DHHL Administrative Rules
Beneficiary Consultation Meeting July & August 2017
Water Systems Rules FAQs

1. **What are DHHL's water systems?**
   Section 221(f) of the Hawaiian Homes Commission Act requires that the Department of Hawaiian Home Lands keep (never sell) any water system in its "exclusive control." The DHHL has four water systems in its exclusive control. Those water service areas are located in Anahola, Kauai; Hoolehua and Kalamaula, Molokai; Kawaihae, Hawaii; and Puukapu, Hawaii. Except for Puukapu, which is not a "public water system," they provide safe drinking water to consumers in the service areas.

2. **Do all lessees get water from DHHL's water systems?**
   No. Only lessees who have a residential, agricultural, and/or pastoral lease in the service areas get water from DHHL's water systems. Most lessees get water from county systems.

3. **Why are you doing beneficiary consultation statewide if the water systems are only located in Anahola, Hoolehua, Kawaihae, and Puukapu?**
   The water systems are a trust asset. The management of those systems impact the trust and, therefore, impact all beneficiaries in some way. Even if you are not connected to a DHHL water system, it is important to stay informed about the Department and the trust. The Department wants to provide that opportunity to you.

4. **Why are rules needed?**
   Rules provide a foundation and standard for transparency, accountability, and consistency. It is important that the Department is accountable for its management of trust assets. The draft rules set forth technical details and operational processes that provide transparency to consumers on the systems and to beneficiaries in general. Having these processes spelled out in rules also creates consistency and accountability for all parties involved so that things cannot change abruptly and so that consumers are treated in a fair and predictable way. The water rules also provide a clear procedure for operation for the potable water systems so that DHHL as operator and beneficiaries as consumers understand how the system is to be operated and consumers are to be billed.

5. **I'm a lessee connected to a DHHL water system. Why do the draft rules say if I don't pay my water bill, my water service will be shut off when the HHCA says the DHHL is supposed to provide adequate amounts of water to homestead lands?**
   To provide adequate amounts of water, the system required to transport that water needs to be properly maintained. Today's water systems with its pipes and pumps and valves are modern day versions of a complex auwai system that brings fresh water to the consumer. Just like the auwai system, the pipes, pumps, and valves need regular maintenance and repair. Instead of consumers dedicating time to help maintain the system like was done with the auwai, paying your water bill is how you contribute to the maintenance and repair of the delivery system. If you don't pay, you're not doing your part and there are consequences for that.

6. **What is a public water spigot? Would I be able to get water from the public water spigot even if I have County water coming to my house?**

The public water spigot would be a place where consumers would be able to bring tanks that have been inspected and permitted by the Department and fill those tanks with drinking water (except from the Puukapu system because it is not provide drinking water). If you have a permit and an inspected tank, you would be able to get water from the public water spigot.

7. **Why do I pay significantly higher water rates and fees to the County, than those who get water from DHHL?**
   Consumer rates and fees for any water system are based on many variables such as system size, age of the system, and number of consumers. The most significant variable is what it costs to deliver safe drinking water to consumers.

8. **Are DHHL water systems regulated and required to comply with federal and state drinking water standards?**
   Yes. As a water purveyor, DHHL must comply with U.S. Environmental Protection Agency and State Department of Health standards. DHHL's public water systems consistently produce excellent water quality.