DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAIʻI
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November 4, 2026
9:00 am
NEWS RELEASE

UPDATE - Department of Water Supply's (DWS) PĀPAʻIKOU (Public Water System #107) –

Precautionary Boil Water Notice

This is a Department of Water Supply (DWS), County of Hawaiʻi, update for Wednesday, November 4, 2026.

A second set of water samples analyzed by DWS' laboratory yesterday did **not** detect any bacteria. Additionally, chlorine residual levels continue to increase, and turbidity levels are gradually decreasing, which are encouraging results. However, **the precautionary boil water notice remains in effect** for the Kaʻieʻie area (see attached map) while DWS completes additional testing and evaluates water quality conditions. A third set of water samples were collected yesterday, November 3, 2026, with laboratory results expected later today. Until the notice is officially cancelled, affected customers should continue to boil tap water if used for drinking and cooking purposes. **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.**

Bring all water used from the tap to a rolling boil for a minimum of one (1) minute and let it cool before using. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling destroys bacteria and other organisms in the water. Alternatively, customers may add between 1-8 drops of new, unscented liquid bleach with a strength of 5-6% (like Clorox) to each gallon of water for disinfection. Fill a clean container with water, add the chlorine and let the water stand for at least 30 minutes before using. The water will have a slight chlorine odor.

DWS has stationed a potable water tanker and spigots for the community's use at the intersection of Māmalahoa Highway (HWY19) and Mill Road across from Kimura General store.

DWS continues to monitor water quality and flush the system as appropriate. DWS appreciates the community's patience and cooperation as we work to restore normal water quality conditions.

If you have any questions, please contact our Engineering Division at (808) 961-8070 or the Water Quality Assurance and Control Branch at (808) 961-8670. For after-hours calls or emergencies, please call (808) 961-8790.

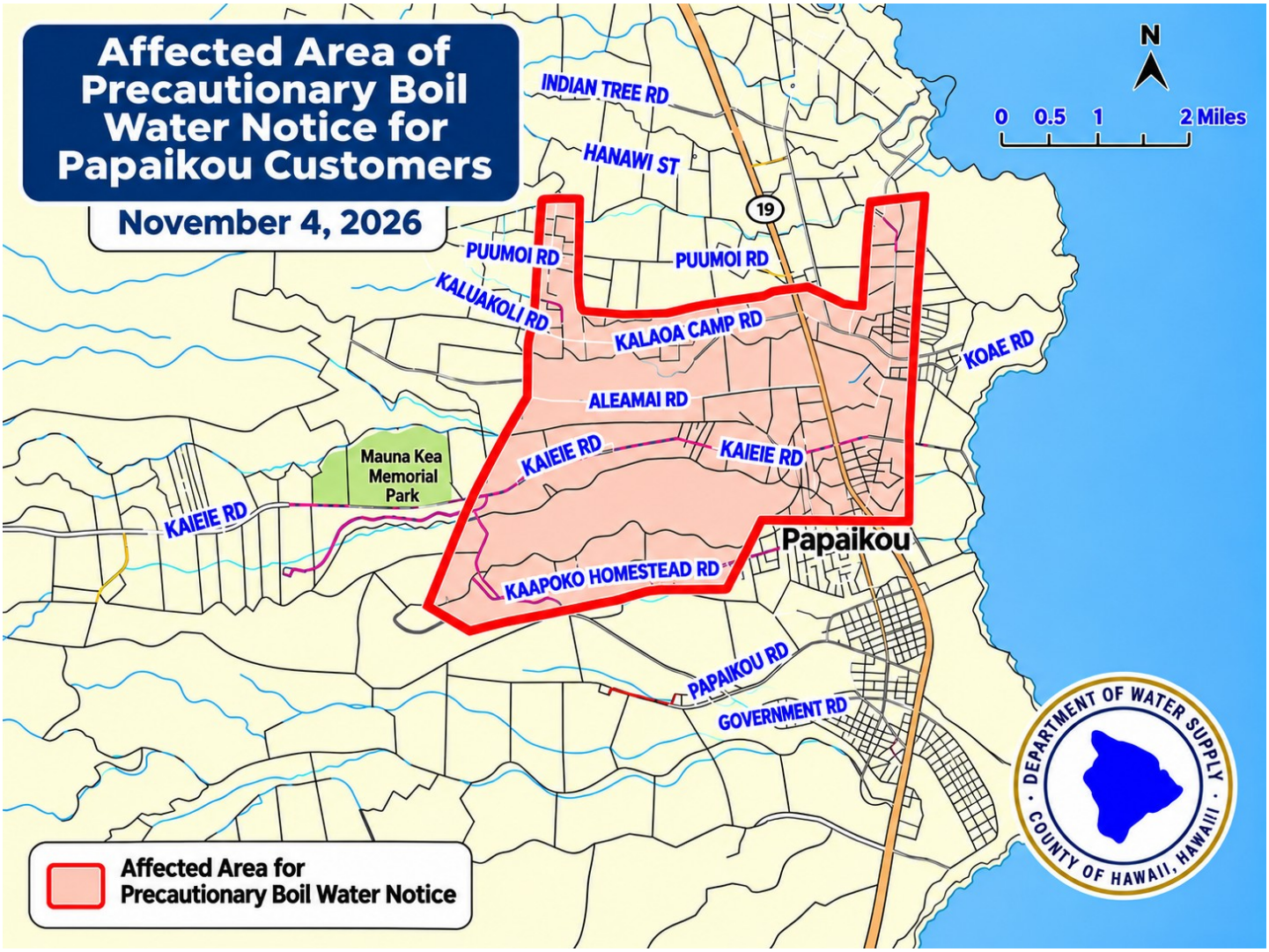
This is your Hawaiʻi County Department of Water Supply.

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