



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

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

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

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

October 23, 2025

NEWS RELEASE

FOR IMMEDIATE RELEASE

Water Service Could be Impacted by Extended Power Outages Due to High Winds

The Department of Water Supply (DWS), County of Hawai'i, advises our customers to plan for possible impacts to their water service should electrical power be disrupted or turned off pre-emptively as a fire-safety response to high winds and dry conditions forecasted to impact Hawai'i Island now through 6 p.m. Saturday.

Although Hawaiian Electric (HE) has not yet indicated the possibility of implementing their public safety power shutoff (PSPS) <https://www.hawaiianelectric.com/safety-and-outages/wildfire-safety/public-safety-power-shutoff>, DWS is preparing for possible extended power outages due to Red Flag Warning conditions currently affecting the State and Hawai'i County.

All DWS customers are asked to immediately reduce their water usage by 10% so DWS can adjust our systems and resources in preparation for fire protection. Should a PSPS be implemented or there are other situations of prolonged power outages, DWS will require that customers restrict water use further, for consumptive and hygiene purposes only, and may physically restrict non-consumptive uses such as irrigation.

The Department of Water Supply relies on HE power to operate our wells and booster pumps to distribute water to our own customers. Our understanding is that a PSPS could last hours to days, depending on weather conditions, location and extent of damage. An extended power outage could diminish or deplete portions of DWS' water systems and leave customers with low pressure or no water. If Hawaiian Electric implements a PSPS, DWS will likely need to restrict or ration potable water for fire protection, drinking, cooking, and personal hygiene purposes only. Car washing, irrigation, and other non-essential uses of water would need to be suspended until all power and water systems have been returned to normal conditions.

DWS uses backup electrical generators at a limited number of well sites, but these emergency generators CANNOT fully replicate HECO's power grid. Therefore, DWS strongly urges our customers and those who depend on a continuous supply of DWS water to review their personal situation and prepare accordingly. Customers should have alternate sources of potable water and enough supply to meet their essential needs during a prolonged power outage that disrupts DWS service. Ways to safely store drinking water are listed in the Water Emergency Preparedness guide available online under the "Community" drop-down menu option on the Department's website, www.hawaiiidws.org.

Should they be needed, future water messages regarding weather conditions and their potential impact on DWS customers will be issued by DWS or the Hawai'i County Civil Defense Agency. To reach the DWS, please call (808) 961-8050 during normal business hours, (808) 961-8790 for after-hour emergencies, or email: dws@hawaiiidws.org.

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

###

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

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