

# **UPCOMING SEWER FEE STRUCTURE AND AVAILABLE ASSISTANCE**

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**ENERGY, ENVIRONMENT & SUSTAINABILITY COMMITTEE MEETING: JULY 22, 2025**

# TOPICS

- RATE PACKAGE PASSED
  - BILL 60
  - LESSONS LEARNED
  - C.A.R.E.S. PROGRAM ROLL-OUT
- OUTREACH PLANNING
- INTEGRATED PLANNING

# RATE PACKAGE PASSED

| Rate Packages             | 2026 | 2027 | 2028 | 2029 | 2030 | 2031 | 2032 | 2033 | 2034 | 2035 |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| Bill 60 proposal          | 9.0  | 9.0  | 9.0  | 9.0  | 9.0  | 9.0  | 8.0  | 7.0  | 6.0  | 5.0  |
| 6% Option - CD2           | 6.0  | 7.5  | 8.5  | 9.0  | 9.0  | 9.0  | 9.0  | 8.0  | 7.5  | 7.0  |
| Bill 60 PASSED            | 6.0  | 7.5  | 8.5  | 9.0  | 9.0  | 9.0  | 9.0  | 3.0  | 3.0  | 3.0  |
| Bill 60 PASSED add'l need |      |      |      |      |      |      |      | 5.0  | 4.5  | 4.0  |
| Cumulative % Increase     | 6.0  | 14.0 | 23.6 | 34.8 | 46.9 | 60.1 | 74.5 | 79.8 | 85.2 | 90.7 |
| 6.75% Option - FD1        | 6.75 | 6.75 | 6.75 | 6.75 | 6.75 |      |      |      |      |      |
| 6.75% - FD1 future needs  |      |      |      |      |      | 13.6 | 10.5 | 8.0  | 7.5  | 7.0  |

# RATE PACKAGE PASSED

| Bill 60 PASSED: 6% Option, 40/60 Base/Volume, 2-yr Phase-in |          | Jan 1'   | July 1'  | July 1'  | July 1'  | July 1'  | July 1'  | July 1'  |
|-------------------------------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| Monthly Base Charge (\$/mo)                                 | Current  | 2026     | 2026     | 2027     | 2028     | 2029     | 2030     | 2031     |
| Residential - Single Family/Duplex - metered water          | \$77.55  | \$63.55  | \$48.27  | \$52.37  | \$57.08  | \$62.22  | \$67.82  | \$73.92  |
| Residential - Single Family/Duplex - not on City water      | \$110.89 | \$120.82 | \$133.42 | \$144.76 | \$157.78 | \$171.98 | \$187.46 | \$204.33 |
| Residential - Multiple Unit - metered Water                 | \$53.32  | \$43.70  | \$33.19  | \$36.01  | \$39.25  | \$42.78  | \$46.63  | \$50.83  |
| Residential - Multiple Unit - not on City Water             | \$86.65  | \$100.97 | \$118.33 | \$128.39 | \$139.95 | \$152.54 | \$166.27 | \$181.24 |
| Non-Residential - All per ESDU                              | \$77.55  | \$63.55  | \$48.27  | \$52.37  | \$57.08  | \$62.22  | \$67.82  | \$73.92  |
| Consumption Charge (\$/1000 gal)                            |          |          |          |          |          |          |          |          |
| ALL Residential & Non-Residential                           | \$4.63   | \$7.95   | \$11.83  | \$12.83  | \$13.99  | \$15.24  | \$16.62  | \$18.11  |

# RATE PACKAGE PASSED: SAMPLE BILLS

| 40/60 w/2-Year Phase-In    |                  | Single-Family |           |           |           |            |
|----------------------------|------------------|---------------|-----------|-----------|-----------|------------|
| Monthly Water Use (gal/mo) |                  | 2000 (10)     | 4000 (30) | 6000 (50) | 9000 (70) | 15000 (90) |
| Current Charges            | Total            | 84.96         | 92.37     | 99.77     | 110.89    | 133.11     |
|                            | (+/-) vs current | 0             | 0         | 0         | 0         | 0          |
| Jan 1, 2026'               | Total            | 76.27         | 88.99     | 101.71    | 120.79    | 158.95     |
|                            | (+/-) vs current | -8.69         | -3.38     | 1.94      | 9.90      | 25.84      |
| July 1, 2026'              | Total            | 67.20         | 86.13     | 105.05    | 133.45    | 190.23     |
|                            | (+/-) vs current | -17.76        | -6.24     | 5.28      | 22.56     | 57.12      |
| July 1, 2027'              | Total            | 72.90         | 93.43     | 113.95    | 144.75    | 206.33     |
|                            | (+/-) vs current | -12.06        | 1.06      | 14.18     | 33.86     | 73.22      |
| July 1, 2028'              | Total            | 79.46         | 101.85    | 124.23    | 157.81    | 224.96     |
|                            | (+/-) vs current | -5.49         | 9.48      | 24.46     | 46.92     | 91.85      |
| July 1, 2029'              | Total            | 86.60         | 110.99    | 135.37    | 171.95    | 245.10     |
|                            | (+/-) vs current | 1.65          | 18.62     | 35.60     | 61.06     | 111.99     |
| July 1, 2030'              | Total            | 94.41         | 121.00    | 147.60    | 187.48    | 267.26     |
|                            | (+/-) vs current | 9.45          | 28.64     | 47.82     | 76.60     | 134.15     |
| July 1, 2031'              | Total            | 102.90        | 131.87    | 160.85    | 204.31    | 291.24     |
|                            | (+/-) vs current | 17.94         | 39.51     | 61.07     | 93.43     | 158.13     |
| Total 6.5-yr Increase      | %                | 21            | 43        | 61        | 84        | 119        |

# RATE PACKAGE PASSED: SAMPLE BILLS

| 40/60 w/2-Year Phase-In                     |                         | Single-Family |               |               |               |               |
|---------------------------------------------|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Monthly Water Use (gal/mo) (% of customers) |                         | 2000 (10)     | 4000 (30)     | 6000 (50)     | 9000 (70)     | 15000 (90)    |
| Current Charges                             | Base (70%)              | 77.55         | 77.55         | 77.55         | 77.55         | 77.55         |
|                                             | Volumetric (30%)        | 7.41          | 14.82         | 22.22         | 33.34         | 55.56         |
|                                             | <b>Total</b>            | <b>84.96</b>  | <b>92.37</b>  | <b>99.77</b>  | <b>110.89</b> | <b>133.11</b> |
|                                             | <i>(+/-) vs current</i> | <i>0</i>      | <i>0</i>      | <i>0</i>      | <i>0</i>      | <i>0</i>      |
| Jan 1, 2026'                                | Base (40%)              | 63.55         | 63.55         | 63.55         | 63.55         | 63.55         |
|                                             | Volumetric (60%)        | 12.72         | 25.44         | 38.16         | 57.24         | 95.4          |
|                                             | <b>Total</b>            | <b>76.27</b>  | <b>88.99</b>  | <b>101.71</b> | <b>120.79</b> | <b>158.95</b> |
|                                             | <i>(+/-) vs current</i> | <i>-8.69</i>  | <i>-3.38</i>  | <i>1.94</i>   | <i>9.90</i>   | <i>25.84</i>  |
| July 1, 2026'                               | Base (40%)              | 48.27         | 48.27         | 48.27         | 48.27         | 48.27         |
|                                             | Volumetric (60%)        | 18.93         | 37.86         | 56.78         | 85.18         | 141.96        |
|                                             | <b>Total</b>            | <b>67.20</b>  | <b>86.13</b>  | <b>105.05</b> | <b>133.45</b> | <b>190.23</b> |
|                                             | <i>(+/-) vs current</i> | <i>-17.76</i> | <i>-6.24</i>  | <i>5.28</i>   | <i>22.56</i>  | <i>57.12</i>  |
| July 1, 2027'                               | Base (40%)              | 52.37         | 52.37         | 52.37         | 52.37         | 52.37         |
|                                             | Volumetric (60%)        | 20.53         | 41.06         | 61.58         | 92.38         | 153.96        |
|                                             | <b>Total</b>            | <b>72.90</b>  | <b>93.43</b>  | <b>113.95</b> | <b>144.75</b> | <b>206.33</b> |
|                                             | <i>(+/-) vs current</i> | <i>-12.06</i> | <i>1.06</i>   | <i>14.18</i>  | <i>33.86</i>  | <i>73.22</i>  |
| July 1, 2028'                               | Base (40%)              | 57.08         | 57.08         | 57.08         | 57.08         | 57.08         |
|                                             | Volumetric (60%)        | 22.38         | 44.77         | 67.15         | 100.73        | 167.88        |
|                                             | <b>Total</b>            | <b>79.46</b>  | <b>101.85</b> | <b>124.23</b> | <b>157.81</b> | <b>224.96</b> |
|                                             | <i>(+/-) vs current</i> | <i>-5.49</i>  | <i>9.48</i>   | <i>24.46</i>  | <i>46.92</i>  | <i>91.85</i>  |
| July 1, 2029'                               | Base (40%)              | 62.22         | 62.22         | 62.22         | 62.22         | 62.22         |
|                                             | Volumetric (60%)        | 24.38         | 48.77         | 73.15         | 109.73        | 182.88        |
|                                             | <b>Total</b>            | <b>86.60</b>  | <b>110.99</b> | <b>135.37</b> | <b>171.95</b> | <b>245.10</b> |
|                                             | <i>(+/-) vs current</i> | <i>1.65</i>   | <i>18.62</i>  | <i>35.60</i>  | <i>61.06</i>  | <i>111.99</i> |
| July 1, 2030'                               | Base (40%)              | 67.82         | 67.82         | 67.82         | 67.82         | 67.82         |
|                                             | Volumetric (60%)        | 26.59         | 53.18         | 79.78         | 119.66        | 199.44        |
|                                             | <b>Total</b>            | <b>94.41</b>  | <b>121.00</b> | <b>147.60</b> | <b>187.48</b> | <b>267.26</b> |
|                                             | <i>(+/-) vs current</i> | <i>9.45</i>   | <i>28.64</i>  | <i>47.82</i>  | <i>76.60</i>  | <i>134.15</i> |
| July 1, 2031'                               | Base (40%)              | 73.92         | 73.92         | 73.92         | 73.92         | 73.92         |
|                                             | Volumetric (60%)        | 28.98         | 57.95         | 86.93         | 130.39        | 217.32        |
|                                             | <b>Total</b>            | <b>102.90</b> | <b>131.87</b> | <b>160.85</b> | <b>204.31</b> | <b>291.24</b> |
|                                             | <i>(+/-) vs current</i> | <i>17.94</i>  | <i>39.51</i>  | <i>61.07</i>  | <i>93.43</i>  | <i>158.13</i> |
| <b>Total 6.5-yr Increase</b>                | <b>%</b>                | <b>21</b>     | <b>43</b>     | <b>61</b>     | <b>84</b>     | <b>119</b>    |

# RATE PACKAGE PASSED: SAMPLE BILLS

| 40/60 w/2-Year Phase-In                     |                         | Single-Family |               |               |               |               |
|---------------------------------------------|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Monthly Water Use (gal/mo) (% of customers) |                         | 2000 (10)     | 4000 (30)     | 6000 (50)     | 9000 (70)     | 15000 (90)    |
| Current Charges                             | Base (70%)              | 77.55         | 77.55         | 77.55         | 77.55         | 77.55         |
|                                             | Volumetric (30%)        | 7.41          | 14.82         | 22.22         | 33.34         | 55.56         |
|                                             | <b>Total</b>            | <b>84.96</b>  | <b>92.37</b>  | <b>99.77</b>  | <b>110.89</b> | <b>133.11</b> |
|                                             | <i>(+/-) vs current</i> | <i>0</i>      | <i>0</i>      | <i>0</i>      | <i>0</i>      | <i>0</i>      |
| Jan 1, 2026'                                | Base (40%)              | 63.55         | 63.55         | 63.55         | 63.55         | 63.55         |
|                                             | Volumetric (60%)        | 12.72         | 25.44         | 38.16         | 57.24         | 95.4          |
|                                             | <b>Total</b>            | <b>76.27</b>  | <b>88.99</b>  | <b>101.71</b> | <b>120.79</b> | <b>158.95</b> |
|                                             | <i>(+/-) vs current</i> | <i>-8.69</i>  | <i>-3.38</i>  | <i>1.94</i>   | <i>9.90</i>   | <i>25.84</i>  |
| July 1, 2026'                               | Base (40%)              | 48.27         | 48.27         | 48.27         | 48.27         | 48.27         |
|                                             | Volumetric (60%)        | 18.93         | 37.86         | 56.78         | 85.18         | 141.96        |
|                                             | <b>Total</b>            | <b>67.20</b>  | <b>86.13</b>  | <b>105.05</b> | <b>133.45</b> | <b>190.23</b> |
|                                             | <i>(+/-) vs current</i> | <i>-17.76</i> | <i>-6.24</i>  | <i>5.28</i>   | <i>22.56</i>  | <i>57.12</i>  |
| July 1, 2031'                               | Base (40%)              | 73.92         | 73.92         | 73.92         | 73.92         | 73.92         |
|                                             | Volumetric (60%)        | 28.98         | 57.95         | 86.93         | 130.39        | 217.32        |
|                                             | <b>Total</b>            | <b>102.90</b> | <b>131.87</b> | <b>160.85</b> | <b>204.31</b> | <b>291.24</b> |
|                                             | <i>(+/-) vs current</i> | <i>17.94</i>  | <i>39.51</i>  | <i>61.07</i>  | <i>93.43</i>  | <i>158.13</i> |
| <b>Total 6.5-yr Increase</b>                | <b>%</b>                | <b>21</b>     | <b>43</b>     | <b>61</b>     | <b>84</b>     | <b>119</b>    |

# RATE PACKAGE PASSED – LESSONS LEARNED

- LONG SCHEDULE PROPOSAL STRATEGY
- EXTENSIVE PUBLIC OUTREACH AND ENGAGEMENT WAS PRACTICED
- PUBLIC UNDERSTANDS THE NEED FOR SEWER INFRASTRUCTURE
- EQUITY AND AFFORDABILITY ISSUES ARE KEY
  - FEE STRUCTURE CHANGE (73/27 TO 40/60)
  - CARES CUSTOMER ASSISTANCE PROGRAM
- PEOPLE WANT TO KNOW HOW TO SAVE
  - CONSERVATION, SUB-METERING, GRAY-WATER REUSE
- INTEGRATED PLANNING NEEDED
  - SECONDARY/ADVANCED TREATMENT, POLLUTED RUNOFF, CESSPOOL CONVERSIONS

# C.A.R.E.S. PROGRAM ROLL-OUT

- PROPOSAL – HOUSEHOLD INCOME < 80% AMI QUALIFY FOR \$20-25 CREDIT ON BASE CHARGE
  - MODELED AFTER RURP (RENTAL AND UTILITY RELIEF PROGRAM) DURING COVID-19
  - INITIALLY TARGETS ANYONE THAT RECEIVES A SEWER BILL
- RULEMAKING
- DRAFT RFP IN REVIEW WITH BFS
- AWARD CONTRACT ASAP
  - APPLICATION FORMS
  - WEBSITE/PORTAL
  - TECHNICAL ASSISTANCE
  - OUTREACH CAMPAIGN
  - SOCIAL MEDIA, NEWS/MEDIA, COMMUNITY ENGAGEMENT, ADVERTISING

# New Flyer



## ENV Adjustments to Sewer Fees are Beginning on January 1, 2026

- ✓ Sewer fees will increase annually over a 6-year period
- ✓ Fee structure will change to 40:60, fixed:volumetric, for greater customer control of bill
- ✓ \$10 million per year dedicated to a new low-income customer assistance program

### What does ENV do?

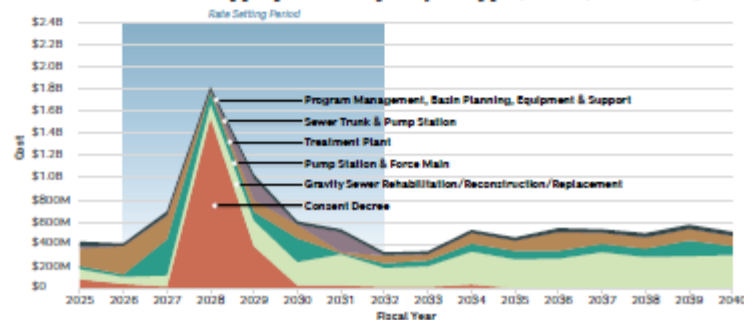
**ENV takes care of Oahu's wastes to protect and enhance the environment, secure public health and enable prosperity for all people.**

ENV collects, treats, disposes and recovers the resources in 100 million gallons of wastewater generated by residents and visitors on O'ahu every day. We operate and maintain 2,100 miles of sewer pipes, 72 wastewater pump stations, and 9 wastewater treatment plants located all over the island. We do this 24 hours per day, 365 days per year, in accordance with numerous State and Federal regulations. The wastewater program is required to be self-sufficient using only sewer fees to pay for all infrastructure operations and capital improvements. As such, ENV has to periodically adjust fees to meet all program expenses.

### Why are sewer fees going up?

ENV's efficient spending has allowed us to keep sewer fees unchanged since 2016. However, additional revenue is now required for wastewater operations and maintenance (O&M) and the Capital Improvement Program (CIP). ENV's CIP will cost \$10.1 billion between 2025 and 2040. The largest CIP project is the final phase of the 2010 consent decree, the Sand Island Wastewater Treatment Plant upgrade, to be completed by 2035 at a cost of \$1.8 billion. The CIP includes many other projects to repair and upgrade facilities to meet regulatory requirements and to continue preparing our critical infrastructure for climate change/sea level rise. Sewer fees must increase to fund these critical programs.

2025–2040 CIP Appropriations by Project Type (Total: \$10.1 billion)



### How will additional money be used?

- ✓ Continue providing safe and reliable sewer services
- ✓ Finish the 2010 consent decree Capital Improvement Projects
- ✓ Pay for rising Operation and Maintenance costs
- ✓ Proactively replace aging infrastructure before it fails
- ✓ Provide additional infrastructure needed to comply with regulatory requirements
- ✓ Prepare infrastructure for the impacts of climate change including sea level rise
- ✓ Upgrade and modernize technology for improved performance and efficiency
- ✓ Expand resource recovery and recycling
- ✓ Implement energy production from wastewater

### What is changing in the fee structure?

Currently, 70% of ENV revenues are from the fixed fee and 30% are from the volumetric fee. Fixed fee revenues will decrease to 40% and be balanced with 60% volumetric revenue, which means that a greater portion of the bill will be based on water use. This change will occur in equal increments on January 1st, 2026, and July 1st, 2026. This reduction in fixed fee provides customers greater control because by conserving water you will be able to significantly reduce your bill.

### What assistance is there if I need help paying my sewer bill?

ENV is committing \$10 million per year towards its new program to help with affordability and equity called the Customer Assistance for Residential Environmental Services (CARES). Sewer customers who qualify based on household income of less than 80% area median income (AMI) will be eligible for a \$20 to \$25 credit on their monthly fixed fee. Customers will have to apply for the program to prove eligibility and then be re-verified every six months.

### How much will my bill go up?

Total sewer fee revenues need to increase each year by 6%, 7.5%, 8.5%, 9%, 9%, 9%, and 9% starting January 1st, 2026. This is a total increase of 60% over the next 6-years.

The sewer bill consists of a fixed fee and a volumetric fee (based on water use). Each customer's bill varies depending on their water use and will continue to include a 20% irrigation credit. The median single-family home on O'ahu uses 6,000 gallons of water per month. Approximately 50% of all single-family bills are for 6,000 gallons of water or less per month.

Other sample bills can be found at <https://www8.honolulu.gov/env/sewer-fee-rates/>

Median Single-Family Residential Sewer Bill over the 6-year duration of fee increases

| Year            | Fixed   | Volumetric | Total Bill |
|-----------------|---------|------------|------------|
| Current         | \$77.55 | \$22.22    | \$99.77    |
| January 1, 2026 | \$63.95 | \$38.16    | \$101.71   |
| July 1, 2026    | \$48.27 | \$56.78    | \$105.05   |
| July 1, 2027    | \$52.37 | \$61.58    | \$113.95   |
| July 1, 2028    | \$57.08 | \$67.15    | \$124.23   |
| July 1, 2029    | \$62.22 | \$73.15    | \$135.37   |
| July 1, 2030    | \$67.82 | \$79.78    | \$147.60   |
| July 1, 2031    | \$73.92 | \$86.93    | \$160.85   |

(Fixed Fee + Volumetric Fee = Sewer Fee)

### For more information

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[www8.honolulu.gov/env/sewer-fee-rates](https://www8.honolulu.gov/env/sewer-fee-rates)



# New Sewer Increase Narratives



## Sewer Fee Increase

The City and County of Honolulu's Department of Environmental Services (DES) is adjusting sewer fees annually for the next 6.5 years – the first adjustment since 2026. Additional revenue is needed to support operations and maintenance of the city's wastewater collection and treatment system, which consists of a network of 2,300 miles of sewer lines, 11 pump stations, and 9 treatment plants, and to finance its \$4.85 billion Capital Improvement Program, including the federally-mandated upgrade of the Sand Island Wastewater Treatment Plant. DES's wastewater program is completely financially self-sufficient, relying entirely on sewer fees to operate.

## How does my sewer bill work?

### The Basics

#### Base Rate Structure

- Base Charge: a fixed monthly charge
- Volume Charge: based on your monthly water usage

#### Water Use Structure

- Billed water volume is based on your monthly water consumption
- DES's billing cycle is based on your monthly water usage
- Assumes that 20% of monthly water usage is for outdoor water use that does not incur a charge
- Example: If you use 5,000 gallons of water, you are billed for 4,000 gallons of usage (80%)

#### User Rate Factors

- All single-family households are charged the same monthly base charge
- Example: \$17.00
- Volume rate applies equally for every 1,000 gallons used to monthly \$0.10 per 1,000 gallons
- Typical Monthly Bill Example
- Example: A household using 5,000 gallons/month pays \$17.00 Base + \$17.00 Volume = \$34.00

## 2,000 gallon per month user

Approximately 10% of Honolulu households use 2,000 gallons of water or less per month. A household at this level likely consists of one or two people who are water-conscious. These residents may a small yard and with no sprinklers. They likely take short showers, wash only full loads of laundry and dishes, and rarely use water for activities like car washing or gardening. Fixtures in the home are probably high-efficiency models (e.g., low-flow toilets and aerated faucets). Households in this usage range will see a decrease in their current sewer bill on both January 1, and July 1, 2026, under the proposed rate structure.



### How will my sewer bill change?

| Year            | 2020 gpm/mo | Additional \$/month |
|-----------------|-------------|---------------------|
| Current Charges | \$85.06     |                     |
| Jan 1, 2026     | \$76.27     | <b>-\$8.79</b>      |
| Jul 1, 2026     | \$67.28     | <b>-\$8.99</b>      |
| Jul 1, 2027     | \$72.00     | <b>-\$5.28</b>      |
| Jul 1, 2028     | \$78.46     | <b>-\$6.54</b>      |
| Jul 1, 2029     | \$86.00     | <b>-\$7.54</b>      |
| Jul 1, 2030     | \$94.43     | <b>-\$7.95</b>      |
| Jul 1, 2031     | \$103.80    | <b>-\$8.38</b>      |

## 4,000 gallon per month user

Approximately 30% of Honolulu households use 4,000 gallons of water or less per month. This household might include three to four people living in a small home with a small yard. They likely practice regular conservation habits, including turning off taps when not in use, and using water-efficient appliances. There may be minimal outdoor water use. These homes typically reflect mindful consumption, with an eye on both environmental responsibility and utility bills. Households in this usage range will see a decrease in their sewer bill on both January 1, and July 1, 2026, under the proposed rate structure.



### How will my sewer bill change?

| Year            | 2020 gpm/mo | Additional \$/month |
|-----------------|-------------|---------------------|
| Current Charges | \$182.87    |                     |
| Jan 1, 2026     | \$166.13    | <b>-\$16.74</b>     |
| Jul 1, 2027     | \$181.61    | <b>-\$7.56</b>      |
| Jul 1, 2028     | \$201.85    | <b>-\$8.42</b>      |
| Jul 1, 2029     | \$218.08    | <b>-\$9.38</b>      |
| Jul 1, 2030     | \$233.08    | <b>-\$10.00</b>     |
| Jul 1, 2031     | \$249.87    | <b>-\$10.67</b>     |

## 6,000 gallon per month user

Approximately 10% of Honolulu households use 6,000 gallons of water or less per month. A typical family at this level might include two adults, a young child, and a pet. They likely take short showers, wash only full loads of laundry and dishes, and rarely use water for activities like car washing or gardening. Fixtures in the home are probably high-efficiency models (e.g., low-flow toilets and aerated faucets). Households in this usage range will see a decrease in their current sewer bill on both January 1, and July 1, 2026, under the proposed rate structure.



### How will my sewer bill change?

| Year            | 2020 gpm/mo | Additional \$/month |
|-----------------|-------------|---------------------|
| Current Charges | \$285.12    |                     |
| Jan 1, 2026     | \$268.38    | <b>-\$16.74</b>     |
| Jul 1, 2027     | \$283.86    | <b>-\$8.46</b>      |
| Jul 1, 2028     | \$304.10    | <b>-\$9.32</b>      |
| Jul 1, 2029     | \$320.33    | <b>-\$10.28</b>     |
| Jul 1, 2030     | \$336.56    | <b>-\$11.24</b>     |
| Jul 1, 2031     | \$352.79    | <b>-\$12.20</b>     |

## 9,000 gallon per month user

Approximately 20% of Honolulu households use 9,000 gallons of water or less per month. A typical family at this level might include two adults, a young child, and a pet. They likely take short showers, wash only full loads of laundry and dishes, and rarely use water for activities like car washing or gardening. Fixtures in the home are probably high-efficiency models (e.g., low-flow toilets and aerated faucets). Households in this usage range will see a decrease in their current sewer bill on both January 1, and July 1, 2026, under the proposed rate structure.



### How will my sewer bill change?

| Year            | 2020 gpm/mo | Additional \$/month |
|-----------------|-------------|---------------------|
| Current Charges | \$487.37    |                     |
| Jan 1, 2026     | \$470.63    | <b>-\$16.74</b>     |
| Jul 1, 2027     | \$486.11    | <b>-\$8.46</b>      |
| Jul 1, 2028     | \$506.35    | <b>-\$9.32</b>      |
| Jul 1, 2029     | \$522.58    | <b>-\$10.28</b>     |
| Jul 1, 2030     | \$538.81    | <b>-\$11.24</b>     |
| Jul 1, 2031     | \$555.04    | <b>-\$12.20</b>     |

## 15,000 gallon per month user

Approximately 10% of Honolulu households use 15,000 gallons of water or less per month. A typical family at this level might include two adults, a young child, and a pet. They likely take short showers, wash only full loads of laundry and dishes, and rarely use water for activities like car washing or gardening. Fixtures in the home are probably high-efficiency models (e.g., low-flow toilets and aerated faucets). Households in this usage range will see a decrease in their current sewer bill on both January 1, and July 1, 2026, under the proposed rate structure.



### How will my sewer bill change?

| Year            | 2020 gpm/mo | Additional \$/month |
|-----------------|-------------|---------------------|
| Current Charges | \$850.12    |                     |
| Jan 1, 2026     | \$833.38    | <b>-\$16.74</b>     |
| Jul 1, 2027     | \$848.86    | <b>-\$8.46</b>      |
| Jul 1, 2028     | \$869.10    | <b>-\$9.32</b>      |
| Jul 1, 2029     | \$885.33    | <b>-\$10.28</b>     |
| Jul 1, 2030     | \$901.56    | <b>-\$11.24</b>     |
| Jul 1, 2031     | \$917.79    | <b>-\$12.20</b>     |

# SEWER RATE CHANGE COMMUNICATION PLAN GOAL

INFORM THE PUBLIC ABOUT UPCOMING  
SEWER FEE INCREASES WITH CLEAR, CONCISE  
MESSAGING. ENSURE INFORMATION IS  
EASILY ACCESSIBLE



## TIMELINE: JULY-JANUARY (7 MONTH CAMPAIGN)

| MONTH     | ACTION               | BREAKDOWN                                                                |
|-----------|----------------------|--------------------------------------------------------------------------|
| JULY      | INTERNAL PREP        | MESSAGING FINALIZATION, CREATIVE DESIGN, STAKEHOLDER BRIEFINGS           |
| AUGUST    | ROLLOUT              | WEBSITE UPDATES (W/RATE CALCULATOR) PRESS BRIEFINGS, STAKEHOLDER UPDATES |
| SEPTEMBER | PUBLIC ANNOUNCEMENTS | PRESS CONFERENCE, SOCIAL MEDIA LAUNCH, MAILERS                           |
| OCTOBER   | COMMUNITY OUTREACH   | TOWN HALLS, MEDIA INTERVIEWS, DIGITAL ADS                                |
| NOVEMBER  | REMINDERS            | COUNTDOWN CAMPAIGN, HOW TO CONSERVE (AND SAVE) MESSAGING                 |
| DECEMBER  | FINAL REMINDERS      | COUNTDOWN CAMPAIGN, HOW TO CONSERVE (AND SAVE) MESSAGING                 |
| JANUARY   | OFFICIAL LAUNCH      | ONGOING UPDATES, SUPPORT CHANNELS                                        |



“

*NEW YEAR, NEW SEWER RATES:  
USE LESS, PAY LESS, SAVE MORE*

”

## SAMPLE MESSAGE

STARTING JANUARY, SEWER FEES ARE CHANGING. WE UNDERSTAND ANY CHANGE IN WHAT YOU PAY MATTERS— HERE’S HOW THIS ONE HELPS YOU. THE GOOD NEWS: THE BASE FEE GOES DOWN. BIG USERS WILL PAY MORE, MAKING IT FAIRER FOR EVERYONE. IF YOU USE LESS, YOU SAVE MORE. LET’S BUILD A BETTER FUTURE TOGETHER.

LEARN MORE AT [HONOLULU.GOV/ENV](https://honolulu.gov/env)



# CONSERVATION EDUCATION TIE-IN

- MESSAGING: *“USING LESS SAVES YOU MONEY—AND HELPS PROTECT OUR ISLANDS,”*
- TIPS SERIES: *“1 MINUTE TO SAVE: QUICK WAYS TO LOWER YOUR BILL”*
- HIGHLIGHT LOCAL SERIES SHOWING A FAMILY SAVING WATER & SAVING MONEY
- OFFER DOWNLOADABLE OR PRINTED WATER-SMART HOME CHECKLIST



# INTEGRATED PLANNING

- WELL ESTABLISHED EPA PROGRAM
  - EVALUATE BOTH NPDES PROGRAMS – SW AND WW
  - PRIORITIZE PROJECTS/SPENDING FOR GREATEST IMPACT ON HUMAN HEALTH AND WATER QUALITY
- COMPLETED IP FEASIBILITY STUDY – POSTED ON WEB PAGE
  - DIELDIN & PFAS TREATMENT & SAND ISLAND SECONDARY
  - CESSPOOL CONV, WATERSHED MGMT, GREEN INFRA, WATER REUSE
- FULL IP STUDY IS FUNDED, FINALIZING SCOPE/SCHEDULE
- WILL WORK CLOSELY WITH DFM, BWS, DLNR, DOH, ENV GROUPS, PUBLIC
- IP HAS 6 PIECES, LARGE OUTREACH/ENGAGEMENT PIECE
- GET IP APPROVED BY DOH/EPA, IMPLEMENT

