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## Princeville Utilities Company, Inc.

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April 2, 2013

### Important Information About Your Water Service From Princeville Utilities

To Our Valued Customers,

Princeville Utilities Company, Inc. (PUCI) plans to repair its 1.5-million-gallon (MG) main water tank as soon as practicable to remove an organic chemical found in the tank's exterior caulking, and possibly its interior lining. **PUCI will let you know when the repair work will start, assures you that the water remains safe to drink, and asks for your cooperation by conserving water now and especially while the work is underway.**

As previously announced, PUCI is constructing a Hawai'i Department of Health (DOH) approved temporary bypass system so its main tank can be taken off line to be tested and repaired. Extensive laboratory testing by PUCI and the DOH has confirmed that the system's water remains safe to drink and does not pose a health threat.

During the repair, PUCI plans to replace the main tank with three small, temporary tanks to maintain service to customers. As these tanks will have substantially less storage volume than the 1.5 MG tank, the well pumps will cycle more frequently. **To avoid damaging the well pumps or adversely affecting service to customers, we're asking your kokua in using water wisely. Commencing immediately, we're asking that you be mindful of all water use and help with conservation by restricting irrigation. If you must irrigate, we ask that it be done between the hours of 11 p.m. and 5 a.m. Conservation restrictions will remain in effect until further notice from PUCI.**

We are committed to making main tank repairs as thoroughly and quickly as possible, while ensuring the continued safety of the water supply. Although we cannot define a specific date for completion of the work, which we anticipate will require approvals from multiple government agencies; we are committed to keeping you informed of our progress. PUCI is working closely with the state's DOH, and, as always, are dedicated to the reliable delivery of safe drinking water to our customers.

PUCI has hired AECOM, a leading global environmental engineering consultant firm with extensive experience in environmental investigation and remediation throughout Hawai'i and the Pacific, to advise the company in identifying and removing the organic chemical that was detected. As previously announced by DOH in December 2012, an oily sheen containing the chemicals Aroclor 1254 and Aroclor 1260, both polychlorinated biphenyls (PCBs), were found floating at the top of PUCI's main water tank and on the upper tank wall. The water supply is drawn from the bottom of the tank, at a point far from the sheen and the sheen is being removed by a skimmer system. PCBs do not readily dissolve in water. The source of the sheen remains undetermined, and is being further investigated. However, recent test results have confirmed the presence of PCB in the caulking on the exterior of the tank. This caulking was commonly used in the early 1970's, when the main water tank was constructed.

PCBs are a group of organic chemicals formerly used in the United States in hydraulic fluids, plasticizers, adhesives, fire retardants, and de-dusting agents. The Federal and state Maximum Contaminant Level for PCBs is 0.5 parts per billion (ppb) at the compliance sampling point. The standard is set to avoid health risks based on a lifetime of consuming water containing that level of PCBs.

Updates will be posted at [www.princevilleutilities.com](http://www.princevilleutilities.com) and [www.princevillecommunity.com](http://www.princevillecommunity.com) as they become available. For other inquiries, please feel free to call me directly at (808) 826-6100.

We appreciate your understanding and cooperation.

Much aloha,

Michael Loo, Manager