April 27, 2020

NEWS RELEASE

FOR IMMEDIATE RELEASE

Hawai‘i County Water Supply Extends Suspension of In-Person Services Through May 31

In line with the Governor’s 6th Supplementary Proclamation related to the ongoing COVID-19 pandemic, the Department of Water Supply (DWS), County of Hawai‘i announces that the suspension of in-person payment collections and customer service inquiries has been extended through Sunday, May 31, 2020.

DWS will accept only telephone, online, auto-payment, mail, or payments left in a secured DWS payment drop box while the state’s stay-at-home order and other emergency provisions remain in effect. To pay a bill online, please visit www.hawaiidws.org, click either the “Pay Your Bill Online” or “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.

For more information about no-charge payment options, please call one of our Customer Service offices below during normal hours:

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

DWS is committed to providing essential, safe, and reliable water service to our customers. This water continues to undergo routine water-quality testing that shows it meets all state and federal drinking water requirements.

During this unprecedented and challenging time, DWS has modified employee work schedules and increased hygiene practices to keep our staff safe and healthy during the COVID-19 pandemic. Please stay healthy and do your part to help 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.