



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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DEPARTMENT OF WATER SUPPLY – HURRICANE LALA RECOVERY PLAN UPDATE

The Hawai'i County Department of Water Supply (DWS) thanks its customers and the public for their patience and understanding as DWS continues its assessment and recovery efforts following the catastrophic rainfall and flooding caused by Hurricane Lala, which significantly damaged DWS water system infrastructure in the Nā'ālehu–Wai'ōhinu area.

Current Status and Recovery Priorities

DWS continues to make progress restoring water service throughout the Nā'ālehu–Wai'ōhinu water system. **Approximately 97% of customers now have water service.** Recovery efforts are focused on restoring water service to the approximately **3%** of customers who remain without service in the Wai'ōhinu Homestead and portions of the South Point Road service areas.

Crews have been able to restore water service to customers farther along South Point Road, marking continued progress in restoring service throughout the affected area.

As service restoration continues, increased water use has placed additional demand on the South Point tank, causing storage levels to decline significantly. Under normal operating conditions, both Hā'ao Spring and Mountain House Spring supply water to the South Point tank. Currently, however, Hā'ao Spring is the only source available to refill the tank due to significant damage to the waterline from Mountain House Spring.

To help maintain adequate water service to all customers while repairs continue, DWS must supplement the filling of the South Point tank with potable water hauled by water trucks from another DWS water system.

Customers served by the South Point tank are strongly encouraged to limit their water use to help maintain adequate water storage. DWS may also install flow restriction devices, as necessary, to help maintain water levels in its storage tanks while emergency repairs continue.

Mountain House Spring Restoration – DWS' Top Priority

Restoring Mountain House Spring to the water system remains DWS' top priority. Mountain House Spring is a critical water source for the affected area, and returning this source to service is a key component of DWS' overall recovery strategy.

DWS' contractor has begun assessing road access and the work necessary to reach and repair damaged sections of waterline from the Mountain House Spring source. DWS continues to coordinate with the contractor as this work progresses. Based on DWS' preliminary assessment, the work will include significant repairs to infrastructure damaged by Hurricane Lala. Repairs are expected to include but not be limited to the following:

- Restoration of access roads necessary to reach and repair damaged water system infrastructure;
- Replacement and repair of damaged waterlines, including pipelines up to 12 inches in diameter; and

- Construction of necessary structures to support and elevate replacement waterlines above drainageways that were washed out by floodwaters.

Additional Wai'ōhinu Pipeline and Road Repairs

In addition to the Mountain House Spring restoration, DWS continues to address significant pipeline and road damage in the Wai'ōhinu area.

These repairs are an important part of restoring the integrity and reliability of the water system following the extensive damage caused by Hurricane Lala. DWS will coordinate this work with the Mountain House Spring restoration and other emergency repairs to maximize progress toward restoring reliable water service to all affected customers.

Because of the extent of the damage, including washed-out roads, drainageways, and waterlines, some repairs will require substantial construction and coordination. DWS will provide additional information as recovery efforts progress.

Temporary Water Supply

While permanent repairs are underway, DWS continues to provide temporary measures to assist customers who remain without water service, including:

- **Deployment of potable water tankers to the Wai'ōhinu Homestead area and the Island Mart parking lot in Naalehu for customers' use; and**
- Installation of temporary waterlines from the DWS Wai'ōhinu Homestead area to the Wai'ōhinu Houselots tank, where feasible.

Water Conservation

Customers in the affected water system are asked to conserve water during this emergency recovery period. Water conservation measures include:

- Refraining from irrigation or landscape watering.
- Refraining from vehicle washing.
- Repairing leaks on private plumbing systems.

Additional water-use restrictions may be implemented, as necessary, to help maintain available water supplies and system stability while emergency repairs are underway.

Water Quality

The Precautionary Boil Water Notice remains in effect. Customers should continue to follow the notice until DWS officially announces that it has been lifted.

DWS appreciates the continued patience and cooperation of affected customers. DWS remains focused on restoring water service to remaining affected customers, while continuing efforts to restore critical water sources, repair damaged waterlines, provide temporary water supply options, and monitor water quality.

DWS will continue to provide updates as significant recovery milestones are reached.

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