



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

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FOR IMMEDIATE RELEASE

Water Supply's Hilo Payment Drop Box Vandalized Twice in the Last Week

HILO, HAWAI'I – The Department of Water Supply (DWS), County of Hawai'i, is investigating the vandalism of a locked payment drop box located outside its main office at the Waiākea Office Plaza (WOP), 345 Kekūanaō'a Street, Suite 20, in Hilo.

The drop box was pried open and damaged during the recent Veterans Day holiday (November 11) weekend. Police were notified of a similar incident discovered Wednesday, November 9, following the General Election Day holiday when the Waiākea Office Plaza was closed.

Anyone with information about these incidents or who observes suspicious activity at a DWS facility is asked to report it to the Hawai'i Police Department by calling the Department's non-emergency number, (808) 935-3311.

Water customers who left payment at the Hilo drop box between late Monday, November 7, and Wednesday, November 9, or between late Thursday, November 10, and Sunday, November 13, are asked to call Customer Service at (808) 961-8060 to confirm their payment was received and credited to their account.

The Hawai'i County Department of Environmental Management (DEM) also uses the Hilo drop box to collect sewer and solid waste payments. DEM customers who dropped their payments in the drop box November 7-9 or November 11-13 should call the Wastewater Division at (808) 961-8338 and/or the Solid Waste Division at (808) 961-8339 to confirm payments were received.

DWS offers other secure, no-fee options for customers to pay their water bills conveniently. These include online payment, calling toll-free (844) 216-1994, automatic payment from a checking account, by mail, or in person at DWS' offices in Hilo, Waimea, and Kona. To learn more, please visit www.hawaiidws.org or call Customer Service.

DWS apologizes for this unfortunate incident and urges water customers who think they may be affected to monitor their financial accounts for unauthorized activity and to immediately alert their financial institutions of possible fraudulent activity.

This is your Hawai'i County Department of Water Supply.

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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.