



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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NEWS RELEASE

FOR IMMEDIATE RELEASE

Department of Water Supply Extends Appointment Only In-Person Services Through November 30

The Department of Water Supply (DWS), County of Hawai'i, will continue offering in-person services by appointment only through Monday, November 30, to help prevent the spread of COVID-19.

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 during this time.

In-person payment collections and unscheduled in-person services remain suspended through November. 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.

The 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, 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-fee payment options, please call one of the Customer Service offices during normal operating hours. Email correspondence may be sent to dws@hawaiiidws.org.

The 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.