

DEC 19 2011



**HAWAII
AMERICAN WATER**

Hawaii American Water
6700 Kalanianaʻole Highway, Suite 206
Honolulu, Hawaii 96825

www.hawaiiamwater.com

December 6, 2011

Dear Hawaii American Water Customer:

On November 21, 2011, the Hawaii Public Utilities Commission (HPUC) granted a rate adjustment to Hawaii American Water to cover increased costs associated with the wastewater service we provide to the Hawaii Kai community. New rates became effective on December 5, 2011.

For all of our customers, your next invoice will be based upon the rates presented in the schedule below. For our residential customers, your January invoice will include a one-time adjustment for the new rates which went into effect on December 5, 2011. This one time charge which reflects the difference between the old and new rates for the period of December 5 through December 31 will be approximately \$7.26 for a single family home and \$6.18 for a multi family unit.

SCHEDULE OF RATES EFFECTIVE DECEMBER 5, 2011

	PRESENT RATES	NEW RATES	\$ INCREASE	% INCREASE
RESIDENTIAL	Per Month	Per Month		
Single Family	\$58.70	\$67.08	\$8.38	14.28%
Multi Family	\$49.95	\$57.08	\$7.13	14.27%
COMMERCIAL	Per 1,000 gal	Per 1,000 gal		
Restaurant	\$14.10	\$16.08	\$1.98	14.04%
Non-Restaurant	\$8.65	\$9.87	\$1.22	14.10%
Other Public Authority	\$8.65	\$9.87	\$1.22	14.10%
CITY / COUNTY - DWELLING				
Volumetric rate	\$3.26	\$ 3.73	\$0.47	14.42%

Over the past three years Hawaii American Water has made significant and necessary investments in our system in order to continue to provide quality and reliable service to the Hawaii Kai community. Unfortunately the costs associated with these investments, together with the increases we have experienced with our operating costs, have caused us to increase fees for the first time in the past three years. The new rates approved by the HPUC will allow us to continue with our critical investments while providing the same level of service expected by our customers.

At Hawaii American Water we are proud of the work we do and our service to the Hawaii Kai community. While we understand that no one wants to have their fees increase, we hope you will understand and support our need to do so. Please do not hesitate to contact us with any questions, comments or concerns you may have.

Mahalo Nui Loa,

Lee A. Mansfield, P.E.
Manager

Toll-free, 24-hour customer care is available at 866-430-0826, or visit our website at www.hawaiiamwater.com.