



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

345 KEKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAII 96720

TELEPHONE (808) 961-8050 • FAX (808) 961-8657

November 8, 2007

Dear Hakalau Water System Customer,

The Department of Water Supply asks for your support to conserve water by voluntarily reducing water use by 10%. A State Department of Health (DOH) sanitary survey of the Hakalau Water System conducted last month concluded the physical condition of Hakalau Iki Spring intake box had the potential to allow surface water to mix with the spring water.

Please note the quality of Hakalau Iki Spring water has not changed. The Department of Water Supply monitors water quality throughout Hakalau Water System for bacteria and other contaminants on a regular basis. The lab results show the water meets drinking water requirements.

The DOH determination now generates the need for monitoring, testing, and reporting requirements of a surface water treatment plant. In the interim, various monitoring equipment will be installed. Until installation is complete, the DOH requires use of an alternate water source. In this case, water from Hakalau Well is now being hauled to Hakalau Iki Storage Tank. After installation, re-evaluation to determine the ability to meet all the requirements of a surface water treatment plant will ensue. If not, the Department will have to continue to haul water until a permanent solution is complete.

Hakalau Iki Spring has been a valuable water source both in terms of quantity and quality. The Department is pursuing design and construction work to remediate the spring intake to eliminate the potential of surface water influence. The design completion is projected before the end of 2007 with construction to follow shortly thereafter. If all goes according to plan, the project will be complete by summer of 2008.

In closing, to help reduce water hauling where possible, your support is needed to conserve. We ask especially for agricultural users to irrigate efficiently at night.

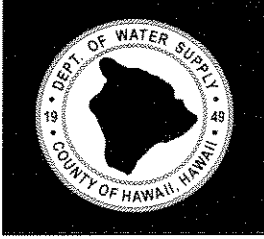
Sincerely,

Milton Pavao, P.E.

Manager

The Department of Water Supply is an Equal Opportunity provider and employer. To file a complaint of discrimination, write: USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14<sup>th</sup> and Independence Avenue, SW, Washington DC 20250-9410. Or call (202) 720-5964 (voice and TDD)

... *Water brings progress* ...



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November 7, 2007

**WATER CONSERVATION NOTICE  
EFFECTIVE IMMEDIATELY**

**AFFECTED AREA: ENTIRE HAKALAU AND WAILEA AREAS, SOUTH HILO, HAWAII**

Due to repairs of the Hakalau Iki Spring Source, the Department of Water Supply urges consumers in the Affected Area to conserve water while the repairs are being made. Water Conservation Notice is a voluntary action to reduce water usage by 10%.

For customers in the affected area of the Water Conservation Notice, a list of ways to reach the 10% reduction goal is provided:

- Wash full loads of laundry only.
- Wash full loads of dishes only.
- Serve drinking water only when requested.
- Do not let the faucet run unnecessarily.
- When bathing, use water only to wet and rinse off.
- Do not fill up the bathtub.
- Use a glass to rinse when brushing your teeth.
- Do not flush toilets unnecessarily.
- Stop lawn sprinkling.
- Stop car and boat washing.
- Stop dust control watering.
- Use drinking water wisely.

Agricultural users shall irrigate only at night from 8:00 p.m. to 6:00 a.m. This measure will reduce water loss due to evaporation and minimize water system drain during peak demand.

Should you have questions or concerns, please contact Ms. Elaine Chiu at 961-8790.

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Posted on the internet at:  
[www.hawaiidws.org](http://www.hawaiidws.org)

Hawaii Tribune Herald  
November 13 and 15, 2007

West Hawaii Today  
November 13 and 15, 2007

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