April 1, 2020

FOR IMMEDIATE RELEASE

Water Shutoffs and Late Payment Fees Suspended

Effective immediately, the Department of Water Supply (DWS), County of Hawaii is suspending service disconnections and waiving late payment fees through April 30, 2020 due to the COVID-19 pandemic. Unfortunately, scammers may try to defraud DWS’ customers during this pandemic by threatening to shutoff service unless a payment is made. Again, DWS will not be disconnecting services during this period. If you receive one of these demands please hang-up and contact DWS’ Customer Service, at (808) 961-8060.

In addition, in order to comply with the Governor’s “stay at home” order, DWS is extending the suspension of in-person payment collections and customer service inquiries through April 30, 2020. During this period, DWS will accept only telephone, online, auto-payment, mail, or payments left in a secured DWS payment dropbox. To pay a bill online, please visit www.hawaiidws.org, click on the “Pay Online” tab and follow the self-service portal. Customers wishing to pay by telephone should call toll-free 844-216-1994 anytime. There are no fees for these services. If there are any questions, please contact one of our Customer Service offices below.

Customer Service Contacts:
Hilo: (808) 961-8060
Waimea: (808) 887-3030
Kona: (808) 322-0600
Email: dws@hawaiidws.org

DWS is committed to provide essential, safe, and reliable water service to our customers, businesses, and communities. During this unprecedented and challenging time, DWS has modified employee work schedules and increased hygiene practices to keep its workers safe and healthy during the COVID-19 pandemic. Please stay healthy and do your part to prevent the spread of this virus!

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

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