

MAKAHA VALLEY TOWERS
NEWSLETTER

Living and Working Together *November 2026*

Board of Directors 2026
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Message from the President

Greetings! I wanted to take an opportunity to give you all a comprehensive report of the facts of the recent prolonged power outage caused by Hurricane Lowell.
We were spared from the worst of the devastation, and our thoughts and prayers are with those who still now continue to struggle.

Meanwhile, as I worked with GM Joanna Miranda and staff throughout this event, I was surprised regarding the inaccurate information that was being shared on social media. There were even rumors that the entire outage was the fault of MVT equipment. This is false. Adding to the confusion, HECO's website showed that all power was restored to Makaha when, in fact, power had not been restored to MVT and half of the Plantation facility.

So, what I have determined to do is to give you all a real account of the key events on the actual timeline that they occurred:

Monday 09/07/26 –
Approximately 8:30 P.M. MVT along with most of the Waianae Coast, lost power from Hawaiian Electric Company (HECO) due to severe weather from Hurricane Lowell. The Honolulu Star-Advertiser reported gusts in Makaha of up to 81 mph.

Tuesday 09/08/26 –
No HECO power for the entire day. The HECO outage map reflected multiple outages, including most of the Waianae Coast. Tuesday night, lights could be seen in some areas within view of MVT, including part of the Makaha Valley Plantation. MVT and part of the Plantation still

had no HECO power. However, the HECO outage map showed power restored in all of Makaha Valley, which was incorrect. The MVT office was later told by HECO that their crew was attempting to restore power to the area, but they were confronted by a group with a gun (not on MVT property). The HECO crew left the area without restoring power to our area and refused to return without a police escort.

Wednesday 09/09/26 –
Around 2:00 P.M., our office was informed by HECO that they restored power to MVT. However, power to our equipment was not restored. Our GM made multiple calls to HECO. At approximately 7:00 P.M., a HECO employee arrived on our property.

Within our MVT vault room is a locked cage that houses HECO equipment. MVT staff cannot access the locked cage. The HECO employee inspected their equipment in the locked cage and found an equipment switch in the "open" position, meaning that the HECO equipment was indeed not supplying power to the MVT equipment. He was concerned that the switch had opened due to a fault in the MVT equipment. In an abundance of caution, the employee disconnected power to MVT from the pole behind parking lot 8. MVT staff called multiple electrical contractors to inspect the MVT equipment, but none were available to come out that night.

Thursday 09/10/26 –
Our electrical contractor, Wasa Electrical Services Inc., came out in the morning and began to investigate. They found that one of the cables that runs underneath the cement floor of the vault room and connects HECO's equipment in the locked caged with MVT's equipment outside the locked cage, was damaged. They replaced the three cables that run through this area, connecting the MVT and HECO equipment. In the afternoon, after the cables were replaced, HECO restored power to MVT and power was restored to buildings A, B, C, H, J and K. However, at the same time, a fuse in the vault room blew, indicating a fault in the cables that feed buildings D, E, F and G, and those buildings were still without power. Wasa continued working to identify and correct the remaining issues. Cables were identified and replaced.

Discussions with Wasa between myself and GM Joanna Miranda indicated that the repairs could take longer than hoped. As a precaution,

we asked Wasa to provide portable backup generators for buildings D, E, F and G and the generators were promptly delivered to MVT.
At approximately 10:00 PM, Wasa was able to safely energize building G, but they were unable to complete the repairs on buildings D, E and F and they were unable to connect those buildings to the backup generators.

Friday 09/11/26 –
A large Wasa crew was brought out to connect buildings D, E and F to the backup generators. The generators were brought online and power was restored to buildings D, E and F. Wasa continued to pull and replace defective cables and perform other repairs.

Saturday 09/12/26 –
Another large Wasa crew came to MVT to finalize cable routing. At approximately 1 PM, the crew turned off the generators and took building G offline so that the final connections could be made back to the HECO supplied power. Just before 2 PM, power was restored to buildings D, E, F and G. A spot check was made, and all apartments were found to be energized.

As Buildings D, E, F and G were receiving power from HECO immediately before the power outage, we believe the power outage or a power surge may have, at least in part, damaged the cables when HECO restored power on Wednesday afternoon. After that occurred, every effort was made to identify and correct the deficiencies. Many thanks are due to our GM, Joanna Miranda, who worked tirelessly with HECO and Wasa Electrical to restore power to MVT. Much thanks are also due to Wasa Electrical, with whom we have had a close and long-term business relationship. Wasa Electrical's crew worked throughout the day and night and on weekends to resolve these issues.

In summary, the HECO power outage lasted from 8:30 p.m. on Monday through 2:00 p.m. on Wednesday. Due to faults in the MVT equipment, possibly caused by the power outage or a power surge on Wednesday, power to MVT was not restored immediately. On Thursday afternoon, power was restored to buildings A, B, C, H, J and K. On Thursday at approximately 10:00 PM, power was restored to building G. On Friday, power was restored to the remaining buildings, D, E, F, via the portable backup generators.

In Addition, We Experienced Further Outages

Wednesday 10/14/26 –
At about 8:30am, there was a brief power outage from Heco. Heco power was restored shortly thereafter, but apartments in buildings H, J, & K did not have power. Wasa Electrical was called immediately. Based on recent findings with our underground cables, it was agreed that Wasa begin the process of ordering 3 generators. By late that afternoon, buildings H, J, & K were under generator power.

Thursday 10/15/26 –
Shortly after 4:00pm, there was another brief power outage from Heco. Heco power was again restored shortly afterwards, but this time buildings D, E, F, & G were without power. We called Wasa, who began trying to locate 4 additional generators. Four generators were delivered that night, but Wasa personnel were not available to connect the generators. Apartments in those 4 buildings had to go without power for that night.

Friday 10/16/26 –
Wasa arrived to start connecting the generators to buildings D, E, F, & G. By the afternoon these 4 buildings were powered by generator. At this point, 7 of our 10 buildings were under generator power, and only buildings A, B, & C were under Heco power.

Because there was not enough new cable in the state to supply all 10 of our buildings, Wasa ordered cable from the mainland with approval from management to fly the cable in as soon as possible. Wasa received the cable and spent days replacing our original underground cable with new cabling.

Monday 10/26/26 –
We scheduled a property wide shutdown for 10/26/26 in order to connect all buildings to the newly installed cable so that Heco power could be restored. Following Heco's long standing procedure for requesting shutdowns, Heco was contacted to shutoff our power early in the morning. Heco refused to come out, saying we were required to schedule ahead of time. Heco has previously declined to schedule shutdowns in advance.

Friday 10/30/26 –
Though Heco said a shutdown would take 3 weeks or longer to schedule, Wasa was able to schedule a shutdown for 10/30/26. Heco shutdown power and Wasa was able to connect all 10 buildings to our new cables. Unfortunately, when power was restored, a fuse blew on the line that feeds buildings D, E, F, & G. Wasa reconnected those 4 buildings back to generator power. Buildings A, B, C, H, J, & K were then on Heco power.

Tuesday 11/3/26 –
Wasa tested the transformers for buildings D, E, F, & G to make sure they were safe for connection back to Heco power. The transformers tested good, and a shutdown for only those 4 buildings (Heco was not required) was scheduled for 11/4/26.

Wednesday 11/4/26 –
Buildings D, E, F, & G were taken off the generators and reconnected to our new cables to restore Heco power. These 4 buildings were brought online one at a time to minimize surges on the circuit. The re-energization was successful, and all 10 buildings are now back on Heco power. This work was completed almost 4 hours earlier than anticipated and posted.

Owners should understand that although the replacement of cables in September and October restored power to all units, our ageing (55-year-old) electrical system requires additional repairs. Earlier this year, the Board obtained a proposal from Wasa Electrical to conduct a load monitoring study and inspection of the electrical systems that serve the apartment buildings, and to provide a cost estimate for the potential upgrade options based on the report findings. In October 2026, Wasa Electrical and its consultant, Coffman Engineers, Inc., conducted an initial walkthrough of the project.

Our plan is to upgrade our electrical infrastructure, replacing key components that are no longer manufactured, and obtaining a new, more modern system that is less vulnerable to voltage irregularities from HECO service and will meet our future needs.

November 6, 2025 and January 30, 2026 Fires

The Association has been informed that the November 6, 2025, fire at Makaha Valley Towers is still under investigation by the insurance company. The Association will request a copy of the investigation report upon conclusion of the investigation; however, the insurance company is not required to release the report to the Association.

The insurance company's investigation of the January 30, 2026, fire has been completed. The Association recently received the insurance company's investigation report for the January 30, 2026, fire, and the report is currently under review. We will keep you apprised.

The Association has requested a copy of the final HFD investigation report for both fires from HFD. If we receive the reports, we will provide the reports to owners upon request.

New Pool Lounges

Eighteen new pool lounges were purchased, assembled, and are now being enjoyed by our residents.



New Information Broadcast Text Service

Most of you know that we have a new Broadcast Text Messaging Service at Makaha Valley Towers, as we announced was coming at the most recent Board Meeting in September.

This is a one-way info service (we do not receive texts on this service) that we will use to notify residents of emergency and time-sensitive information, such as the power outages from the recent hurricanes.

Current in-house residents who have a cell phone listed with the office (limit one phone number per apartment) have been automatically enrolled.

This is a secure system, and your number will not be used for any other purpose. Anyone returning to their island home, or any new residents, can easily sign up by scanning the QR code in the MVT office.

Any non-resident owner who wishes to be enrolled in the system but does not have access to the QR code should contact the MVT office and give them your information. Once verified by our staff, we can manually add you to the system. As stated above, there is a limit of one phone number per apartment.

We cannot send the QR code because it could be publicly shared. The cost of this system is based upon the quantity of users. You can imagine that if the number of users is not controlled, the system could become quickly overloaded. If our base user count is exceeded, an additional cost per text is charged for each user over the allowed, prepaid count, at great cost to our ownership. In that event, a very affordable tool becomes expensive. Furthermore, we want to protect the integrity of the system by doing everything possible to ensure that only authorized owners and residents are using our system.

Be sure to save this number to your contacts to avoid going to spam.

Anyone wishing to opt-out can simply respond to their text with the word "stop".

Budget 2027

The Board of Directors has approved the new fiscal year's budget. They closely examined both the operating budget and the reserve study for the association. After much consideration, the Board has approved a maintenance fee increase of 6.63 percent for the year 2027. The modest increases were necessary to cover ongoing maintenance costs and restore the aging plumbing and electrical systems in our 55-year-old facility.

A budget packet with the approved 2027 budget was mailed to all owners. Enclosed in the packet you will find the operating budget as well as the reserve study. Below is a comparison table between the current maintenance fee and 2027 maintenance fee:

Unit Type	2026 Maint. Fee	2027 Maint. Fee
Studio	$958.21	$1,021.77
One Bedroom	$1,210.55	$1,290.85
Two Bedroom	$1,431.78	$1,526.76



There are Recycle Containers in the Upper Lobby trash room in every elevator core to recycle your aluminum cans and plastic bottles. So, if you have the above-mentioned items, please do not leave them in the upper floor trash rooms. Take them to the recycling containers located in the Upper Lobbies. Please remember that the proceeds from plastic bottles and aluminum cans that are dropped off in the recycling containers goes into MVT's Association account. The amount collected from July through October is $ 1,092.57.



Smoking is not allowed at any time in your apartment, your car, your lanai, or any MVT public area. The only authorized place to smoke on MVT property is the area designated for smoking in Parking Lot 7 near the bicycle racks. If you violate this rule, you will be assessed a $400 fine. The NO Smoking rule includes vaping and smoking of medicinal marijuana as well. We are getting complaints from

residents about smoke in apartments as the smoke tends to enter your neighbors' units. Please be respectful to your neighbors.



Reminders

Helpful Information
The first two numbers in your apartment number is your floor; the last two numbers is your apartment series. For example, apt. 2040 would be on the 20th floor, apt. series 40.

Building A: apt. series 01-04
Building B: apt. series 05-08
Building C: apt. series 09-12
Building D: apt. series 13-16
Building E: apt. series 17-20
Building F: apt. series 21-24
Building G: apt. series 25-28
Building H: apt. series 29-32
Building J: apt. series 33-36
Building K: apt. series 37-40

Lobby Benches
Please Keep Lobby Benches Clear
Please do not leave discarded or unwanted items such as clothing, books, chairs, food, baskets, or other belongings on the benches in the upper or lower lobbies.

Items left on lobby benches may be assumed to be available for anyone to take. This can create confusion when someone has simply forgotten an item or temporarily placed groceries in the lobby while unloading their car. To help prevent misunderstandings and possible theft concerns, please keep lobby benches clear.

Insurance
Please remember to send in your certificate of proof of insurance coverage (HO6 Policy) for your condo on an annual basis to: HO6tracking@associahawaii.com.

Or mail to:
Associa Hawaii
Attn: Makaha Valley Towers
737 Bishop St. Ste 3100
Honolulu, Hawaii 96813

Or by fax at (888) 608-402.

Before You Say Aloha Please Prepare…

Before the time comes for many of you to head back to another part of the world until your next visit with us, now is a good time to cover a few of the basics to help keep your apartments safe and secure while you are away.

1. Turn off the five water supply valves (angle stop valves) if your apartment is going to be vacant for more than a few days. There are two under your kitchen sink, two under your bathroom sink, and one under the toilet tank. If the valves are hard to turn, or if they leak, consider having them replaced by a licensed plumber.

Remember that replacing these valves requires a water shutdown to be scheduled with the office several days in advance.

2. AC Chill Valves - If you are gone for an extended time, we offer the option of turning off your AC chill water valves. This greatly minimizes the chance of an AC leak. Even if your AC is turned off at the thermostat, it can still create condensation if the chill water valves are open which can cause a leak. Prior to your return, contact our office and we will turn the chill water valves back on for you. There is no charge for this service but it is only done upon request. If you are a renter, we require permission in writing from your agent or owner of the apartment allowing the valves to be turned off.
3. Remove items from your lanai that could become airborne in heavy winds. Plants, furniture, and other items can easily become damage-causing missiles in high winds.
4. As a reminder, there are 92 storage stalls in Lot 8. They are all painted with green stripes along the edges. If you plan to be gone for more than two weeks, please let the office know the stall number your vehicle is stored in.

If you have any questions, please contact our office at 808-695-9568, or email office@makahavalleytowers.org**.**

Happenings Around Waianae

If you are looking for local community news or events, you can find them in the monthly Westside Stories newspaper. You can find this online at https://www.wsshawaii.com or follow Westside Stories on Facebook: https://www.facebook.com/p/Westside-Stories-100063692015387.

If you prefer a hard copy of this newspaper, you can call them at 808-696-6978 to subscribe. This newspaper is free for MVT residents. As a convenience, the MVT Office has some extra copies if you would like to stop by and get a copy.

Ways to Keep in Touch with MVT Happenings:

1. **Town Sq (for owners only)** - Owners can find all official communications from MVT Management Office and the Board of Directors. Agenda and meeting links/dial-in number for the regular Board meetings are posted here. Owners can also manage their monthly HOA fees online. To get an account set up, do the following:
    a. Go to https://app.townsq.io/login on your browser.
    b. Click on "Sign up with account number".

c. Enter your Associa account number and zip code for your unit. If you cannot remember your account number, call Associa Hawaii at 808-836-0911.

d. Click on "sign up", enter your email and create a password.

2. **The Information Broadcast Texting service**. You can quickly enroll at the MVT office by simply scanning a QR code and "Opting In".
3. **www.makahavalleytowers.org**: The official MVT web page where the public can view general information about MVT, view association documents and forms, and contact information for the MVT Management Office.
4. **On-Site Bulletin Boards**: The MVT Management Office will post updates and important information on the bulletin boards next to the elevators on the upper, lower, & mail room lobbies.

Wishing you all a Happy Holiday Season

Until we meet again....



Aloha