

# LWC WATER SERVICE FORM



LAIE WATER COMPANY  
55-510 KAMEHAMEHA HWY, SUITE 12, LAIE, HI 96762  
PHONE: (808)293-7017; FAX: (808)293-6456  
EMAIL: lwc@hawaiireserves.com

| FOR LWC USE ONLY |
|------------------|
| Received         |
| Location ID      |
| Account #        |
| Scanned          |
| FINAL READ       |
| DATE READ        |
| READ BY          |
| METER #          |
| EMAILED          |
| INITIALS         |

(Please Check One)

**START WATER SERVICE on this DATE:** \_\_\_\_\_  
 New water meter service     New Customer with existing meter

**UPDATE** Customer information

**STOP WATER SERVICE on this DATE:** \_\_\_\_\_  
 FORWARDING ADDRESS (for FINAL BILL)  
 \_\_\_\_\_  
 \_\_\_\_\_

**TO START OR STOP SEWER SERVICE go to:**  
[https://www.honolulu.gov/rep/site/env/www\\_docs/Laie\\_Application\\_Form\\_05-11-2015.pdf](https://www.honolulu.gov/rep/site/env/www_docs/Laie_Application_Form_05-11-2015.pdf)

CUSTOMER NAME: \_\_\_\_\_

PROPERTY OWNER:(if different from Customer) \_\_\_\_\_

PROPERTY MANAGER:(if different from Customer) \_\_\_\_\_

PROPERTY ADDRESS: \_\_\_\_\_

TELEPHONE

HOME \_\_\_\_\_ CELL \_\_\_\_\_ WORK \_\_\_\_\_

MAILING ADDRESS: (If different from Property Address)  
 \_\_\_\_\_  
 \_\_\_\_\_

CUSTOMER EMAIL ADDRESS: \_\_\_\_\_

Yes, I give LWC permission to email me pertinent information regarding my water account and water-related issues, such as waterline repair emergencies, leaks, shut-off notifications, natural disasters, etc.

FEE CHARGES – Full payment required before water service begins. CHECK OR MONEY ORDER # \_\_\_\_\_

New water service with EXISTING meter: Water Service Set-up Fee: \$50.00 AMOUNT: \$ \_\_\_\_\_

New water meter tap-in charges: CHECK OR MONEY ORDER # \_\_\_\_\_

Water Service Set-up Fee: \$50.00 AMOUNT: \$ \_\_\_\_\_

New 3/4" Meter: \$4,200.00 AMOUNT: \$ \_\_\_\_\_

Total: \$4,250.00

Other \_\_\_\_\_ AMOUNT: \$ \_\_\_\_\_

TOTAL: \$ \_\_\_\_\_

The undersigned hereby applies to Laie Water Company for water service at the above location, pending approval, and in consideration of the installation of such water service and/or meter, agrees to pay all charges incurred upon such location for such water service and to abide by all rules, regulations and provisions of the Laie Water Company relating to water service and/or rates. By signing this application, I confirm that the information provided by me is true and correct to the best of my knowledge and that I am 18 years of age or older. I also understand that Laie Water Company, Inc., may request additional information in connection with the requested service, including, without limitation, references, credit history, and a copy of the lease, etc. I agree to provide such information or authorization, if any, necessary to obtain such information.

\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
Date

\_\_\_\_\_  
PROPERTY OWNER/MANAGER SIGNATURE

\_\_\_\_\_  
Date

Please download this form, fill in your information, and email completed form to [lwc@hawaiireserves.com](mailto:lwc@hawaiireserves.com)

### Report Water Trouble

Customers experiencing water line emergencies may call **808-293-7017** for assistance during normal business hours (Monday - Friday 9:00 am to 5:00 pm, excluding holidays), or **808-945-1058** after hours.

### Report Sewer Trouble

Contact the City and County of Honolulu Department of Environmental Services **808-768-7272**.

### Start or Stop Sewer Service

[https://www.honolulu.gov/rep/site/env/wwm\\_docs/Laie\\_Application\\_Form\\_05-11-2015.pdf](https://www.honolulu.gov/rep/site/env/wwm_docs/Laie_Application_Form_05-11-2015.pdf)

### LWC Water Account Payments

#### Option 1: Mail Payment

Personal check, Cashier's check, or Money Order:

**Payable to:**

Laie Water Company

**Mail to:**

**Laie Water Company**  
**55-510 Kamehameha Hwy.**  
**Suite #12**  
**Laie, HI 96762**

#### Option 2: Use Drop Box

Personal check, Cashier's check, or Money Order, put in our drop box located outside the Hawaii Reserves, Inc., office in the Laie Shopping Center.

#### Option 3: Automatic Bill Payment

Sign up online for LWC Automatic Bill Payment service; A free service offered by LWC. Payment is withdrawn from your bank/credit union account on the 13<sup>th</sup> of each month, or the next business day should the 13<sup>th</sup> fall on a weekend or holiday.

[Click here for the Automatic Bill Payment form.](#)

#### Option 4: Online Payment

Visa, MasterCard, and Discover Credit and Debit Card online payment. There is a minimum fee of \$3.25 or a 3% convenience processing fee charged on credit and debit card payments from the credit card processing company.

[Click here to make an online payment.](#)

### LWC does NOT accept Cash or In-Person payments

### All LWC water account customers, residential and non-residential rates

|                                |                             |
|--------------------------------|-----------------------------|
| 13,000 gallons (gals) or less: | \$5.00 per thousand gallons |
| 13,001 gals to 30,000 gals:    | \$6.00 per thousand gallons |
| 30,001 gals to 75,000 gals:    | \$6.98 per thousand gallons |
| 75,001 gals and over:          | \$7.49 per thousand gallons |

### Monthly Meter size charge per meter

|  |            |
|--|------------|
| 3/4" Meter:<br>(Most residential meters) | \$19.84    |
| 1" Meter:                                | \$33.06    |
| 1-1/2" Meter:                            | \$66.13    |
| 2" Meter:                                | \$105.81   |
| 3" Meter:                                | \$198.40   |
| 4" Meter:                                | \$330.65   |
| 6" Meter:                                | \$661.29   |
| 8" Meter:                                | \$1,058.07 |

### Other LWC Fees

|                                      |  |
|--------------------------------------|--|
| New Account Set-up fee:              | \$50.00  |
| Returned Check Fee:                  | \$25.00  |
| Reconnection Fee (M – F, 8am – 3pm): | \$150.00   |
| Reconnection Fee (After Hours):      | \$225.00   |
| Late Payment Interest Fee:           | 1% per month of delinquent balance after 30 days |
| Power Cost Adjustment (PCA):         | Varies based on power costs                      |