



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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May 28, 2020

NEWS RELEASE

FOR IMMEDIATE RELEASE

**Hawai'i County Water Supply Extends Suspension
of In-Person Services Through June 30**

The Department of Water Supply (DWS), County of Hawai'i has extended the suspension of in-person payment collections and customer service inquiries through Tuesday, June 30, 2020.

As a safety precaution in response to the COVID-19 pandemic, DWS is continuing to accept only telephone, online, auto-payment, mail, or non-cash payments left in a secured DWS payment drop box. To pay a water 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 the following Customer Service offices during normal operating 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. This water continues to undergo routine water-quality testing that shows it meets all state and federal drinking water requirements.

DWS thanks customers for their patience and understanding while urging everyone to help prevent the spread of COVID-19. Please stay healthy and do your part to help prevent the spread of the 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.