



**DEPARTMENT OF ENVIRONMENTAL SERVICES**  
**Adjustment Procedure for Swimming Pools**

You may request an adjustment to refill your swimming pool once every five (5) years.

No credit will be given for swimming pool water discharged into the sewer.

A permit is required to empty a swimming pool down a public storm drain. Call Storm Water Quality at 768-3250 for more information. Information is available at <http://www.honolulu.gov/dfmswq/forms.html>

1. The owner shall submit a written request for a sewer service charge adjustment to the address listed below. **The owner shall include a copy of the contract or invoice from the pool contractor, and a copy of the permit to discharge it into a storm drain to:**

Department of Environmental Services  
Office of Administrative Support  
1000 Uluohia Street, Suite 308  
Kapolei, Hawaii 96707

2. Please include the following information in your written request to expedite the adjustment process:

**Name on Board of Water Supply Bill:** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**Daytime Phone Number(s):** \_\_\_\_\_

**Board of Water Supply Account Number:** \_\_\_\_\_

**Pool Dimensions:**

**Length(s)** \_\_\_\_\_ **Width(s)** \_\_\_\_\_ **Depth(s)** \_\_\_\_\_

**Shape of the pool:**

**Rectangle:** \_\_\_\_\_ **Oval:** \_\_\_\_\_ **Circle:** \_\_\_\_\_ **Kidney:** \_\_\_\_\_ **Other:** \_\_\_\_\_

**Discharge Location:** \_\_\_\_\_

**Please draw a diagram of the pool showing the dimensions (length(s), width(s) and depth(s) on each end.**

**Date(s) the pool was filled or refilled:** \_\_\_\_\_

**Copy of the contract or invoice from the pool contractor (this will not be returned).**

**Copy of the permit to discharge into a storm drain (this will not be returned).**

3. The sewer service charge adjustment will be based on the computed volume of water used to fill the pool, or the adjustment will be based on past average BWS consumption.

Requests may also be faxed to (808) 768-3341.

If there are any questions, please call our Customer Service Section at 768-3330 (Mondays through Fridays except holidays, 7:45 a.m. to 4:15 p.m.).