



NEWS RELEASE

DEPARTMENT OF WATER, COUNTY OF KAUA'I

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DOW 'business by phone' unavailable until further notice

LIHUE - The Department of Water (DOW) office phone lines are experiencing technical issues and is unavailable until further notice. Customers requiring assistance with billing services, applications, and other non-emergency inquiries may email DOW with their requests to: General inquiries – webmaster@kauaiwater.org or Billing Services – billing@kauaiwater.org.

To report a water service emergency, please contact Police Dispatch at 808-241-1711. All other inquiries can be made via email. General inquiries will be routed to the appropriate personnel and/or division for timely response. Customers can also monitor water service updates online, at www.facebook.com/KauaiDOW.

The phone outage and technical issue is being investigated by the internet service provider with support from DOW personnel.

An update will be provided when new information is received.

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