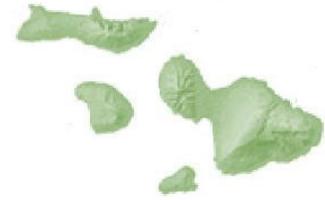


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PRESS RELEASE

For Immediate Release

April 14, 2022

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NOTICE: Year Two of the Small Meter Replacement Project Begins Mid-April and Encompasses the Kahului and Lahaina to Napili Service Areas.

Year two of the Department of Water Supply's (DWS) Small Meter Replacement project will begin in mid-April 2022 and will encompass the Kahului and the Lahaina to Napili service areas. Work will begin in Kahului and is scheduled to be completed by September 2022. Installations will begin in the Lahaina to Napili service area in October 2022 with completion tentatively scheduled for February 2023. Customers in these locations will be notified in advance by mail of the proposed work in their area.

In June 2020 DWS began its Small Meter Replacement project aimed at upgrading aging water meter infrastructure within the County water system. The project, which is expected to last for four years, will replace an estimated 26,000 water meters that are 2" or less in size. Professional Meters, Inc. (PMI) is the contractor that will be installing the new water meter equipment.

PMI will be installing new cellular transponders on all small water meters that have adequate cellular service in their area. These new transponders will allow DWS to read customer water meters remotely by using existing cell tower infrastructure and will also allow customers to create an on-line account ("EyeOnWater") and view their own water usage in real time over the internet. Information on how to sign up for this new EyeOnWater feature is included on the DWS website. For those areas that do not have adequate cellular coverage, an upgraded transponder will be installed that will allow the department to read meters on a drive-by basis as is currently done in most areas.

Typically, it will take PMI approximately 15 - 30 minutes to put in a new meter, so interruption of customer water service should be very brief.

Installations will typically occur between the hours of 8:00 a.m. – 3:30 p.m., Monday through Friday (except County holidays) and customers ***will not*** need to be present during the installation process. The Department of Water Supply reminds all customers that meters must be accessible and should not be blocked by bushes, vines, equipment or other materials. If a meter is located behind a fence or gate or in an area that is difficult to access, customers can contact PMI at ***855-620-7993 to make***

an appointment to arrange for the necessary work to be completed.

Year Three of the project is tentatively scheduled to begin in March 2023 and is expected to include the Maalaea, Kihei and Wailea service areas.