete with a well, storage tank, transmission pipeline, and fill station. In 2006, \$6,000,000 in appropriated State funds was released to the County of Hawai'i Mayor's Office for the design and construction of a water system in the Ocean View area. Additionally, the Mayor's Office supplemented another \$400,000.00 in County funds to upsize the reservoir from 100,000 gallons of storage capacity to 300,000 gallons. The Fire Department also contributed \$15,000.00 for the installation of a fire hydrant for their use in the event of an emergency. In lieu of outsourcing the project administrative services, the Mayor's Office requested assistance from the Department of Water Supply (DWS) to oversee the design and construction of this project, which took place from July 2007 through June 2012. This resulted in additional savings of approximately 5-10% of the total cost.

This facility accommodates both public and private water users every day from 7:00 a.m. to 7:00 p.m. The Department of Public Works, County of Hawai'i, pays for water used at the six (6) public water spigots at no cost to the users while the standpipe facility provides service to 10 private customers for water hauling and/or delivery services. The DWS operates and maintains the water system infrastructure and the Department of Public Works maintains the fill station site.

Current Status

Because the DWS is concerned about increased reports of incorrect information in the community, a community informational meeting will be held according to the following information:

Date: **Wednesday August 29, 2012**
Time: **5:30 p.m. - 6:30 p.m.**
Location: **Ocean View Community Center
92-8924 Leilani Circle
Ocean View, HI 96737**
Map link: <http://goo.gl/maps/YGlXw>

Frequently Asked Questions

The following are frequently asked questions regarding the current status of this facility. It is important that correct information be shared, and the DWS recommends concerned individuals refer to this online information sheet or call DWS administration at 961-8050 ext. 204.

Are there limits placed on who can access the water at the fill station?

The six (6) HOVE fill station water spigots are available to the general public for personal, non-commercial use. Chapter 29, Article 2, of Hawai'i County Code states that for the public water spigots,

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water use is limited to the legal weight capacity of the transporting vehicle.

(<http://www.hawaiicounty.gov/lb-countycode>) The County has received reports of people taking excessive amounts and using the free water for agricultural and commercial purposes. As a reminder, the County pays for the water that is provided free at the spigots. The standpipe facility located at the same site provides access to ten (10) meters for private water hauling and/or delivery services.

How was the HOVE standpipe meter account sign-up conducted?

To be clear, the process to apply for a standpipe meter was open and did not restrict nor provide preference to any applicants. The DWS was concerned with broad dissemination of information to as many interested applicants as possible. To be fair, the DWS distributed meter sign up information in local newspaper articles and advertisements, on the internet, and at community meetings regarding standpipe account sign-up.

The DWS accepted applications for the HOVE Standpipe Facility on May 15, 2012, from 8:00 a.m. through 4:00 p.m. at the Hilo main office building located at 345 Kekūanaō'a Street. Only ten (10) applications were accepted. The following were required at sign-up (any requirement not satisfactorily met resulted in automatic rejection of the application):

- The applicant must appear in person
- Applicant must be current on all DWS account(s)
- Applicant must be 18 years or older
- Present current and valid picture identification, such as driver's license, state or military identification, passport, etc.
- Pay the required fees listed below:

Initial Standpipe Fee	\$407.00
Estimated Water Meter Install Fee	75.00
Credit Deposit	<u>50.00</u>
TOTAL AMOUNT PAID	\$532.00

Customers that received a meter are:

	NAME
1	BJ'S EXC AND HAULING
2	SANTANA, SERENIA A
3	SMEADE, CHARLES A
4	SANTOS KANAKAMAIKAI, JORDAN A
5	PACHECO, ROBERT W
6	SANTANA, CASEY R
7	KALAU, AARON K K
8	IONA, STEVEN P
9	HAO, EDWIN JR
10	SANTANA, JEFFERY R

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Was there a concern that applicants may monopolize the standpipe meter accounts?

The DWS was concerned with broad and fair dissemination of information to as many interested applicants as possible. To be fair, the DWS distributed meter sign up information in local newspaper articles and advertisements, on the internet, and at community meetings regarding standpipe account sign-up.

How come the rates for water hauling are not coming down?

Per the DWS Rules and Regulations Section 3-25 Sale of Water, “Unless specifically agreed upon by the Department, the consumer shall not sell any water received from the Department.” Furthermore, the DWS charges the same rates for water service throughout Hawai‘i Island. While private customers may charge variant rates to provide hauling and/or delivery services, the DWS has no oversight to these rates.

Is the Nā‘alehu standpipe facility rate of flow faster than at the HOVE standpipe facility?

Initially, standpipe estimates for fill time for a 4,000-gallon water tanker were 28 minutes at HOVE versus 22 minutes at Nā‘alehu. However, with some adjustment by DWS, the fill time at HOVE has been reduced to 20 minutes, or 2 minutes shorter than Nā‘alehu for a 4000 gallon tanker.

Is it possible for a customer/hauler to give their water service to another customer?

No. All standpipe customers sign an agreement regarding the DWS’s policy and conditions for standpipe facilities. Item 2 of this agreement states the following: “This service is not to be sub-let to others. Violators will be subjected to loss of standpipe privileges.”

How were the funds expended?

A total of \$6.415 million was spent on this project. The State of Hawai‘i, Department of Accounting and General Services, managed project funds and paid all expenses for this project. Additionally, the Mayor’s Office supplemented another \$400,000.00 in County funds to upsize the reservoir from 100,000 gallons of storage capacity to 300,000 gallons. Even further, the County of Hawai‘i Fire Department gave approximately \$15,000.00 for the installation of a fire hydrant on Lehua Lane for use in emergencies. Lastly, in lieu of the County outsourcing the project administrative services, the DWS administered the project at no additional cost. This resulted in additional savings of approximately 5-10% of the total cost. The following is how the monies were expended:

<i>Project Expense</i>	<i>Cost</i>	<i>Comment</i>
Land Acquisition	\$0.236 M	
Consultant	\$0.441 M	
Phase 1	\$1.922 M	Exploratory Drilling
Phase 2	\$3.401 M	Well, Storage Reservoir, Transmission Pipeline, Fill Station
Phase 2	\$0.400 M	Additional funds from County of Hawaii Mayor’s Office to upsize reservoir
Phase 2	\$0.015 M	Additional funds from County of Hawaii Fire Dept. to install fire hydrant
TOTAL	\$6.415 M	HOVE water system total cost = Total monies paid by State and County

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What are the results for water quality tests on this system?

The DWS constantly strives to provide safe, reliable, and affordable water to its customers and consumers. Groundwater from the new HOVE well meets all Federal and State potable water quality requirements. The State Department of Health – Safe Drinking Water Branch (DOH) granted approval to the DWS, to operate the HOVE well starting on June 28, 2012.

In order to obtain approval from the DOH, the well's groundwater was initially tested (New Source test) for over 80 analytes/contaminants. Below is a summary of the detected analytes, on the various sample dates, for the HOVE well. Most of these detected analytes are usually found in our groundwater because of the natural geologic composition of the volcanic Big Island. The other analytes/contaminants (over 70 of them) were NOT detected in the groundwater. As a condition of operating this well, the DWS must now perform routine monthly/quarterly sampling and monitoring of the water from the fill station's spigots.

The DWS assures that groundwater from the well and tank meet the minimum Federal and State water quality requirements. DWS's jurisdiction and control of the water quality ends once the water leaves the standpipe or spigot. You, the consumer or your water hauler is then responsible to properly store and transport the water to maintain its quality for your individual use.

The average temperature of the water as it is pumped out of the ground is ~ 27.8 degrees (Celsius) or approximately 82 degrees (Fahrenheit). This is on the warmer side, but NOT unusual as there are other deepwells on the Big Island that have temperatures in this range.

Sample Date	Analyte	Result	Maximum Contaminant Level (MCL)	unit
1/15/2009	Alkalinity (mg/L CaCO3)	76.00	none	mg/L
1/15/2009	Calcium	34.00	none	mg/L
1/15/2009	Barium	2.60	2000	ug/L (ppb)
2/1/2012	Barium	2.20	2000	ug/L (ppb)
1/15/2009	Chromium (Total)	1.90	100	ug/L (ppb)
2/1/2012	Chromium (Total)	2.10	100	ug/L (ppb)
1/15/2009	Di (2-Ethylhexyl) phthalate	2.40	6	ug/L (ppb)
2/14/2012	Di (2-Ethylhexyl) phthalate	Non Detect	6	ug/L (ppb)

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Sample Date	Analyte	Result	Maximum Contaminant Level (MCL)	unit
1/15/2009	Fluoride	0.46	4	mg/L (ppm)
2/1/2012	Fluoride	0.50	4	mg/L (ppm)
1/15/2009	Nitrate as Nitrogen	0.49	10	mg/L (ppm)
2/1/2012	Nitrate as Nitrogen	0.41	10	mg/L (ppm)
1/15/2009	Nitrate as NO3	2.20	45	mg/L (ppm)
1/15/2009	pH	8.00		
1/15/2009	Specific Conductance	820.00		umho/cm
1/15/2009	Turbidity	0.50	5	NTU
2/1/2012	Temperature	27.80		celsius

About the Department of Water Supply

The DWS is a semi-autonomous agency of the County of Hawai‘i which operates by rules and regulations adopted by the Water Board. As a semi-autonomous agency, the DWS operates and maintains its water systems with revenues generated wholly through water sales. The primary function of the DWS is to provide safe domestic water service through its 22 water systems and 67 sources scattered throughout the island. The individual water systems are not interconnected except in the more densely populated districts of South Hilo and Kona. The DWS continually strives to provide dependable, high quality, potable water at a reasonable cost.

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