



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

345 KEKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAII 96720

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

EMAIL: [dws@hawaiiidws.org](mailto:dws@hawaiiidws.org) • [WWW.HAWAIIIDWS.ORG](http://WWW.HAWAIIIDWS.ORG)

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**NEWS RELEASE**

**FOR IMMEDIATE RELEASE**

## **Department of Water Supply Extends Appointment Only In-Person Services Through September 30**

The Department of Water Supply (DWS), County of Hawai'i, will continue offering in-person services by appointment only through Wednesday, September 30. During this period, customers and members of the public may schedule an appointment to start a new water service, obtain help with an existing water account or receive other in-person assistance.

In-person payment collections and unscheduled in-person services remain suspended through September due to the ongoing COVID-19 pandemic. To maintain safety, customers wanting to pay their water bill are asked to do so remotely using the no-fee payment options, while walk-in visitors lacking an appointment will be asked to schedule one for assistance.

To make an appointment, please call one of the following office numbers weekdays, excluding holidays:

**Customer Service:**

**Hilo: (808) 961-8060**

**Waimea: (808) 887-3030**

**Kona: (808) 322-0600**

**Engineering Division:**

**(808) 961-8070**

Before entering a DWS facility, all visitors must answer a short questionnaire about their health, apply provided hand sanitizer, and wear a face covering. Private security personnel are assisting with the process. Anyone feeling ill or exhibiting COVID-19 symptoms on the day of their appointment will be asked to reschedule in the interest of public safety. To maintain social distancing, visitors should limit their companions to essential attendees only.

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.hawaiiidws.org](http://www.hawaiiidws.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.

For more information about no-charge payment options, please call one of the Customer Service offices during normal operating hours. Email correspondence may be sent to [dws@hawaiiidws.org](mailto:dws@hawaiiidws.org).

DWS again thanks customers and the Hawai'i Island community for your kokua and efforts to help stop the spread of coronavirus.

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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.