



Fiscal Year 2023 Annual Report

July 1, 2022-2023

Joe Tait
Manager and Chief Engineer

DEPARTMENT OF WATER (DOW)

I. MISSION STATEMENT

“Together, we provide safe, affordable and sufficient drinking water through wise management of our resources and with excellent customer service for the people of Kaua’i”

II. ORGANIZATION (County Charter, §17.01)

There shall be a Department of Water Supply (“DOW”) consisting of a Board of Water Supply (“BWS, COK” or “Board”), a Manager and Chief Engineer and the necessary staff.

The Department of Water is a semi-autonomous agency of the County of Kauai overseen by the Board of Water Supply. As a semi-autonomous agency, DOW is responsible to fully support its financial needs to operate, maintain, and expand its water systems in alignment with the County General Plan. At the present time, revenue for these needs are generated through water sales and connection impact fees by a Facility Reserve Charge (FRC).

A. BOARD OF WATER SUPPLY: (County Charter, §17.02)

The BWS shall consist of seven (7) members, four (4) of whom shall be appointed by the mayor, with the approval of the Council; one (1) of whom shall be the State District Engineer of the Department of Transportation; and two (2) of whom shall be the County Engineer and the Planning Director.

Kurt Akamine was appointed as Board Chair for the calendar year 2023. The BWS also appointed Julie Simonton as Vice-Chair and Tom Shigemoto as Board Secretary.

	<u>Term Expires</u>
Kurt Akamine , Chair	12/31/24
Julie Simonton , Vice-Chair	12/31/25
Tom Shigemoto , Secretary	12/31/24
Micah Finnilla , Member	12/31/25
Lawrence Dill (State District Engineer)	(ex-officio)
Troy Tanigawa (County Engineer)	(ex-officio)
Ka`aina Hull (Planning Director & Board Secretary)	(ex-officio)

Powers and duties of the Board:

Article XVII of the Charter of the County of Kauai states:

The Board shall manage, control, and operate the waterworks of the County and all property thereof, for the purpose of supplying water to the public and shall collect, receive, expend, and account for all other moneys and property provided for the use or benefit of such waterworks.

- a. The Board shall maintain accounts to show its complete financial status and the results of management and operations.
- b. Review the state and county general plans with the Board’s general plan for water sources and system. The Board shall transmit such review and plans through the

- mayor to the council. The Board's general plan for water sources and system shall implement the county general plan. (Amended 1980)
- c. The Board may provide for a reserve fund, issue revenue bonds, provide for payment of bonds, expend bond funds and other funds, establish rates and charges, acquire property, sue, and be sued, and engage in and undertake all other activities as provided for in Chapter 145-A, Revised Laws of Hawaii 1955, and as may be hereafter provided for by law.
 - d. The Board may make and, from time to time, alter, amend, and repeal rules and regulations relating to the management, control, operation, preservation, and protection of the waterworks. Such rules and regulations shall have the force and effect of law. Penalties for the violation of any rule or regulation shall be set forth in the rules and regulations.

B. STAFF (County Charter, §17.04)

The Manager and Chief Engineer shall be appointed and may be removed by the board of water. Said person shall be the head of the Department. The Manager and Chief Engineer may but is not required to be an engineer duly registered under Hawai'i state laws pertaining to registration of engineers and shall have a minimum of five years of training and experience in an engineering related position, at least three years of which shall have been in a responsible administrative capacity. Said person shall have the powers and duties prescribed by the Board. (Amended 1980, 2020)

For FY 23, the DOW funded one hundred nineteen (119) positions, including positions that were partially funded as well as six (6) summer interns. There were nine (9) new hires. Included in these personnel activities, there were eight (8) promotions, no (0) demotions, two (2) transfers, three (3) re-defined positions, eight (8) retirements, one (1) resignation, and two (2) separations. At the end of FY 23, the Department had ninety-one (91) positions filled.

The DOW recognized its 2022 Employees of the Year Michael Mack, Lead Pipefitter, and Jason Kagimoto, Engineering Division Manager.

There are currently four (4) divisions under the management of the Manager and Chief Engineer and Deputy Manager-Engineer. These include: Administration, Engineering, Fiscal, and Operations

1. ADMINISTRATION DIVISION

The Administration division is led by the Manager and Chief Engineer, who also serves as the Department's Chief Procurement Officer, and is responsible for the day-to-day management of the Department and oversight of its operations as administered by its four divisions: Administration, Fiscal, Engineering, and Operations. The Manager and Chief Engineer is supported by the Deputy Manager-Engineer who provides direct oversight of the Engineering and Operations divisions and assists with long-range planning and intergovernmental coordination with Federal, State, and County agencies. This division provides administrative services for personnel management, training, public outreach and communications,

information technology management and support, and administrative and clerical services to the Board of Water Supply.

Program Objectives

- a. Provide support for the Board of Water Supply in its role to manage, control, and operate the publicly owned waterworks of the County, and all property thereof; adoption of the DOW's budget and establishment of water service rates and charges; and facilitate development and implementation of administrative rules and Board policies.
- b. Administer the Department's staff and provide support for the operating divisions, through provision of clerical, personnel, legal and information and educational services; coordination of Department-wide programs; establishing goals, objectives, and assignments for the operating divisions; and providing operational financial and procurement oversight for the Divisions.
- c. Coordinate Department-wide initiatives and programs, including long range planning, development of business and capital improvement program strategies, staff and organizational development, water system security and adoption, and integration of recent technologies.
- d. Communicate internal outreach to employees during staff meetings and weekly leadership meetings to ensure all employees are aware of new or amended rules and regulations as well as various matters that require staff attention.

Program Highlights

- a. The DOW continues to work on Water Plan 2020 (WP2020) projects. Public outreach to promote water conservation and environmental education, including sponsoring Project WET (Water Education Today).
- b. The DOW continues to work with and support the Kaua'i Watershed Alliance (KWA), an organization for mauka landowners dedicated to watershed conservation and management. The KWA has hired The Nature Conservancy of Hawai'i (TNC) as the coordinator for the Alliance. In FY 21-22, the Department contracted through a grant with The Nature Conservancy for \$250,000. The Department, while not a landowner, is a member of the Alliance and continues to support the conservation goals and efforts of this group in recognition of the critical importance of the watershed for maintenance and enhancement of the water resources of the island.
- c. The Department also continues the work with and support the United States Geological Survey's (USGS) Groundwater Monitoring Program to continue to collect data and evaluate the status and trends of water levels in selected wells on the island. In FY 21-22, the Department has a contracted grant with The Nature Conservancy for \$26,160.

- a. Rule Changes
 - None

- d. Water Service Rates
 - The last water rate increase occurred in fiscal year 2015 (implemented July 1, 2014). There have been no scheduled water service rate increases since 2015. There are no current plans to complete a water rate study; however, funding has been approved for a rate modeling training program. The Water System Investment Plan, underway and managed by our Engineering Division, includes a review with resulting recommendations to address DOW's Facility Reserve Charge options.

Departmental Programs

- a. The DOW is a member of the American Water Works Association (AWWA). This is a non-profit international organization that provides management and treatment resources through standards, research documents and training to DOW staff. This membership includes automatic membership in the Hawai'i Section of AWWA. HWWA provides coordination and training opportunities with water system standards and the improvement of practice in operating and management of the water works and government policies in the stewardship of water.
- b. DOW tracks American Water Works Association (AWWA) Performance Indicators in areas of finance, customer service, operations, and asset replacement.
- c. DOW participates in the Water Research Foundation which provides tools for all employees to access to improve quality of life through the sustainable management of water resources, water protection, and water and wastewater treatment.
- d. The DOW continues to make strides towards reducing operational costs by filling vacant positions and as a result reducing overtime. This process is incremental but continues to be a priority. Overtime will continue to be needed to cover essential functions during weekends, holidays, and after hour emergencies.

Public Relations Section

Program Description

The Public Relations (PR) Section, within the Administration division, performs a wide range of public informational services relating to departmental activities and programs. PR's main objective is to develop, manage and perform DOW's public information, conservation programs, and community outreach initiatives. PR programs include educational presentations to promote the Department's water conservation programs and general water service operations. PR achieves its main objective through the careful development and dissemination of accurate and timely

public information to customers regarding DOW's complex water systems and hosting a variety of outreach campaigns.

Program Highlights

The PR activities of note during FY22 include the following:

a. Project Water Education for Teachers (WET) Program

The Project WET program continues to provide valuable curriculum and advancement opportunities for the DOW's PR and water conservation programs. PR utilizes the Project WET curriculum as a supplement to its water educational presentations, displays and community outreach efforts. The DOW serves as the state's host institution for Project WET in Hawaii and the Information and Education Specialist (IES) position is the program's state coordinator.

The Make a Splash and Project WET Festival returned after a 2-year postponement due to the covid-19 pandemic. The Department successfully hosted 756 fifth grade students, many of whom were experiencing their first field trip in 3 years. Through strategic volunteer promotional outreach, the department received an increase in participation from neighbor island water agencies. Make a Splash continues to be the state's largest and only water education festival.

b. Community Outreach & Education

Imagine a Day Without Water – PR coordinated a social media campaign to honor and bring awareness to the national, Imagine a Day Without Water campaign which was celebrated nationally, on October 20, 2022. The campaign celebrated water agencies, industry professionals and the importance of investment towards water infrastructure to provide access to safe drinking for all. The Department's campaign was done in partnership with statewide water agencies via Facebook hosting online messages, virtual meetings, and community presentations.

EPA WaterSense Partner - The Department is an active partner of the Environmental Protection Agency's (EPA) WaterSense Program, designed to encourage water efficiency in the U.S. through the use of its WaterSense labeled program. PR manages the local program and utilizes EPA's resources to educate, promote and engage customers to conserve our island's natural resources. The U.S. Environmental Protection Agency (EPA) recognized DOW with a 2022 WaterSense Excellence in Education and Outreach Award for PR's creative and strategic educational outreach efforts and conservation programs conducted the prior year.

EPA's Fix a Leak Week – PR coordinated the DOW's annual Fix a Leak Week (FALW) campaign in March 20-23, 2023, to coincide with EPA's national announcements. Free toilet leak detection tablets were offered in the Department's main lobby with a secondary location at Tanaka Hardware Store in Lihue to allow the public

to pick up tablets after-hours. A total of 126 toilet tablet kits were distributed during Fix a Leak Week.

EPA's Your Better Bathroom – The Department participated in various events island wide to distribute faucet aerators and low-flow showerheads as part of its Your Better Bathroom campaign efforts. The free distribution of low-flow fixtures is part of the Department's existing conservation program efforts, however in 2018, PR began including WaterSense labeled fixtures and materials to participate in this national campaign. In FY 22-23, the department expanded its distribution reach at community events and provided 325 low-flow showerheads and 208 faucet aerators to residents.

Educational Presentations and Community Events – PR conducted 3 educational presentations and participated in 7 outreach events to promote and represent the Department in the community and engage in wide range of water related discussions regarding its services, environmental concerns, and overall operations. The most impactful community events included:

- DOW's Hydration Station (various events)
- North Shore Community Association's Ohana Fit Fest
- Kauai Visitor Industry Charity Walk
- COK's Employee Council's Spooktacular Event
- Hawaii Construction Career Day Fair
- Ele'ele School Science Technology, Engineering, and Math night
- Water Resource Management at Hawaii Technology Academy

c. Media Campaigns & Advertisements

DOW uses local radio, print and social media platforms as primary vehicles of advertising to promote customer services, department announcements and conservation program information. PR produces and writes the media campaign for all announcements including weekly service updates and conservation tips, annual outreach messaging and issues emergency service announcements. DOW utilizes the captive media audience to the ensure department's announcements can reach a wide range of demographics.

PR has contracted a weekly banner advertisement in the Garden Island Newspaper as part of its "Wise Water Wednesday" campaign. DOW's quarterly advertisements included water conservation tips, billing services information, water emergency preparedness, and seasonal water related topics. PR produces a weekly media campaign, "Wise Water Wednesdays" to provide consistent messaging and establish department presence in the media. "Wise Water Wednesdays" also included announcement of the department's release of the 2023 Water Quality Reports. The simultaneous radio and newspaper ad, combined with Facebook posts helps to increase awareness in our communities.

d. Community Support

DOW donated a total of 375 DOW stylus pens and 200 hand sanitizers, 312 rice paddles, 1,125 five-minute shower timers, 150 backpacks and more than 350 Project WET activity books towards community events in Kekaha, Kalaheo, Lihue, Hanamā'ulu and Ele'ele in support of various schools' presentations, a community trick-or-treating event, career day events and an affordable housing summit event held in April 2023.

e. Media Features / Social Media Presence

DOW produced multiple features in the Garden Island Newspaper and other local, state news stations throughout the year for its water notices and education and outreach programs. PR was successful in coordinating this effort with local teachers and schools to provide 589 students with tools and resources to study water and produced a take home version of one of the Project WET's activities named, "Sum of the Parts". PR continues to utilize DOW's social media for public notices and service announcements to expand its viewership and demographic reach. This steady increase in awareness is trending as PR continues to use its social media for department notices, which are also shared onto the County of Kauai's Facebook page.

Information Technology Section

Program Description

The Information Technology (IT) Section manages and coordinates internal processes and controls for the Department's Financial, Procurement, Billing, SCADA, and Maintenance Management Systems. The Section is responsible for the maintenance, support, and security of the Department's local and internet network systems and software applications utilized to support Departmental functions.

Staff in Information Technology ending June 30, 2022: 2

Staff in Information Technology ending June 30, 2023: 2

Program Highlights

- a. The IT Section continues to manage and work to improve the Customer Care and Billing System
- b. During FY23, the Section migrated from on-prem Exchange/SharePoint environments to Microsoft Online (M365), implemented fiber connectivity between County of Kaua'i, and upgraded the server farm, allowing us to dd speed and size.
- c. To enhance security measures with the DOW network, MFA (Multi-Factor Authentication), and CrowdStrike Complete continue to be utilized to provide real-time antivirus/malware protection of our business network.

d. Strategic Plan

DOW's I.T. Strategic Plan (ITSP) was reinstated last year. The following are ongoing initiatives to improve efficiency of the Department:

1. Replace M-PET with a GIS-based Work Management System - Procurement of a new maintenance management system has been completed, with implementation anticipated between the FY24-25 timeframe.
2. Review and Align Billing System Configuration - Review of the current billing systems capabilities and additional applications are under review to assess integration with other Departmental software applications and user needs.
3. Upgrade Financial Information System - A review of the Financial Information System is being conducted and the Department has decided to upgrade to a cloud-based system. The anticipated start is in the 1st quarter of FY25.
4. Develop GIS Technologies and Processes - The Engineering Division - With its professional services contract, has implemented a GIS database. Training and phased roll-out of information is intended to be available to the DOW staff and County partners in FY 24.
5. Core IT Infrastructure Upgrades – Our I.T. infrastructure system has been updated to Dell's VxRail platform. Planned upgrades to systems and support systems will be coordinated to be in line with industry standards.
6. SOPs and Proficiency Testing Program - The Section will continue to review and update operating procedures and policies. A proficiency testing program will be developed to assist with education and implementation.
7. Improve use of SharePoint and/or Laserfiche - Evaluation of the existing system and the possibility of a new system to meet the growing needs of the Department is ongoing.
8. Develop User Groups - The Information Technology Steering Committee has been reconvened to assist with the overall Departmental system, integration of services and for the review and guidance of future technological needs.

Vision for IT Strategic Plan Update

With the reassembly of the IT Steering Committee to help guide the Department's technology decisions and plan, an update to the IT Strategic Plan will review use information technology to improve its efficiency, maintain good customer service, plan for future needs, and provide reliable safe drinking water, while being fiducially responsible. The vision for IT Section over the planning horizon is as follows:

1. Manage our work, assets, projects, and materials professionally and collaboratively
2. Provide excellent customer service, internally and externally to the Department
3. Use technology to operate efficiently and effectively with evidence-based decisions
4. Define and update IT related policies and procedures.
5. Understand and improve our technologies to best support our processes

6. Build partnerships between users and IT staff to work as a team
7. Develop an IT organization with the staff and resources needed to provide valued advice and great support

2. ENGINEERING DIVISION

Program Description

The Engineering Division includes the following sections, Water Resources and Planning, Environmental, and Project Management. The Division is responsible for the planning, outreach, design, construction, and water quality needed to provide current and future customers with high quality service in alignment with the Department's Mission. The program conducts research and analytical assessment, investigation, analysis, and review of the Department's water system infrastructure and provides guidance to proposed developments' (subdivision, zoning, and land use amendments, resorts, hotels, and hotels, etc.) planning, design construction and water quality to ensure compliance with the Safe Drinking Water Act, applicable laws, rules, regulations, policies, and its Water System Standards.

The Division is responsible for the oversight of the Department's Capital Improvement, Capital Replacement and Water Quality programs. The Division prepares and administers professional services and construction contracts for water infrastructure improvement projects of the Department.

In addition, the program maintains the engineering records and provides mapping/drafting services to support the Department.

Staff in Engineering ending June 30, 2022: 14

Staff in Engineering ending June 30, 2023: 13

Program Objectives

- a. Conducts long-range planning, research, and analytical studies of water usage to monitor and forecast the anticipated water supply needs for the island of Kaua'i.
- b. Conduct condition assessment, investigation, analysis, and review of the Department's water systems infrastructure.
- c. Provides guidance and reviews proposed developments' water system planning (subdivisions, zoning and land use amendments, resorts, hotels, water service request, etc.) to ensure compliance with the Department's Rules and Regulations and Water System Standards.
- d. Determine and evaluate hydraulic criteria in the development of an efficient water system distribution network.

- e. Provide information and criteria to Federal, State and County agencies, stakeholder groups and the public to assist with the management and protection of the island's water sheds and water resources.
- f. Provides engineering services (planning, environmental, design and construction) to ensure that water infrastructure improvements and expansion follow applicable laws, rules and regulations, policies, and standards of the Department.
- g. Maintain maps and records of the Department's water infrastructure.
- h. Conduct water system compliance testing to certify that the Department's water systems and water quality complies with Environmental Protection Agency (EPA) and the State of Hawai'i Department of Health (DOH) safe drinking water standards.

Program Highlights

The Engineering Division continues to utilize the \$60 million Build America Bond (BAB) from March 2010 along with State Legislative appropriations and grant funds through the Hawaii Department of Health, Safe Drinking Water Branch– Drinking Water State Revolving Fund (DWSRF) to deliver infrastructure projects. The Division utilizes infrastructure improvement funding from DOW impact fees and water rates, as well.

a. Water Resources and Planning Section

In FY23, Water Resources and Planning Section (WR&P) accomplished the following:

- Subdivision-Land Use applications => 133 (decrease of 40%)
- Water Service Requests => 410 (decrease of 110%)
- Building Permits applications => 1,781 (decrease of 10%)
- Backflow Prevention Devices Tested => 4,082 (increase of 80%)
(Note: Percentage increase/decrease compared to FY22)
- Water Systems Investment Plan (Long Range Plan Update) –updated GIS and worked on hydraulic model update
- Kauai Water Use and Development Plan Update – updated report, prepared for public meetings scheduled for August 2023
- Lead and Copper Rule Revisions – awarded and contracted

WR&P continues to review and update the Department's Rules and Regulations, Part 5, Facilities Reserve Charge (FRC) Section III to assess reasonable impact fees for facilities connecting to the Department's water system. The assessment of impact fees is a component of the Water Systems Investment Plan.

b. Project Management Section

In FY23, Project Management Section (PM) accomplished the following:

- Management of approximately \$49M of Capital Improvement Program projects

- Design approval of 64 private projects
- Construction oversight of 41 private projects

Capital Improvement Projects of note:

- Kīlauea 1.0 MG Tank – worked on updating permitting and finalizing design documents
- Kalāheo Water System Improvements – Packages A, B, C – project in construction
- UH Experimental Station 605' Tank – executed right-of-entry agreement with UH to proceed with design of tank
- Hā'ena 0.2 MG Storage Tank, 144' – worked on updating permitting and finalizing design documents
- Kīlauea Wells 1 & 2 MCC, Chlorination Facilities – project in construction
- Paua Valley Tank No. 1 Rehab – project in construction
- Kūhiō Highway (Hardy-Oxford) 16" Main Replacement – worked on updating permitting and finalizing design documents
- Kukuiolono Tank Demo – project in construction (completed in FY24)
- Weke, Anae, Mahimahi and Hee Roads 6" and 8" Main Replacement – worked on finalizing design documents
- Puupilo 0.125 MG Steel Tank Rehabilitation – started project
- Hanapēpē Town Well MCC, Chlorination Facilities – started project
- Kuamoo Road Water Main Replacement – started project
- Kūhiō Highway (N. Papaloa – Kawaihau) 16" and 12" Main Replacement – started project
- Wailua Homesteads 538' Tank Construction – started project
- WK-39 – Kapa'a Homesteads Well #4 – project in construction.

Anticipated CIP projects to commence in FY24

- Kapa'a 325' Tanks – Two 0.5 MG Tanks and Drainage, Package B – construction to commence
- Kapaia Cane Haul Road 18" Waterline Environmental Permitting – award and contract
- Lāwa'i Road 6" and 8" Main Replacement – award and contract
- Hanamā'ulu 6" Main Replacement – award and contract
- Kahuna Road 12" Main Replacement – award and contract
- Kapa'a Homesteads Well No. 4 Pump and Control – issue RFP

3. OPERATIONS DIVISION

Program Description

The Operations Division is responsible for repairing, maintaining, and operating the DOW's water distribution network, water storage facilities and water producing sources. As water is an essential commodity, emergency repairs and trouble calls are

provided round-the-clock on an as-needed basis with Operations personnel on standby duty to respond to emergencies and requests for assistance from both internal and external customers. To accomplish its mission, the Operations Division maintains and stocks a complete inventory of materials and supplies for assurances that repairs are completed in a timely manner.

Along with the responsibilities of providing potable water, Operations Division provides the DOW facilities maintenance and fleet management functions and is responsible for the maintenance, repairs and replacement of DOW owned facilities, vehicles, and equipment.

Operations Division prepares bid documents and solicitations, procures, and administers maintenance, repair and construction contracts for projects included in the Division's budget for the fiscal year but not included in the Water Plan 2020 projects; procures and manages professional services contracts as well as maintenance, and goods and services contracts.

In addition to providing external customer service in responding to water related emergency calls from the public, Operations Division personnel also provides internal customer service by assisting and helping other Divisions, Departments and Agencies in need of labor assistance within the expertise of Operations personnel.

Under the direction of the Chief of Operations, the Operations Division team of fifty-seven (57) personnel are with the Plant Operations Section, the Field Operations Section, and the Administration Section

Staff in Operations ending June 30, 2022: 47

Staff in Operations ending June 30, 2023: 50

Program Objectives

The Operations Division daily activities are centered along the following:

- a. Operating, monitoring, and maintaining 56 deep-well pumping stations, 19 booster pumping stations along with its associated electrical motor control centers and chlorination disinfection equipment, four tunnel sources, 60 storage tanks, and 75 control valve stations.
- b. Maintaining, repairing, and replacing mechanical and electrical malfunctioning components, equipment, and infrastructure to maintain water service.
- c. Maintaining and repairing the DOW's fifty-six (56) vehicles, two (2) backhoes, two (2) skid steer loaders along with their various attachments, five (5) mini-excavators, 11 trailers, 17 trailer-mounted generators ranging in sizes from 70 KW to 400 KW, two light towers, and numerous motorized hand-operated construction equipment.

- d. Operating, monitoring, maintaining, and repairing more than 400 miles of pipeline, 22,766 consumer water service connections, 4,000 valves, and 3,170 hydrants and standpipes.
- e. Installing new service connections and meters including the replacement of defective meters and those in service for 20 years. Providing temporary water services through hydrant meter connections for construction activities like dust control and landscaping.

Program Highlights

Three thousand five hundred fifty-three (3,553) total work orders were issued for Operations Division in FY22-23. Of the 3,553 work orders, 3,147 are either fully or partially closed. Activities included vehicle maintenance and repair; hydrant maintenance and repair; Hawai'i One Call requests for markings; transmission/distribution/main line and appurtenances leak repair and maintenance; electrical and electronics repair and maintenance at remote terminal units, tank sites, deep well sites, and booster pump sites; grounds keeping at remote sites; repair and maintenance of access roads and driveways at remote sites; remote buildings and structures repair and maintenance; disinfection/chlorination equipment repair and maintenance; water meters installation, repair and replacement.

In addition to the daily activity of operating, maintaining, repairing DOW's fleet, water distribution network, water storage facilities, and water producing sources, Operations Division procured and administered twenty (20) goods & services, professional services, maintenance services, and construction contracts.

Operations Division personnel performed in-house construction, repair, maintenance of remote site access roadways and structures.

Operations personnel provided non-information technology repair and maintenance support to DOW co-workers. Operations personnel are also working with the Department of Human Resources along with DOW Fiscal Division representative(s) on the preparations to launch Workday.

a. Field Operations Section Statistics

- Various leak repairs (laterals, transmission, and distribution lines) 255
- Meters and appurtenances..... 1,740
- Live Taps..... 2
- Waterline Shutdowns due to contractor tie-in..... 6
- One Call Center Tickets (requests for markings) 376
- Hydrant Maintenance and Inspection 462

1. Field crew responded to various calls for service related to reports of leaks, low water pressure, discolored water, no water, and other customer reported water emergencies. Performed valve and hydrant repair and maintenance.



2. Water Service Investigators responded to requests for leak locating, and Hawaii One Call requests for pipeline locating and marking.
3. Meter Mechanics responded to reports and requests to replace meters and verify meter accuracy.

b. Plant Operations Section

Water Produced from water systems operated by DOW in million gallons (MG):

- Kekaha-Waimea 451.652 MG
- 'Ele'ele-Hanapēpē 266.212 MG
- Kalāheo-Po'ipū 1,412.539 MG
- Puhi-Kapa'a 1,990.606 MG
- Anahola 95.433 MG
- Kīlauea 307.958 MG
- Hanalei 81.503 MG
- Wainiha-Hā'ena 57.394 MG

Water imported from private water systems in Million Gallons (MG):

- Puhi-Kapa'a 880.435 MG
- 'Anini 19.396 MG
- Kīlauea 1.247 MG
- Hanalei 1.915 MG

- a. Auto mechanics performed routine troubleshooting and repairs as well as preventive maintenance of vehicles and equipment.
- b. Electricians performed electrical routine troubleshooting and repairs at various island wide remote sites.
- c. Water Plant Operators performed routine maintenance of all remote sites as well as maintenance of pumps and motors. Water Plant Operators performed routine daily check of island-wide water disinfection and storage systems.
- d. Construction, Welding, Maintenance Workers performed routine construction, repair, maintenance works at island wide remote facilities.

c. Administrative Section

1. Sodium Hypochlorite on-site generation project construct building at Kilohana Well Site, design completed.
2. Paua Valley Well Motor Control Center Replacement design completed.
3. Submitted the Water Audits for calendar year 2022 to Commission on Water Resources Management (CWRM) in compliance with Act 169 - Water Audit Law. Water audits were completed of each of the following water systems:

Kekaha-Waimea

Hanapēpē-'Ele'ele
Kalāheo-Kōloa-Po'ipū
Puhi-Līhu'e-Hanamā'ulu-Wailua-Kapa'a
Anahola
'Anini
Kīlauea
Hanalei
Wainiha-Hā'ena

4. **Training Classes:**

Operations have completed the following training courses:

- Forklift Certification Training
- Distribution System Operator Exam Review
- Respiratory Safety Training and Fit Test
- Flagger Certification
- Drivers Improvement Class
- CPR/First Aid
- Effective Communication
- Asbestos Awareness
- Excavation, Trenching, Pipe Safety
- Supervisory Training on Drug and Alcohol Reasonable Suspicion
- Ladder Safety and Fall Protection
- Blood Borne Pathogens/Invasive Species Training

4. **FISCAL DIVISION**

Program Description:

The Fiscal Division is responsible for planning and directing financial activities and administering the fiscal programs and customer activities of the Department. This includes revenue and cash management, project cost accounting, payroll, leave records, accounts payable, utility plant accounting, meter reading, consumer billing and accounting, preparation of financial and statistical reports, conducting internal audits, facilitating financial and statistical studies for reports and rate making, preparation of financial statements for yearly audit, and assisting the Manager in the development of the annual fiscal year budget.

The Fiscal Division is administered by the Waterworks Controller with an Assistant Waterworks Controller.

Staff in Fiscal ending June 30, 2022: 15

Staff in Fiscal ending June 30, 2023: 20

Mission Statement:

The Fiscal Division's philosophy is to maintain operations by cross-training and cross-functioning to the extent possible. Our fiscal responsibility is to maintain the accuracy

and integrity of the Department's financial and billing system, provide excellent customer service to our constituents and stakeholders, while promoting transparency and accountability to those we serve.

Vision:

The Fiscal Division strives to excel in providing accurate and timely financial information, demonstrate the utmost integrity and transparency, while continuing to ensure compliance with federal, state, and local laws, rules, and regulations. We will continue to improve operations by utilizing technology to increase efficiency and effectiveness, when feasible and possible.

Goals and Objectives:

Goal #1:

Compliance with Generally Accepted Account Principles (GAAP) and Government Accounting Standards Board (GASB) pronouncements, prepare accurate, timely, and reliable financial reports for decision-making.

Goal #2:

Maintain and preserve the integrity of the general ledger accounting system and billing system.

Goal #3:

Provide guidance and oversight of financial procedures to all Department-wide employees.

Goal #4:

Maintain internal controls over financial procedures and develop policies and procedures that foster fiscal and fiduciary responsibilities to ensure compliance with federal, state, and local laws, rules, and regulations.

Goal #5:

Continue to improve operations by fostering the philosophy of continuous improvement and investment in professional growth. We will mentor, grow, support, and retain fellow team members for the purposes of succession planning.

There are four sections in the Fiscal Division: Accounting, Billing, Procurement, and Custodial Sections.

Accounting Section:

The Accounting Section is managed and supervised by an Accountant IV with a staff of four (4) Accountants, each maintaining one or two primary functions in the field of accounting and one (1) Account Clerk supporting the staff with the following primary functions.

- General Ledger

- Cash & Investments
 - Payroll
 - Purchasing & Accounts Payable
 - Debt management
 - Fixed Assets
 - Project Cost Accounting & Work Orders
 - Operating and Capital Budgets
- a. Maintains adequate internal controls of the general ledger financial accounting system, Microsoft Great Plains (GP).
 - b. Provides accurate, complete, and timely recording and reporting of all financial transactions and activities of the DOW.
 - c. Maintains adequate internal controls for DOW.
 - d. Provides oversight over DOW's payroll activities, including vacation, sick leave, and compensative time reconciliations.
 - e. Processes accounts payable and issue payments in a timely and efficient manner.
 - f. Maintains records of new and existing general plant and utility plant assets, account for depreciation and dispositions and keep track of the value of the overall changes.
 - g. Manages the DOW's Purchase Orders (PO) using Paramount Workplace' Purchase Requisition program which is integrated with GP to generate and approve PO. Reviews requisitions for account coding and budgetary controls.
 - h. Performs monthly closing of the accounting system and prepares monthly reports of revenues, expenses, and variances against the approved budget.
 - i. Maintains subsidiary ledgers of all debts, amortization, and payments.
 - j. Reconciles Cash, Cash in Bank, Cash Treasury, and Investment accounts.
 - k. Performs cost accounting for DOW & private jobs. Prepare claims for DOW job related work orders and insurance claims.
 - l. Provide oversight and guidance to Department-wide personnel.
 - m. Implement and revise Department-wide financial policies and procedures.

Billing:

The Billing Section is managed and supervised by an Accountant IV with a staff of nine (9) consisting of one (1) Accountant II, four (4) Customer Service Representatives ("CSR") I & II, (1) Meter Reader and Field Collection Supervisor, and (3) Meter Reader and Collections Representatives all working together to maintain a database of approximately 23K customer accounts and performing meter reading functions and various field activities in connection with existing water services:

- a. Maintains and reconciles records of sales and accounts receivable.
- b. Provides timely billing, collection, accounting, and deposits of customer payments for water bills and miscellaneous receipts.
- c. Process meter applications and applications for new services.
- d. Set up new customers and maintain the Customer Care and Billing ("CC&B") database.

- e. Assist customers with inquiries on their water bills including water usage and leaks.
- f. Perform monthly and as needed meter readings of customer accounts island-wide.

- Meter Readers have 19 routes island-wide that are read on a monthly basis.
- Customers are billed monthly, with varying billing cycles per route.

Customer payments are accepted and processed via USPS mail, lockbox, walk-in payments, drop box located on property, automatic bill payment (ABP) or by credit/debit card through the Customer Account Portal on www.kauaiwater.org .

Procurement:

The Procurement Section is managed by the Contracts Officer who is tasked with the responsibility of overseeing all informal and formal procurement of construction and goods and services for the DOW and to ensure compliance with the Hawaii State Procurement Code and all federal, state laws and regulations.

Custodial:

The Custodial Section is staffed by (2) Janitor II staff. They are tasked with maintaining, cleaning, and upkeep of the DOW main administration and baseyard locations (operations, microlab, auto shop, etc.).

Program Highlights

- a. The DOW provided water service to approximately 22K active customer accounts as of 6/30/23. The annual water billed usage totaled 4.105 billion gallons.
- b. Unaudited revenues of \$29.8M consisted of water sales, fire hydrant maintenance, and miscellaneous non-water revenue.
- c. Unaudited capital contributions of \$2.3M consisted of state grants, conveyances, and FRC collections from new waterline connections.
- d. Debt service for bonds and loans principal payments amounted to approximately \$5M and interest payments of \$2.5 M.
- e. Bulk water purchases, hydrant maintenance, and pumping costs for electricity amounted to approximately \$1.7M, \$2.2M, and \$2.8M, respectively.

	FY2023	FY2022
Miles of mains	443.41	443.41
Number of service connections	22,916	22,646
Number of fire hydrants	3,100	3,034
Annual water consumption in gallons	4.105 billion	4.054 billion
Maximum capacity of plant in gallons	28.75 million	2875 million