



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

345 KEKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAII 96720

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

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

September 11, 2026

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 98% of customers now have water service.** Recovery efforts are focused on restoring water service to the approximately 2% of customers who remain without service in the Wai'ōhinu Homestead service area.

Crews have restored water service to all customers along South Point Road.

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 Mountain House Spring waterline.

To help maintain adequate water storage, DWS is supplementing the South Point tank with potable water hauled from another DWS water system. DWS has installed and will continue to install flow restriction devices on customer meters along South Point Road, as necessary, to help maintain adequate water service throughout this area.

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 and its contractor have assessed the work necessary to transport materials and equipment to the damaged sections of the Mountain House Spring waterline. DWS is evaluating options to expedite repairs, including the potential use of helicopters to transport materials and equipment to the repair sites.

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, with measures designed to improve their resilience to future heavy rainfall and flooding.**

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 is working to coordinate and expedite these repairs alongside the Mountain House Spring restoration 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, Discovery Harbor Clubhouse, and the Island Mart parking lot in Nā'ālehu for customers' use.**

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.

###