



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

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Editor David Bock
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Subject: Reply to June 16 story “Businesses brace for losses after Ocean View well failure”

The Department of Water Supply (DWS), County of Hawai'i, would like to respond to the June 16, 2026, article by Stefan Verbano titled “*Businesses brace for losses after Ocean View well failure.*” We sincerely regret the impacts that the temporary loss of the Hawaiian Ocean View Estates (HOVE) well has had on residential spigot users, commercial water haulers, and their customers. DWS is working urgently to restore this critical source of safe drinking water and appreciates the opportunity to clarify several points reported in the article.

Most importantly, the HOVE well is **not** “out of commission for the foreseeable future” as stated in the story. DWS has initiated emergency procurement procedures and retained a contractor to complete the repair work. After the broken pump and motor are removed, the well is inspected, the spare equipment is installed, and operational testing is completed, DWS expects the well to return to service on or about **July 1, 2026**.

The article also incorrectly suggested that replacement equipment was not readily available. DWS maintains a spare pump and motor set specifically for emergencies such as this. The availability of this backup equipment, which cost approximately \$258,000, significantly reduces the time needed to restore service.

While repairs are underway, DWS remains committed to hauling water to the HOVE storage tank to provide potable water through the community spigots for essential household needs, including drinking, cooking, and personal hygiene. To ensure sufficient water remains available for all users, water from the spigots should not be used for nonessential purposes such as irrigation or vehicle washing. By limiting use to essential needs and continuing regular refilling operations, DWS expects to maintain adequate water levels in the storage tank throughout the repair period.

DWS appreciates the patience and understanding of HOVE residents, commercial water haulers, and their customers as these emergency repairs are completed. We remain committed to restoring normal service as quickly and safely as possible.

Sincerely yours,

Keith K. Okamoto, P.E.
Manager-Chief Engineer

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

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