

OUR LATEST PROJECT TO KEEP PROVIDING AN ADEQUATE SUPPLY OF SAFE DRINKING WATER

Your drinking water utility

The Department of Water Supply (DWS), County of Hawai'i, brings drinking water service to communities throughout much of the County of Hawai'i through its 23 individual water systems. The mission of DWS is to provide customers with an adequate and continuous supply of safe drinking water in a financially responsible manner.

Upcoming water meter and service line inventory

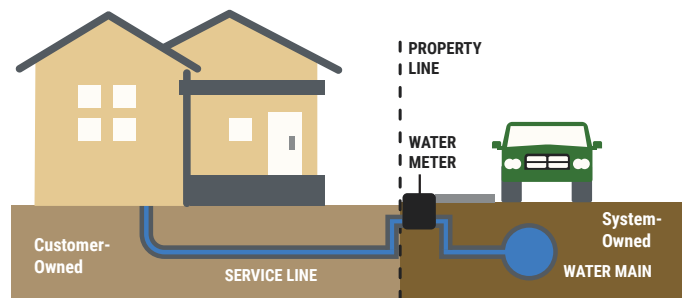
DWS staff and contractors will be completing an inventory of water service laterals to comply with new U.S. EPA Lead and Copper Rule Revisions (LCRR) drinking water rules. As part of this work, they will be opening water meter boxes to identify water service lines. This work is part of our ongoing commitment to provide safe drinking water to our customers. Identifying and replacing lead service lines, if found, is important to protecting public health.

What to expect

The inventory requires a visual identification of the water service line at your property. The water meter box will be opened and a small area of pipe inside the water meter box will be exposed to identify the service line pipe material. Visual identification of above-ground water pipes within the property may also be requested. Contractors will be wearing DWS identification and will not ask for personal information.

What do you need to do?

We respectfully ask for your assistance in keeping the area near your water meter box clear of parked vehicles and debris to allow personnel to complete inspections in a timely manner. Allowing access to visually identify your property's water line is optional but encouraged and appreciated.



Locations of water service lines and water meter boxes for most homes

When will the inventory work take place?

Work will occur from 8:30 a.m. to 3:00 p.m. weekdays, excluding holidays, beginning in March 2024 and continuing through mid-October 2024. The inspection at your property is expected to take less than an hour in most cases.

What happens next?

Water service line materials identified will be compiled in an inventory that will be available in Fall 2024. While the potential to find lead service lines is very low, if a lead service line is identified, we will communicate about next steps for waterline replacement. In the future, DWS may do additional water sampling and testing. If you are interested in participating in the water sampling program, please call (808) 961-8670.

Questions or Concerns?



(808) 961-8070 Ext.3



lcr@hawaiiidws.org



For more information about the inspections, scan the QR code or visit hawaiiidws.org