DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAIʻI
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November 4, 2026
4:30 pm
NEWS RELEASE

CANCELLATION of the KAʻIEʻIE/PĀPAʻIKOU (Public Water System #107) Precautionary Boil Water Notice

The Department of Water Supply (DWS), County of Hawaiʻi, announces that the precautionary boil water notice for the affected Kaʻieʻie area has been **CANCELLED**, effective November 4, 2026, at 4:30 pm.

The precautionary notice was originally issued due to discoloration, abnormal chlorine residual, and turbidity (cloudiness) levels while DWS investigated water quality conditions.

Laboratory testing of water samples collected since the weekend did **not** detect any bacteria. Additionally, color, chlorine residual, and turbidity levels have improved, and DWS has determined that water quality conditions are acceptable for normal use.

What You Can Do:

- **Customers may resume normal use of their tap water without boiling it first.**
- It is no longer necessary to boil tap water or use bottled water for drinking, cooking, making ice, or brushing teeth.
- **Recommended post-notice step:** Flush building, residential taps, hose bibbs, water fountains, and ice makers for several minutes based on the extent of your plumbing before first use.

DWS will continue to monitor water quality and flush the system as appropriate. DWS appreciates the community's patience and cooperation as we worked 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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