



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

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NEWS RELEASE

FOR IMMEDIATE RELEASE

Essential Use Only Water Notice REMINDER for Pāpa'ikou-Area Customers

AFFECTED AREAS: PĀPA'IKOU, PUUEOPAKU, PAUKA'A, HONOLI'I; SOUTH HILO, HAWAI'I

This is a Department of Water Supply (DWS), County of Hawai'i, reminder for Tuesday, October 20, 2026.

Until further notice, all Department of Water Supply customers in the affected areas are reminded to use tap water for **Essential Uses Only**. The breakdown of Pāpa'ikou well has caused customers to experience no water or low-pressure situations.

DWS is hauling water to Pāpa'ikou tank to refill and maintain water storage. Limiting water use to essential needs only will conserve the water in DWS' tank until operations can return to normal. DWS has stationed a potable water tanker for the community's use at the intersection of Māmalahoa Highway (HWY 19) and Mill Road across from Kimura General Store. DWS is evaluating and determining the schedule for the well repair work.

ESSENTIAL WATER USE ONLY

Customers are asked to use water only for essential health and safety needs, including:

- Drinking
- Cooking and food preparation
- Necessary personal hygiene
- Necessary sanitation
- Other essential household or health needs

PLEASE TEMPORARILY AVOID NON-ESSENTIAL WATER USE

Until this notice is lifted, customers are asked to discontinue or postpone nonessential uses of water, including:

- Irrigation and lawn watering
- Washing vehicles or boats
- Filling swimming pools or spas
- Pressure washing
- Other unnecessary or high-volume water use

DWS apologizes for this inconvenience and appreciates the public's cooperation and understanding as crews work to maintain water service and complete the well repairs.

For more information and updates, please visit www.hawaiiidws.org or contact the Department of Water Supply at 808-961-8790.

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

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

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