DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAIʻI
345 KEKŪANAŌʻA STREET, SUITE 20 • HILO, HAWAIʻI 96720
TELEPHONE (808) 961-8050 • FAX (808) 961-8657
EMAIL: dws@hawaiidws.org • WWW.HAWAIIDWS.ORG

November 2, 2026
NEWS RELEASE
FOR IMMEDIATE 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 Monday, November 2, 2026.

The precautionary boil water notice for the Kaʻieʻie area (see attached map) remains in effect. Laboratory testing of water samples collected over the weekend from the affected area did **not** detect any bacteria. However, chlorine residuals and turbidity levels have not yet returned to normal. Thus out of an abundance of caution, the precautionary boil water notice remains in effect and DWS advises customers to boil all 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. Customers will be notified when water quality conditions have returned to acceptable levels and the precautionary boil water notice can be cancelled.

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.

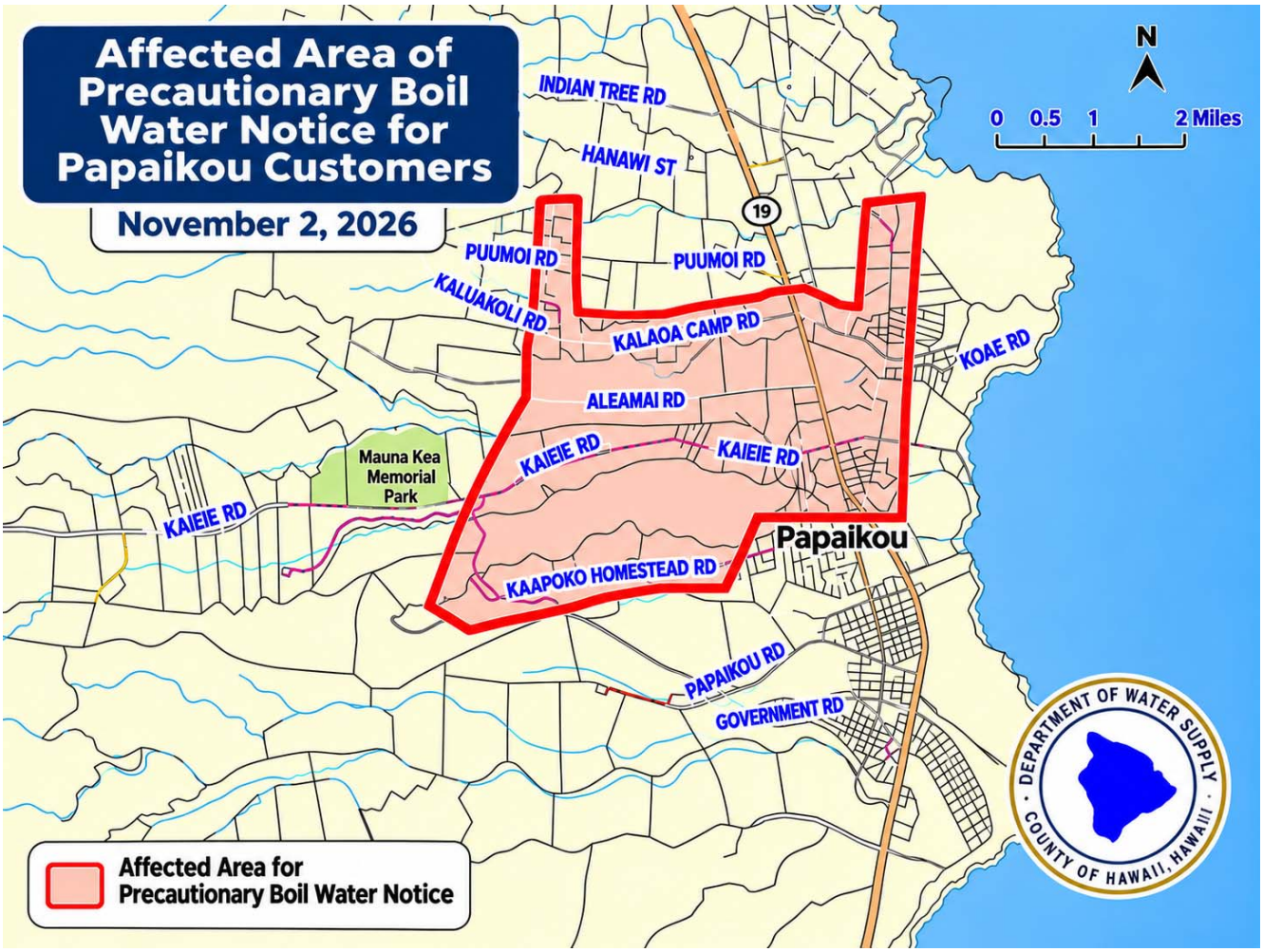
This is your Hawaiʻi County Department of Water Supply.

DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAIʻI

345 KEKŪANAŌʻA STREET, SUITE 20 • HILO, HAWAIʻI 96720

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

EMAIL: dws@hawaiidws.org • WWW.HAWAIIDWS.ORG



###