



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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NEWS RELEASE

FOR IMMEDIATE RELEASE

DEPARTMENT OF WATER SUPPLY TO INSPECT CUSTOMER WATER SERVICE LATERALS

Starting Monday, March 18, 2024, the Department of Water Supply (DWS), County of Hawai'i, will begin inspecting selected customer water service laterals. Inspections will occur from 8:30 a.m. to 3:00 p.m. weekdays, excluding holidays. They will start in Hilo and continue across the island through October 2024. Customers are being notified by mail if a water service lateral inspection is scheduled for their property.

The inspections are required to comply with the U.S. Environmental Protection Agency (EPA) Lead and Copper Rule Revisions. Service laterals will be inspected for the type of material they are made of, and that information will be inventoried by DWS. Although DWS believes the potential to find lead or lead-containing service laterals is very low, should any be found, the Department will inform customers about next steps.

Water service laterals are typically located underground and connect watermain to the water meters and then to the customer's plumbing. The water meter box is often located along the roadway or in the sidewalk at the property boundary. During inspections, DWS staff and contractors will open water meter boxes to visually determine the lateral material and will conduct a visual inspection of the above ground service lateral that enters the building. We respectfully ask for your assistance in keeping the area near your water meter box clear of parked vehicles and items to allow personnel to complete inspections efficiently.

DWS staff and contractors can be identified by ID badges and marked vehicles and will have appropriate safety equipment. They will not ask for personal information or solicit money. Entrance into buildings will not be needed.

Please note that while your participation is completely optional, it is greatly encouraged and appreciated as part of this work to protect community health and safety.

For more information on the upcoming water service lateral inspections, please contact the DWS at lcrr@hawaiiidws.org or (808) 961-8070 Ext. 3.

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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.