May 20, 2021

NEWS RELEASE

Department of Water Supply Reopens Offices for Walk-In Services Effective June 1

The Department of Water Supply (DWS), County of Hawai'i, will reopen its offices to walk-in services effective **June 1, 2021.** To help prevent the spread of COVID-19, protocols including mask wearing, social distancing and hand disinfection will be required when visiting DWS' offices.

Customers and members of the public will be able to start a new water service, obtain help with an existing water account, pay a water bill, or receive other in-person assistance. No appointments will be necessary. DWS' offices are open to the public Monday through Friday, excluding holidays.

DWS encourages customers to pay their water bill using the following convenient no-fee payment options:

- Telephone payments. To pay by telephone, please call toll-free 844-216-1994 anytime.
- Online payment. 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.
- Auto-payment via bank checking account only. Please ask Customer Service for an authorization form.
- Mail payments.
- Non-cash payments left in a secured DWS payment drop box. For more information, please call:

Customer Service: **Engineering Division:**
Hilo: (808) 961-8060   **(808) 961-8070**
Waimea: (808) 887-3030
Kona: (808) 322-0600

Email correspondence may be sent to dws@hawaiidws.org**.**

Anyone feeling ill or under a quarantine/isolation order should stay home and reschedule their visit to DWS in the interest of public safety. Visitors should limit their companions to essential attendees only.

The Department of Water Supply thanks customers and the Hawai'i Island community for your kokua and efforts to help stop the spread of coronavirus.

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