



EVERYDAY CHOICES,  
LASTING IMPACT

LORNA HELLER, HONOLULU BWS  
DANIEL CHEN, HONEYWELL

Honeywell



# *Pick just one, which conservation habit would you try first?*



Active poll

0

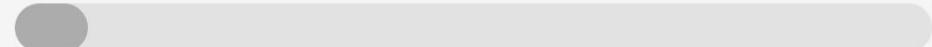


Join at  
**slido.com**  
**#224**

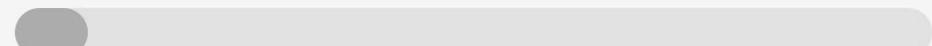


**Pick just one, which conservation habit would you try first?**

1. Shorter showers



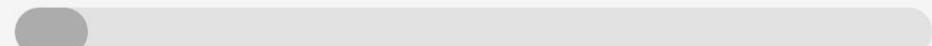
2. Turning off faucet while brushing teeth

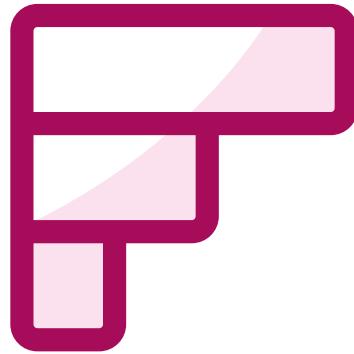


3. Fixing leaks



4. Reusing water (e.g., for plants)





**Pick just one, which conservation habit  
would you try first?**

- ⓘ The Slido app must be installed on every computer you're presenting from

# What's one water wasting habit you see most?



Join at  
**slido.com**  
**#224**





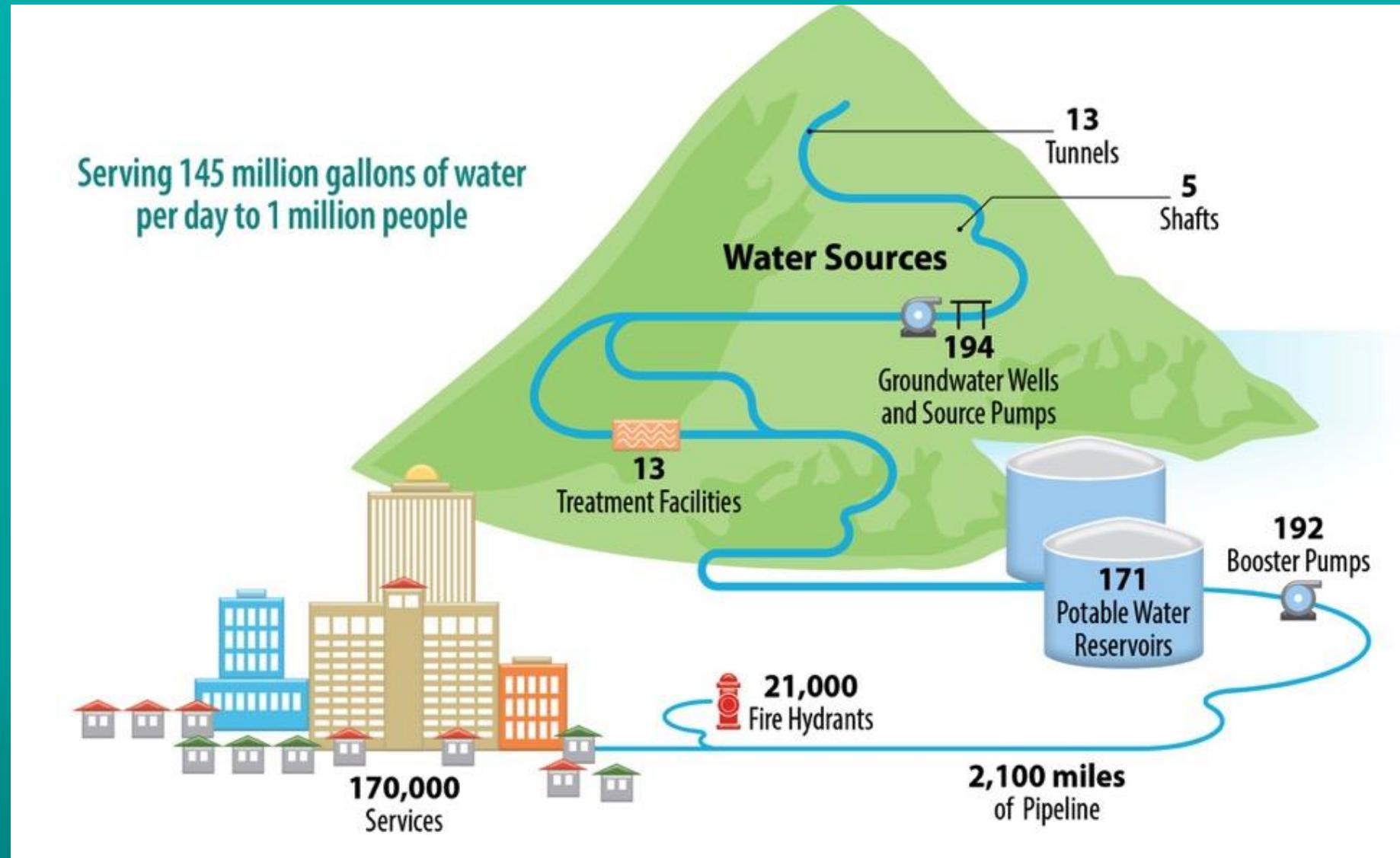
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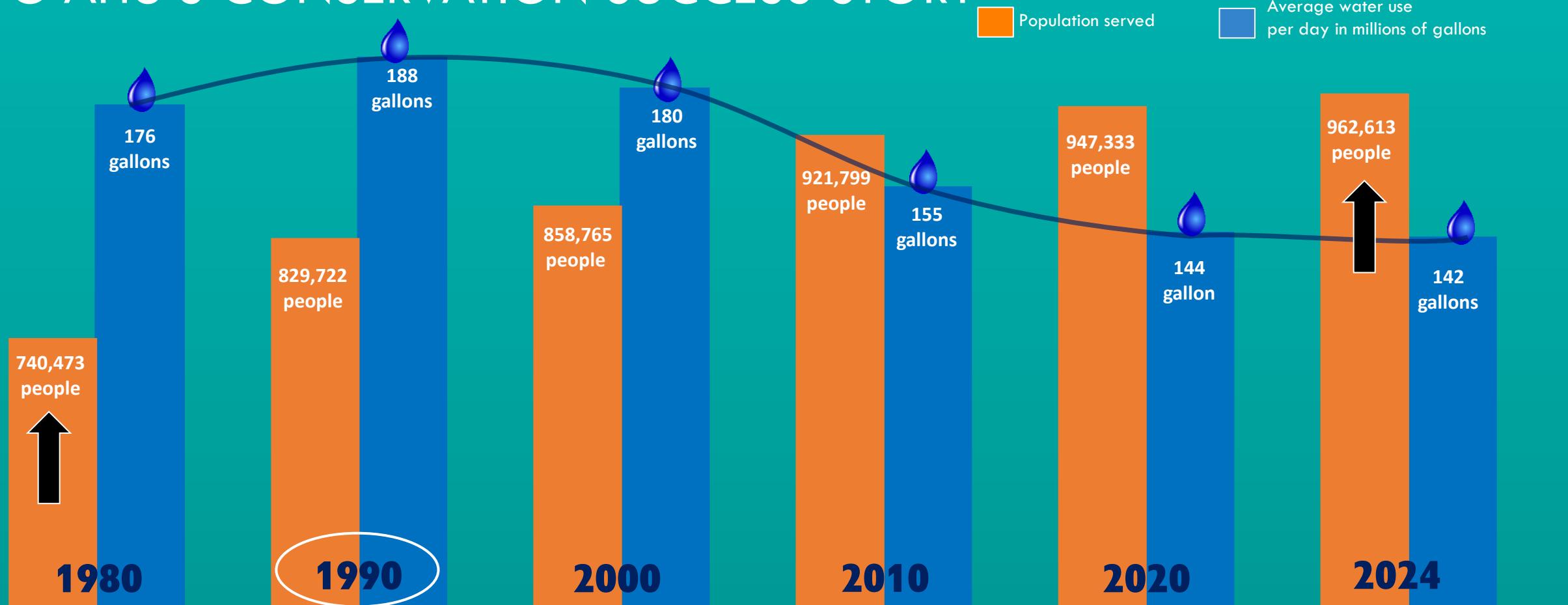
# WHY CONSERVATION?



# The BWS Water System is Large and Complex



# O'AHU'S CONSERVATION SUCCESS STORY



Honolulu begins a decade of rapid population growth. The rate of water use is escalating as well.

The Board of Water Supply begins aggressive, multi-pronged water conservation programs.

Conservation practices are becoming a way of life.

Conservation efforts step up with more conservation measures.

Since 1990, water use has dropped by 16.5%. O'ahu is conserving 15 billion gallons of water per year.

15 billion gallons per year are now saved for other uses today vs. 1990



# PROGRAM HIGHLIGHTS

**117,334,692**

Gallons Saved/Year

**21,817**

Rebates Issued

**\$1,613,775**

Incentives

**13,072**

Clothes Washers

**5,343**

Toilets

**1,466**

Rain Barrels

**626**

Irrigation  
Controllers



# RESIDENTIAL PROGRAM OVERVIEW



**\$100**

WaterSense  
Labeled Toilet

Save up to  
13,000  
gallons/yr



**UP TO \$135**

WaterSense Irrigation  
Controller and Sensor

Save over  
\$150  
on annual water bills



**UP TO \$200**

Smart Water Monitor

Reduce water  
usage by over  
15%



**\$75**

ENERGY STAR  
Clothes Washer

Save up to  
4,900  
gallons/yr



**\$40**

Rain Barrel

Save over  
\$100  
on annual water bills



# COMMERCIAL PROGRAM OVERVIEW



Kitchen



Landscaping



Plumbing

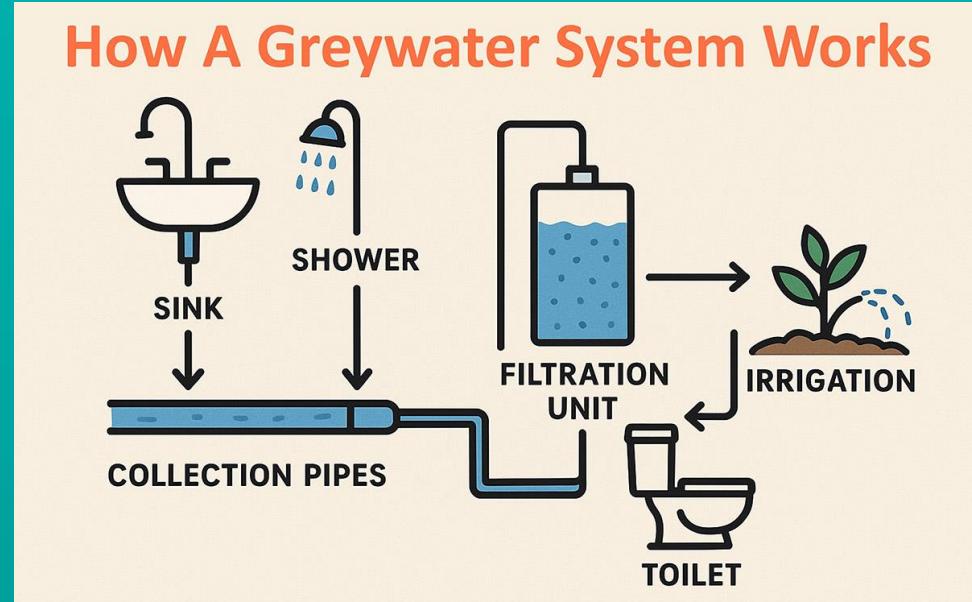


Cooling Tower



# CUSTOM PROGRAM OVERVIEW

- Incentivize unique water conservation/efficiency projects
- Support opportunities in new technologies
- Open to commercial customers
- Rebates will be provided based on a rate per kgal (1000 gallon) saved



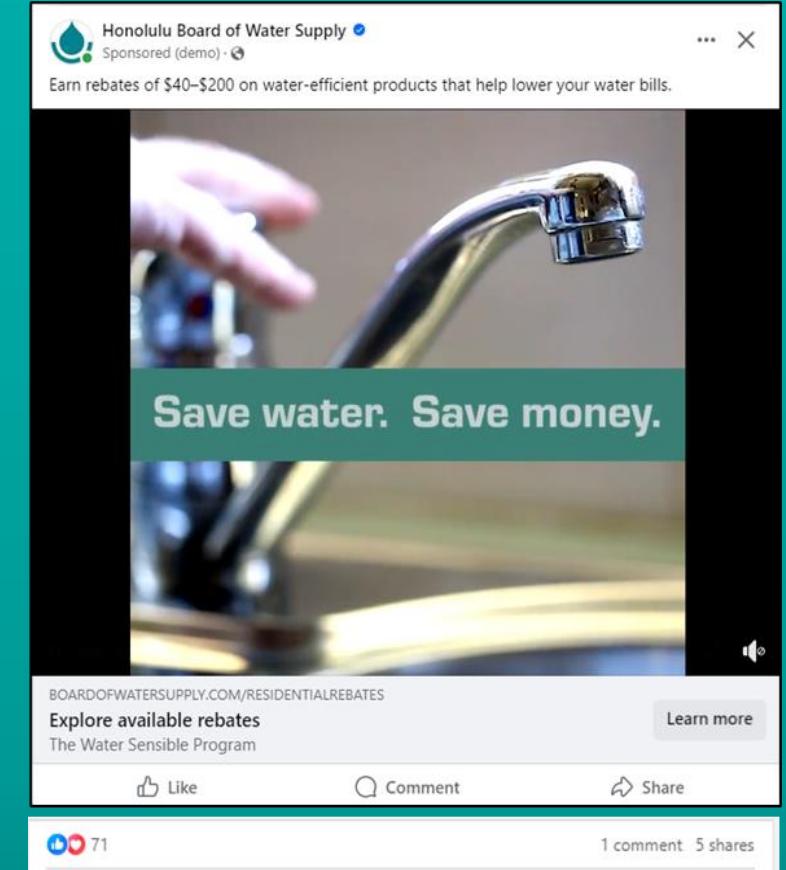
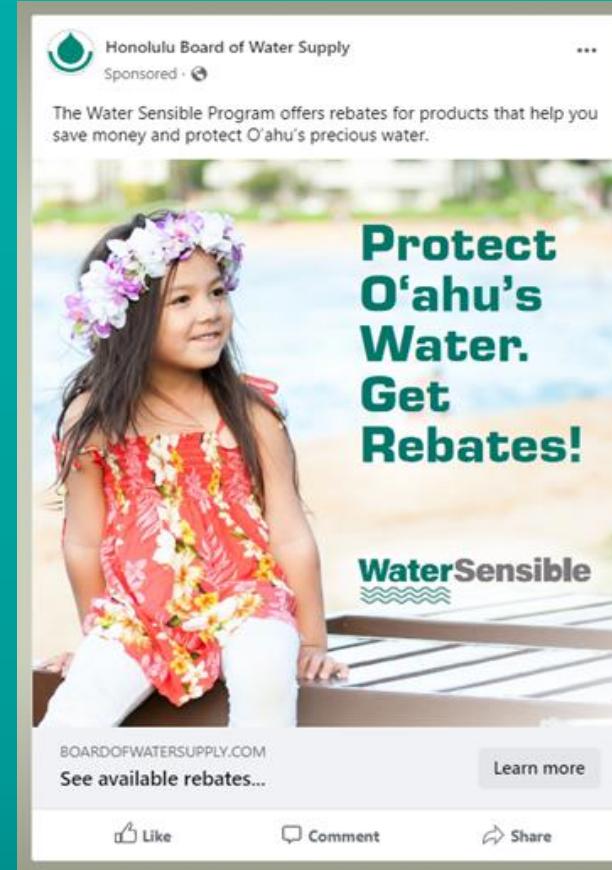
# OUTREACH AND AWARENESS



City Mill's Fall Garden Expo – August 17, 2024



# WATER SENSIBLE & CONSERVATION SOCIAL MEDIA



# DIRECT MAIL CAMPAIGN

## Condos and Apartments

### SAVE WATER, SAVE MONEY

Get up to \$100 in rebates by purchasing and installing eligible water-efficient products.

**WaterSense**



**\$75 REBATE** Clothes washer

**\$100 REBATE** Toilet

#### LIMITED TIME OFFER

Get \$100 back and use up to 60% less water when you purchase and install an EPA WaterSense® toilet.

- Offer valid for purchases made on or after 1/19/24, while funding lasts
- Tank and bowl must be purchased together and use 1.28 gallons per flush or less
- Limit four per household

**SAY HELLO TO LOWER WATER BILLS**



Scan to see all rebate details at [BoardOfWaterSupply.com/ResidentialRebates](http://BoardOfWaterSupply.com/ResidentialRebates)  
808.237.6877



## Single Family Homes

### SAVE WATER INSIDE AND OUT

From washers to rain barrels, get up to \$200 in rebates by purchasing and installing eligible water-efficient products.

**WaterSense**



**\$40 REBATE** Rain barrel

**UP TO \$100 REBATE** Weather-based irrigation controller

**\$75 REBATE** Clothes washer

**\$100 REBATE** Toilet

**50% OFF UP TO \$200 REBATE** Smart water monitor

#### LIMITED TIME OFFER

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Board of Water Supply



# PRINT MEDIA

10 MIDWEEK NOVEMBER 6, 2024

KATHERINE BENNETT  
ESQ., MSW  
Divorce and custody  
mediator at Family  
Mediation Hawaii

## Co-parenting During The Holidays

I've seen how the holidays can amplify co-parenting challenges. Twinkling lights and festive music often cast shadows over divorced or separated parents.

Here's what I've learned from families navigating these challenges with goodwill and grace.

### Child-centric planning

It's not about dividing time equally but creating joyful experiences for our kids.

I recall a couple who fought bitterly over Christmas. I asked them to imagine their children's ideal holiday. They realized the kids were most excited about Christmas morning. This led them to establish a new tradition: a special Christmas Eve dinner with one parent and a magical Christmas morning with the other, alternating each year.

### Clear communication

Parents should start holiday discussions early. A shared digital calendar can be a game-changer.

One family I worked with held semi-annual co-parenting meetings to plan for the year. The mother noted, "We're such better parents when we can explain to our children what to expect."

### Valuable currency

Flexibility is often the most valuable currency in mediation.

One father, initially devastated about not having his children on Christmas Day,

Co-parenting during the holidays doesn't have to be a stressful experience.

PHOTO COURTESY KATHERINE BENNETT

embraced celebrating "Christmas" on Dec. 23. To his surprise, his kids loved having two Christmas mornings, and he found joy in creating new traditions.

### Emotional self-care

Parents who manage their emotions effectively navigate holiday challenges better. It's normal to feel a range of emotions during this time, but how those feelings are processed matters. Creating a support network and new traditions for when they're not with their children can help.

### The supporting cast

Managing extended family often presents hidden challenges. Parents should have open conversations with relatives and set clear boundaries, ensuring that negative talk about the child's other parent is off-limits.

In one case, tension between grandparents caused stress for the family. We devised a plan for both sets of grandparents to attend a school holiday

concert, creating a neutral, child-focused event.

### The balancing act

Kids shouldn't feel burdened with adult decisions, but age-appropriate choices help them feel secure and valued. One set of parents asked their kids to suggest new traditions for each household post-divorce. A gingerbread house competition and Christmas movie marathon became beloved new holiday celebrations.

### It's a season, not a lifetime

The holidays are just a small part of the year. Your overall co-parenting relationship and children's long-term well-being are what truly matter. As you navigate this holiday season, focus on creating positive memories. In the end, that's the greatest gift any parent can give their child.

If you are interested in mediation services, contact us at 808-439-8600, or visit family-mediation-hawaii.com.

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We help military families in Hawaii reach their loved ones  
in times of crisis. Your help is needed.  
[redcross.org/Hawaii](http://redcross.org/Hawaii) Public service of Molokai

WaterSensible  
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# TV Commercial – Hawaii News Now



Board of  
Water Supply



# TRADE ALLY PROGRAM



**FREE**  
listing on the  
**Water Sensible**  
website



**Education**  
on new  
water-saving  
products



**FREE**  
marketing  
resources and  
brochures



**Recognition**  
as a steward  
of water  
conservation



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SOFTWARE**

**Create your free,  
personal WaterSmart  
account today!**

See how you use water & where you use it most

Find ways to save water & reduce your bill

Compare your usage with similar households

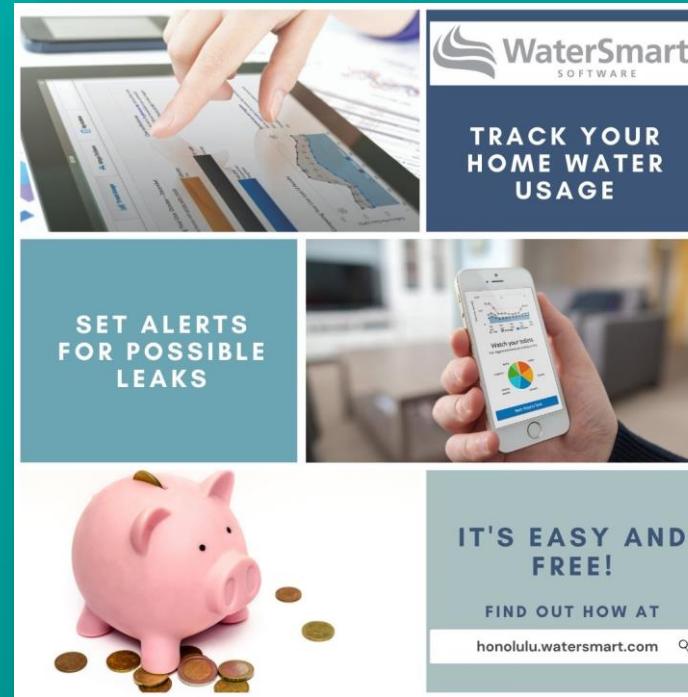
Sign up for high usage & leak detection alerts

H<sub>2</sub>O

Your information is always kept safe & secure. WaterSmart will never sell or provide your personal information to third-party vendors.

Board of Water Supply

Create your account at: [honolulu.watersmart.com](http://honolulu.watersmart.com)



SET ALERTS FOR POSSIBLE LEAKS

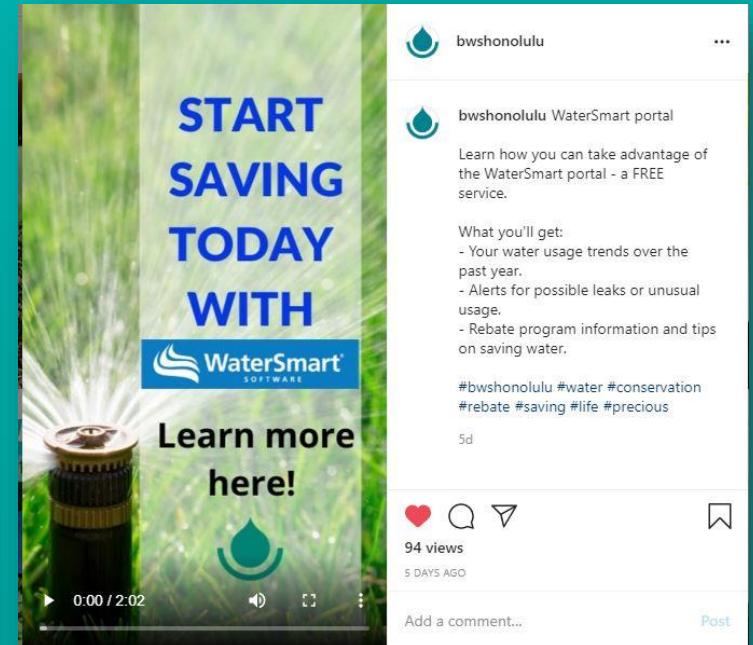
WaterSmart SOFTWARE

TRACK YOUR HOME WATER USAGE

IT'S EASY AND FREE!

FIND OUT HOW AT [honolulu.watersmart.com](http://honolulu.watersmart.com)

A collage of images showing the WaterSmart software interface on a tablet, a smartphone displaying usage graphs, a pink piggy bank with coins, and a hand holding a smartphone showing the app.



bwshonolulu

bwshonolulu WaterSmart portal

Learn how you can take advantage of the WaterSmart portal - a FREE service.

What you'll get:

- Your water usage trends over the past year.
- Alerts for possible leaks or unusual usage.
- Rebate program information and tips on saving water.

#bwshonolulu #water #conservation #rebate #saving #life #precious

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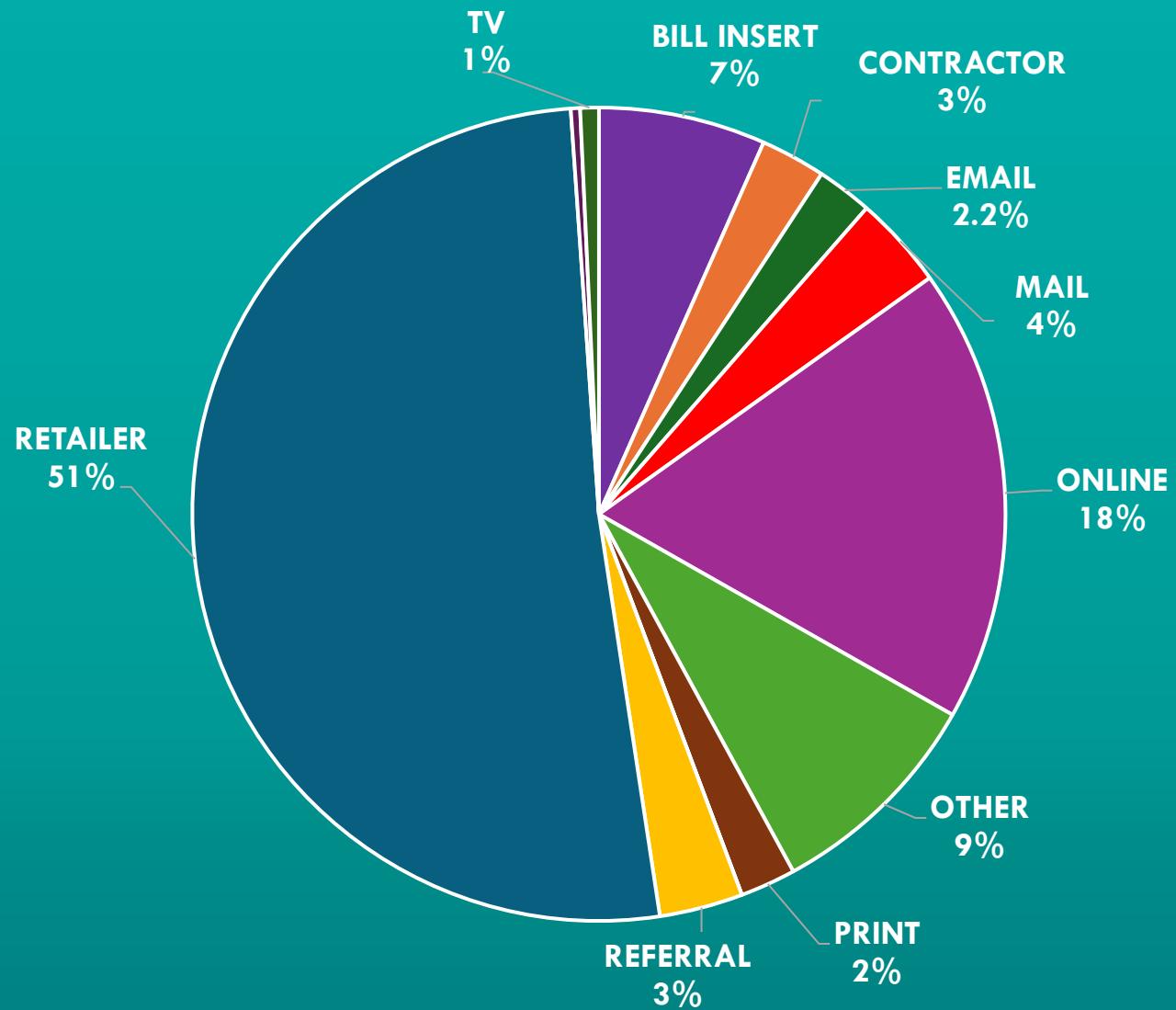
94 views 5 DAYS AGO

Add a comment... Post

**[www.honolulu.watersmart.com](http://www.honolulu.watersmart.com)**



# HOW DID YOU HEAR ABOUT THE PROGRAM



# CUSTOMER SERVICE

| TOTAL | METRIC                                                                |
|-------|-----------------------------------------------------------------------|
| <2    | REBATE CYCLE TIME (# WEEKS)                                           |
| 9.8   | CUSTOMER SATISFACTION SURVEY -<br>OVERALL REBATE PROGRAM SATISFACTION |
| 9.8   | CUSTOMER SATISFACTION SURVEY -<br>LIKELIHOOD TO RECOMMEND             |



# OTHER INITIATIVES

- Multifamily Outreach
- Water Wisdom
- Direct Install Program
- Kupuna Program
- Rain Barrel Workshops



# HAWAII GREEN BUSINESS PROGRAM (GBP)

## WORK WITH BUSINESSES TO:

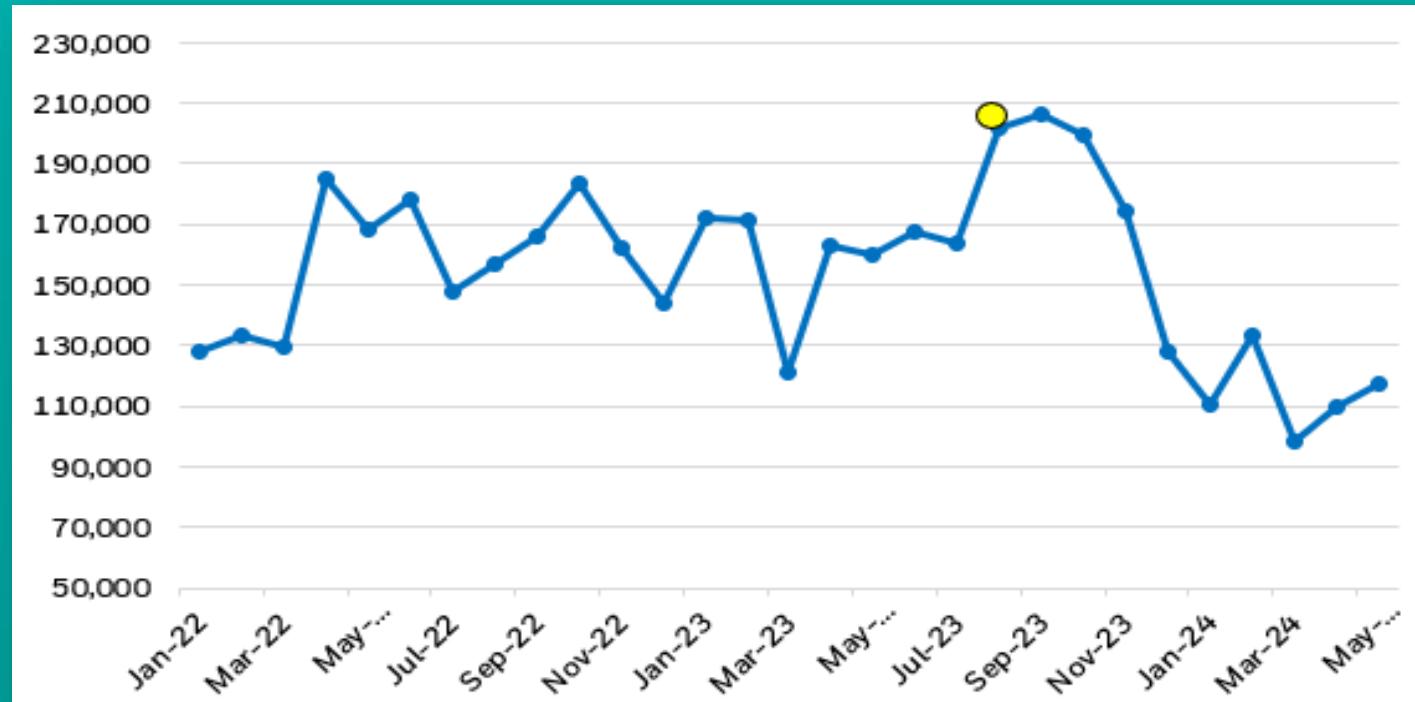
- Conserve Energy & Water
- Preserve Culture & Natural Resources
- Increase Community involvement
- Prevent Pollution
- Reduce Waste

## CATEGORIES:

- Hotel
- Restaurant
- Venue or event
- Office
- Grocery



# SUCCESS STORY: ALAKEA CORPORATE TOWER



Upgraded Conductivity Controller

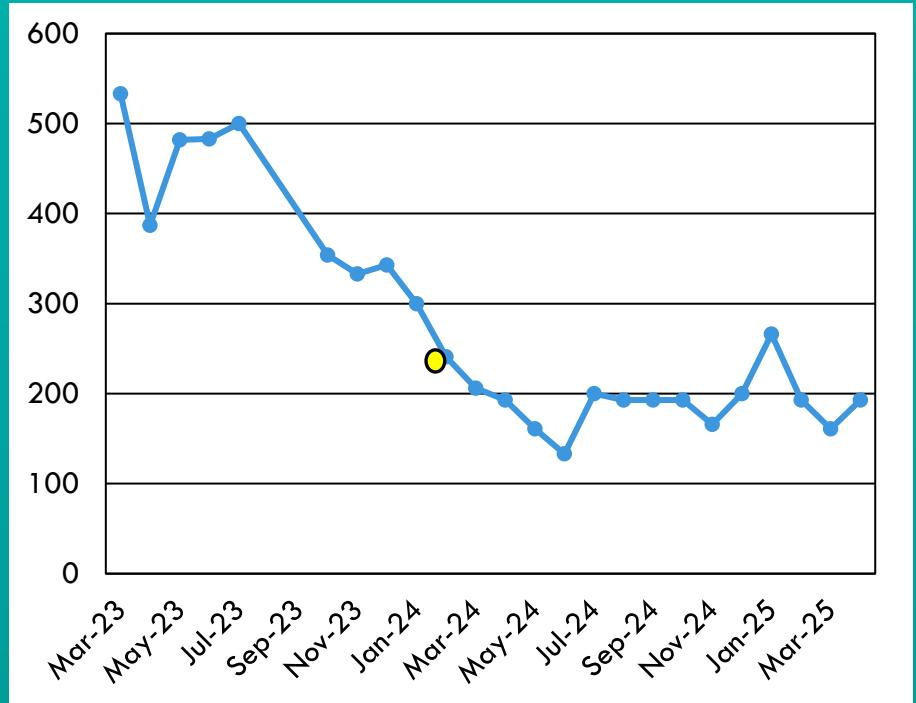
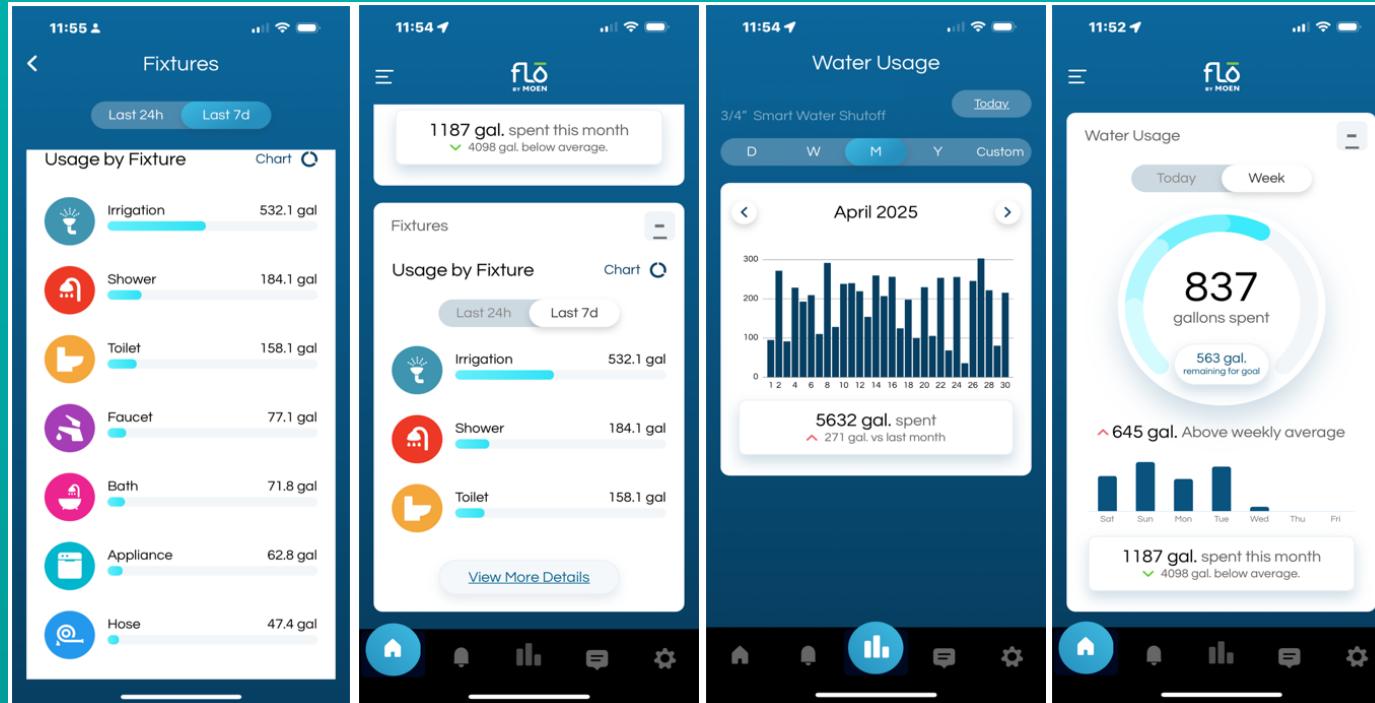
\$412.50 Rebate

Saved 93,500 gallons/month after upgrade

\$11,287 annual utility savings



# SUCCESS STORY: SMART WATER MONITOR



- \$200 Rebate
- Water use dropped by 189 gallons per day
- Customer likes the water use breakdown and goal setting features



# SUCCESS STORY: RAMADA PLAZA

Replace 200 toilets from 3.5 gpf to 1.28 gpf

\$9K rebate (\$45) / \$20K rebate (\$100)

Average Water Savings of 5,000 gallons per day

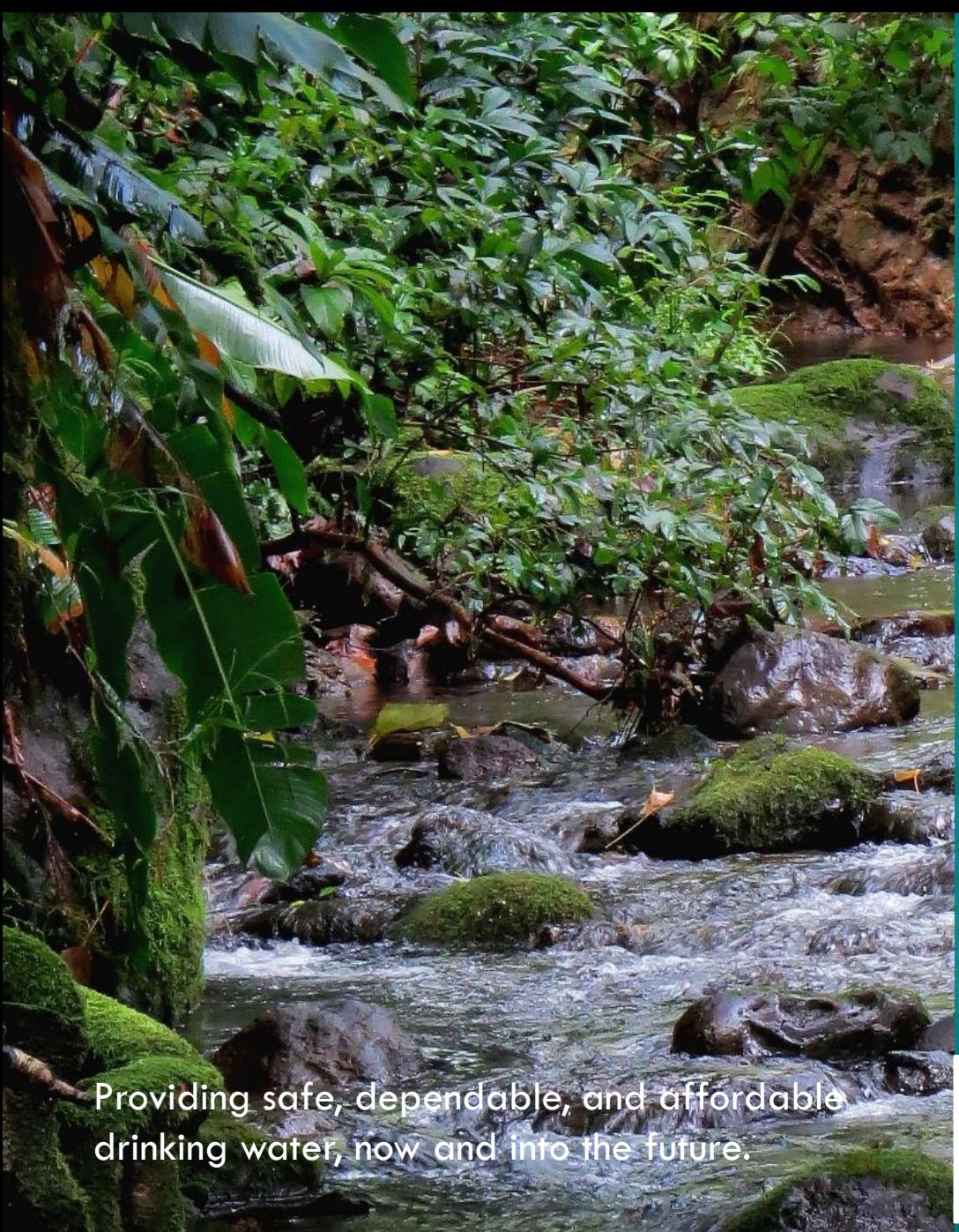
Over \$19,000 annual utility savings

Payback period

10 months (\$45 rebate - self installed)

3 months (\$100 rebate)





Providing safe, dependable, and affordable  
drinking water, now and into the future.



# Mahalo! BOARD OF WATER SUPPLY

[boardofwatersupply.com/watersensible](http://boardofwatersupply.com/watersensible)

**WaterSensible**  
