



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

345 KEKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAI'I 96720

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

EMAIL: dws@hawaiiidws.org • WWW.HAWAIIIDWS.ORG

February 20, 2024

NEWS RELEASE

FOR IMMEDIATE RELEASE

HILO – HAIHAI AREA WATER REMAINS SAFE TO DRINK

The Department of Water Supply (DWS), County of Hawai'i, reassures its Hilo water customers that their tap water remains safe to drink after the isolated discovery of turbid or discolored water.

DWS suspects the use of fire hydrants on Oneawa Place, Makalani Place, and Ka Manelo Street caused the discolored water reported yesterday, February 19. Usage of fire hydrants can cause drinking water in pipes to become turbid and discolored.

There is no indication the water system was exposed to contamination. As a precautionary measure, DWS collected water samples for laboratory analysis, and initial observations confirm that the water is safe for consumption.

In an abundance of caution, DWS recommends area water customers flush their taps should they experience discolored water and to call DWS at (808) 961-8790 to report the turbidity. If customers have water quality related questions, please call the Department's Water Quality Branch at (808) 961-8670.

Again, the public's tap water is safe to drink.

If there are any updates, DWS will notify its customers appropriately. Updated messaging will be posted at www.hawaiiidws.org and on the DWS Facebook page at www.facebook.com/HawaiiDWS/. To reach the DWS during normal business hours, please call (808) 961-8050, for after-hour emergencies please call, (808) 961-8790, or email: dws@hawaiiidws.org.

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

###

... Water, Our Most Precious Resource... Ka Wai A Kāne ...

The Department of Water Supply is an Equal Opportunity provider and employer.