



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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September 1, 2025

FOR IMMEDIATE RELEASE

North Kohala Water Customers - Use Water for Essential Needs Only

AFFECTED AREAS: HĀWĪ TO HALA'ULA, INCLUDING PUAKEA BAY, KA'AUHUU HOMESTEADS, 'ĀINAKEA VILLAGE SUBDIVISION, AND ALL CUSTOMERS ALONG AKONI PULE HIGHWAY, MILL ROAD, AND MA'ULILI ROAD; NORTH KOHALA, HAWAII

Effective immediately and until further notice, an **Essential Needs Only Notice** has been issued for all Department of Water Supply (DWS) customers in the affected areas. Water usage must be restricted to essential needs only, such as drinking, cooking, and hygiene purposes in order to maintain water storage in tanks for all water customers. This Essential Needs Only notice is necessary because only Hawi #1 well is operational and high water usage could cause customers to have no water or low water pressure. DWS is investigating the cause of the Hawi #2 well failure, which is suspected to have failed around mid-day September 1, 2025. Emergency procurement has been approved to resolve this situation.

A water tanker will be stationed at the Hawi Road and Kohala Mountain Road intersection for the public's use. DWS will be contracting private water hauling trucks to haul water from another public water systems to supplement the water available in its North Kohala water tanks.

Please visit the DWS website at www.hawaiiidws.org for more information or call (808) 961-8050 during normal business hours or email dws@hawaiiidws.org. After-hours, please call (808) 961-8790.

DWS apologizes for this inconvenience and thanks customers for their understanding and kokua.

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.