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**BOARD OF WATER SUPPLY**
***KA 'OIHANA WAI***
**CITY AND COUNTY OF HONOLULU**
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January 29, 2025

The Honorable Tommy Waters
Chair and Presiding Officer
and Members
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawai'i 96813

Dear Chair Waters and Councilmembers:

SUBJECT: Council Resolution No. 25-9: Confirming the Nomination of Kimberly M. Hashiro to Serve as the Director of Customer Services of the City and County of Honolulu.

The Board of Water Supply supports Resolution No. 25-9, confirming the nomination of Kimberly M. Hashiro to serve as the Director of Customer Services of the City and County of Honolulu ("City").

Ms. Kimberly M. Hashiro has extensive experience working with the City in various departments, including the BWS. Her broad range of knowledge and skills and understanding of City policies and procedures makes her well qualified to serve as Director of Customer Services. At the BWS, Ms. Hashiro served to improve our customer services, while we transitioned to modernizing our computer systems. As part of a customer focus group, Ms. Hashiro participated with others to help set up our IT Help Desk and Automated Voice system. Ms. Hashiro is a proven leader and can fulfill this position's responsibility with great honor and integrity.

Thank you for your consideration and the opportunity to provide testimony in support of Resolution No. 25-9.

Very truly yours,

ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer

**DEPT. COM. 55**
**CCL**