Our Mission:

Providing Safe
& Dependable
Drinking Water
at a Reasonable Cost

How is your money spent?

Water Quality

Providing safe drinking water is the foremost goal of the Department. We intend to meet the stringent requirements of the federal Safe Drinking Water Act. This includes testing of the water on a regular basis, developing better sources, and furnishing more treatment facilities.

Dependable Systems

Making sure that you have water involves drilling more wells (since well water is more dependable and less susceptible to droughts than surface sources); repairing and replacing outdated systems; and installing new modern equipment to monitor our systems.

You Can Contact Us at the Following Numbers:

Administration/Finance/General	**(808) 961-8050**
Billing/Customer Service	**(808) 961-8060**
Engineering	**(808) 961-8070**
Emergencies & Field Operations	**(808) 961-8790**
Water Quality	**(808) 961-8670**
Website Address	***www.hawaiidws.org***

EXPLANATION OF CHARGES:

Your water bill consists of four components:

1. Standby Charge: This is a minimum monthly service charge based on meter size.
2. Consumption Charge: This is a service charge based on water use.
3. Power Cost Charge: This is a charge to offset power costs incurred by the Department.
4. Energy CIP (Capital Improvement Project) Charge: This is a charge to fund projects that improve energy efficiency.

HOW TO PAY YOUR BILL:

1. Mail in your payment.
2. In person at our office at 345 Kekūanaō‘a St., Suite 20, in Hilo, or at our district offices in Waimea and Kona.
3. By Automatic Bill Payment from your checking account.
4. On-line at www.hawaiidws.org. Follow the “Water Bill” link.
5. Call toll free (844) 216-1994.

Please allow sufficient time for your payment to reach us by the DUE DATE. We are not responsible for any payment which may be in transit on the due date. A late payment penalty of one-percent (1%) per month will be assessed on unpaid account balances outstanding for more than 30 days.

If payment is not received by the due date, a shut-off notice with a scheduled shut-off date will be mailed to the account holder. Contact us immediately if you are unable to pay amounts due by the due date. A disconnected service will not be restored until all amounts due are paid.

We assess a $30 fee for all dishonored payments.

All water charges will continue to be your responsibility until you notify us to close your account.

ESTIMATED READINGS:

We try to read your meter each billing period. However, if it is not possible to do so, we will estimate your consumption based on your recent average water usage. Please help us by keeping your meter accessible and clear of cars, fences, walls, debris, foliage, and animals.

The Department of Water Supply is an equal opportunity provider and employer.

...Water, Our Most Precious Resource...

The Department of Water Supply is an equal opportunity provider and employer.

Department of Water Supply
345 Kekuanao‘a Street, Suite #20
Hilo, Hawai‘i 96720

Water Rates

Department of Water Supply

County of Hawai‘i

345 Kekuanao‘a Street, Suite #20
Hilo, Hawai‘i 96720

Effective October 1, 2026

A. MONTHLY STANDBY CHARGES*

All meter connections shall be subject to a monthly standby charge as follows:

Meter Size (inches)	Effective July 1, 2025	Effective July 1, 2026
5/8"	$ 32.82	$ 35.93
1"	69.86	76.49
1-½"	129.96	142.31
2"	203.07	222.36
3"	372.02	407.36
4"	612.46	670.65
6"	1,213.55	1,328.83
8"	1,936.47	2,120.44
10"	2,794.23	3,059.68
12"	4,873.66	5,336.66

*Standby charge is a minimum monthly charge.

B. GENERAL USE RATES (per 1,000 gallons)

In addition to standby, power cost, and energy CIP charges, a consumption charge will be applied to all general use customers as follows:

	Effective July 1, 2025	Effective July 1, 2026
1st Block	$ 1.50	$ 1.64
2nd Block	3.26	3.57
3rd Block	5.73	6.28
4th Block	7.61	8.34

BLOCK THRESHOLDS (gallons per month)

The threshold for the rate blocks vary with the size of the water meter as follows:

Meter Size (inches)	1st Block	2nd Block	3rd Block	4th Block
5/8"	5,000	5,001 - 15,000	15,001 - 40,000	> 40,000
1"	5,000	5,001 - 100,000	100,001 - 300,000	> 300,000
1-½"	5,000	5,001 - 400,000	400,001 - 1,000,000	> 1,000,000
2"	5,000	5,001 - 900,000	900,001 - 2,000,000	> 2,000,000
3"	5,000	5,001 - 2,000,000	2,000,001 - 5,000,000	> 5,000,000
4"	5,000	5,001 - 4,700,000	4,700,001 - 10,000,000	> 10,000,000
6"	5,000	5,001 - 10,000,000	10,000,001 - 25,000,000	> 25,000,000
8"	5,000	5,001 - 20,000,000	20,000,001 - 50,000,000	> 50,000,000
10"	5,000	5,001 - 40,000,000	40,000,001 - 100,000,000	>100,000,000
12"	5,000	5,001 - 60,000,000	60,000,001 - 150,000,000	>150,000,000

C. AGRICULTURAL USE RATES (per 1,000 gallons)

In addition to standby, power cost, and energy CIP charges, a consumption charge will be applied to all agricultural use customers as follows:

	Effective July 1, 2025	Effective July 1, 2026
1st Block	$1.50	$1.64
2nd Block	3.26	3.57
3rd Block	2.07	2.27

AGRICULTURAL BLOCK THRESHOLDS (gallons per month)

Meter Size	1st Block	2nd Block	3rd Block
All Sizes	5,000	5,001 - 15,000	>15,000

In order to qualify for agricultural rates, applicants shall file annually with the Department, a written application and furnish upon request, satisfactory proof (as determined by the Department), of engagement in agriculture, stock raising or dairy farming on a commercial basis, and that water used in addition to the above is limited to one dwelling. The Department reserves the right to limit or restrict water flow to agricultural users in the event of water shortage or in the event water service to domestic users is disrupted or lowered because of agricultural water use. Applicants shall install backflow preventers which shall be inspected and approved by the Department before water service is granted. Agricultural rates are not applicable to canneries, mills or markets or other establishments engaged in the conversion or treatment or packaging of agricultural products.

D. FIRE PROTECTION - MONTHLY STANDBY CHARGES*

For each connection of automatic fire sprinklers or other private fire protection, there shall be a standby charge per month, in addition to consumption, power cost, and energy CIP charges, based on the size of the connection as follows:

Size of Service (inches)	Effective July 1, 2025	Effective July 1, 2026
2"	$ 29.24	$ 32.02
3"	56.86	62.26
4"	77.98	85.39
6"	193.32	211.68
8"	294.05	321.98

*Standby charge is a minimum monthly charge.

E. FIRE LINE OR FIRE SERVICE METERS - MONTHLY STANDBY CHARGES*

For each connection of combined fire & domestic services, there shall be a standby charge per month, in addition to consumption, power cost, and energy CIP charges, based on the larger size of the connection as follows:

Size of Service (inches)	Effective July 1, 2025	Effective July 1, 2026
3"	$ 336.28	$ 368.23
4"	552.35	604.82
6"	1,096.58	1,200.75
8"	1,751.27	1,917.64
10"	2,519.69	2,759.06

*Standby charge is a minimum monthly charge.

F. SERVICE LATERAL INSTALLATION CHARGES

Installation charge for service lateral connection with a 5/8-inch meter:

	Effective July 1, 2010		Effective January 1, 2021	
	Same Side	Cross Road	Same Side	Cross Road
County Right-of-Way	$ 3,000.00	$ 4,000.00	$ 3,000.00	$ 6,000.00
State Right-of-Way	12,000.00	17,000.00	17,000.00	21,000.00

CONDITIONS:

1) For special conditions such as concrete sidewalks, compaction tests, large cut or fill areas where additional work is required, additional charges, as determined by the Department, shall be added to the installation charges listed above.

2) Deduct $40 if no meter is required.

G. FACILITIES CHARGES

A facilities charge will be applicable to all new service connections based on the maximum size of the meter and type of service the service lateral can support or by the number of lots, dwelling units or equivalent units in the development, whichever cost is larger. The unit cost in determination of the facilities charges shall be $6,095.00 for each additional lot, dwelling unit, or equivalent unit. The facilities charge is in addition to the service lateral installation charge. The schedule of facilities charges is as follows:

Meter Size (inches)		Effective July 1, 2010	Effective January 1, 2021
5/8"	First Connection	$ 1,190.00	$ 1,319.00
	Additional Connection	5,500.00	6,095.00
1"	Each Connection	13,750.00	15,237.00
1-½"	Each Connection	27,500.00	30,474.00
2"	Each Connection	44,000.00	48,759.00
3"	Each Connection	82,500.00	97,518.00
4"	Each Connection	137,500.00	152,372.00
6"	Each Connection	275,000.00	304,744.00
8"	Each Connection	495,000.00	487,591.00
10"	Each Connection	797,500.00	1,279,927.00
12"	Each Connection	1,182,500.00	1,615,146.00

H. TEMPORARY SERVICE ON HYDRANT CHARGES

Each applicant for a temporary connection of a meter to a fire hydrant shall be charged an initial payment, to be set periodically by the Department, in addition to consumption, standby, power cost, and energy CIP charges. Service shall be limited to a period not longer than 180 calendar days. The Department reserves the right to deny any application or remove any temporary connection at any time.

I. STANDPIPE CHARGES

New customers obtaining water service from Department of Water Supply standpipe facilities shall be charged an initial payment and a proportional cost of the standpipe facility on a monthly basis. These charges are as follows and are in addition to consumption, standby, power cost, and energy CIP charges:

	Effective July 1, 2025	Effective July 1, 2026
Initial Payment Meter Size		
5/8"	$ 297.29	$ 325.54
1"	599.46	656.41
1-½"	747.30	818.29
2"	895.13	980.17
Amortized Installation Cost - Monthly Meter Size		
5/8"	$ 16.25	$ 17.79
1"	32.49	35.58
1-½"	40.61	44.47
2"	47.11	51.59

J. POWER COST CHARGES (per 1,000 gallons)

All water use shall be subject to the imposition of a Power Cost Charge in addition to consumption, standby, and energy CIP charges. The Department shall calculate the rate based on actual power costs and consumption every two months or for the period since the last revision to the power cost charge. Current and historic power cost charges are as follows:

Effective Date	Power Cost Charges
October 1, 2026	$3.04
June 1, 2026	$2.53
March 1, 2026	$2.84
November 1, 2025	$2.98
June 1, 2025	$2.08

K. ENERGY CIP CHARGES (per 1,000 gallons)

All water use shall be subject to the imposition of an Energy CIP Charge in addition to consumption, standby, and power cost charges. The rate shall be adjusted annually in order to fund projects designed to improve the Department's energy efficiency. The current energy CIP charge is as follows:

Effective Date	Energy CIP Charge
July 1, 2016	$0.05