

Our Mission:

Providing **Safe & Dependable** Drinking Water at a **Reasonable** Cost

How is your money spent?

Water Quality

Providing safe drinking water is the foremost goal of the Department. We intend to meet the stringent requirements of the federal Safe Drinking Water Act. This includes testing of the water on a regular basis, developing better sources, and furnishing more treatment facilities.

Dependable Systems

Making sure that you have water involves drilling more wells (since well water is more dependable and less susceptible to droughts than surface sources); repairing and replacing outdated systems; and installing new modern equipment to monitor our systems.

You Can Contact Us at the Following Numbers:

Administration/Finance/General(808) 961-8050
Billing/Customer Service(808) 961-8060
Engineering(808) 961-8070
Emergencies & Field Operations(808) 961-8790
Water Quality.....(808) 961-8670
Website Address www.hawaiiidws.org

EXPLANATION OF CHARGES:

Your water bill consists of four components:

1. **Standby Charge:** This is a minimum monthly service charge based on meter size.
2. **Consumption Charge:** This is a service charge based on water use.
3. **Power Cost Charge:** This is a charge to offset power costs incurred by the Department.
4. **Energy CIP (Capital Improvement Project) Charge:** This is a charge to fund projects that improve energy efficiency.

HOW TO PAY YOUR BILL:

1. Mail in your payment.
2. In person at our office at 345 Kekūanaō‘a St., Suite 20, in Hilo, or at our district offices in Waimea and Kona.
3. By Automatic Bill Payment from your checking account.
4. On-line at www.hawaiiidws.org. Follow the “Water Bill” link.
5. Call toll free (844) 216-1994.

Please allow sufficient time for your payment to reach us by the DUE DATE. We are not responsible for any payment which may be in transit on the due date. A late payment penalty of one-percent (1%) per month will be assessed on unpaid account balances outstanding for more than 30 days.

If payment is not received by the due date, a shut-off notice with a scheduled shut-off date will be mailed to the account holder. Contact us immediately if you are unable to pay amounts due by the due date. A disconnected service will not be restored until all amounts due are paid.

We assess a \$30 fee for all dishonored payments.

All water charges will continue to be your responsibility until you notify us to close your account.

ESTIMATED READINGS:

We try to read your meter each billing period. However, if it is not possible to do so, we will estimate your consumption based on your recent average water usage. Please help us by keeping your meter accessible and clear of cars, fences, walls, debris, foliage, and animals.



The Department of Water Supply is an equal opportunity provider and employer.

*... Water, Our Most Precious Resource...
The Department of Water Supply is an equal opportunity provider and employer.*

Department of Water Supply
345 Kekūanaō‘a Street, Suite #20
Hilo, Hawai‘i 96720

Water Rates

Department of Water Supply

County of Hawai‘i

345 Kekūanaō‘a Street, Suite #20
Hilo, Hawai‘i 96720

Effective July 1, 2022

