



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

345 KEKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAI'I 96720

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

March 18, 2020

FOR IMMEDIATE RELEASE

## County Water Remains Safe; In-Person Water Payments Suspended

**HAWAI'I ISLAND** – In response to growing public concern over the COVID-19 pandemic, the Department of Water Supply (DWS), County of Hawai'i wants to reassure customers their water remains safe to drink and inform the public of safety measures intended to slow the spread of the virus.

DWS stresses its unwavering commitment to providing an adequate supply of safe, reliable and affordable water to more than 100,000 people daily. The water DWS provides continues to undergo regular and rigorous testing that shows it exceeds state and federal drinking water requirements. The island's supply of potable water is not vulnerable to contamination by COVID-19, also known as coronavirus.

DWS prioritizes health and safety, which is why it will **suspend all in-person payment collections and customer service inquiries for 30 calendar days starting Friday, March 20**. During this period, DWS will accept only telephone, online, auto-payment and payments sent through the mail. All customer service inquiries will be handled by phone or email. The public's understanding is very much appreciated.

The remote payment options are free and secure.

To pay a DWS water bill online, please visit [www.hawaiiidws.org](http://www.hawaiiidws.org), click on the "Pay Your Bill Online" tab on the home page and follow the easy-to-use self-service portal. Don't forget to input the full nine-digit ZIP code. Please make certain to visit the official DWS website, which has a homepage featuring a waterfall, to avoid mistakenly making payment through unauthorized copycat sites that charge fees.

Customers wishing to pay by telephone should call toll-free 844-216-1994 anytime. There are no fees for phone payments. Online credit and debit card payments are limited to \$500 per transaction. The transaction limit is \$10,000 for those making an e-check payment.

DWS customers can opt to have payment deducted from their checking account by enrolling in the automatic bill payment option. DWS does not charge fees for automatic payments.

These "social distancing" methods reflect the latest recommendations by the Centers for Disease Control and Prevention (CDC), along with the advice of local and national leaders. They are intended to help protect customers, DWS employees and Hawai'i Island communities from COVID-19 infection.

To learn more about the Department of Water Supply's easy payment options, please call Customer Service at 961-8060 in Hilo, 887-3030 in Waimea, 322-0600 in Kona or 929-9111 in Ka'ū. Operating hours vary, but all offices are open from 7:45 a.m. to 3 p.m. weekdays, excluding holidays. See [www.hawaiiidws.org](http://www.hawaiiidws.org) for specific times.

Mahalo for helping to keep our community safe.

###

***...Water, Our Most Precious Resource...Ka Wai A Kāne...***

The Department of Water Supply is an Equal Opportunity provider and employer.