DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAIʻI
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FOR IMMEDIATE RELEASE

Temporary Water Discoloration Notice – Kaieie area

The Department of Water Supply (DWS), County of Hawaii, has received reports of water discoloration in the Kaieie (Pāpaʻikou) area. If you experience discolored water at your tap, you should flush your taps until the water is clear.

The DWS is currently flushing the water system, hauling water to Kaieie tank, and investigating the possible cause of the discolored water. DWS has stationed a potable water tanker for the community's use at the intersection of Mamalahoa Highway and Mill Road across from Kimura General store. Recent routine water quality samples from DWS' Pāpaʻikou water system have been normal and there is no reason to believe the water is contaminated. However, DWS will continue to investigate and follow-up with additional water quality testing.

What to Do If You Experience Discolored Water at your tap:

- **Run Cold Water:** Run your cold water tap (at the lowest point in your home, like a bathtub) for 5–10 minutes until it runs clear.
- **Do Not Use Hot Water:** Avoid hot water taps to keep sediment out of your water heater.
- **Wait and Retry:** If it does not clear, wait 1–2 hours and try again.
- **Avoid Laundry:** Do not wash light-colored clothes to avoid staining.

Report the Issue:

If the water does not clear after flushing, please report it so crews can flush water mains in your area. Please call DWS' Water Quality Assurance and Control Branch at (808) 961-8670 or Hilo Operations Baseyard at (808) 961-8790 or email dws@hawaiidws.org. To report any after-hours emergencies, please call (808) 961-8790.

We apologize for the inconvenience this may cause and appreciate your understanding.

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