



Water has no substitute...Conserve it!

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News Release

For Immediate Release: March 19, 2020

DOW announces temporary customer service changes

LIHUE –During this time of awareness, protection and prevention against COVID-19, the Department of Water (DOW) will be implementing a temporary closure of its DOW offices and discontinuing all walk-in services, effective Friday, March 20, 2020. DOW will continue to assist customers by phone, online, mail and email.

In order to better service our customers and keep our communities informed, effective March 20 until further notice, the following Emergency Operating Procedures (EOP) will be implemented at DOW's office:

Department of Water Notices and Service Announcements:

- All DOW notices and service announcements are posted for the public to view online on the following sites:
 - County of Kauai website: www.kauai.gov/Press-Releases
 - DOW's Facebook page: www.facebook.com/KauaiDOW
- Water Quality reports and additional resources from the DOW are also available on the DOW's website at: www.kauaiwater.org
- To report a water service emergency during business hours, call 808-245-5444. To report a water service emergency after-hours, contact Police Dispatch at 808-241-1711 and they will dispatch DOW standby personnel.
- To sign-up to receive water service announcements and emergency weather service updates via Blackboard Connect, the county's emergency notification service, please go online to www.kauai.gov.
- All public hearings and community meetings have been postponed at this time.
- All inquiries and communications for the Water Quality Division, Public Relations and media inquiries are available by phone at #808-245-5461.

Engineering Division

- All inquiries and communications for the Engineering Division shall be by appointment only. Please call 808-245-5449 to make an appointment.

Operations Division:

- All inquiries and communications for the Operations Division shall be through phone at: 808-245-5444

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Water Resources and Planning Division

- All inquiries and communications for the DOW's Water Resources and Planning Division shall be through phone at: 808-245-5419.
- All payments to the Water Resources and Planning Division; including but not limited to Facilities Reserve Charge payments for building permits and/or water meters shall be submitted by mail or drop box. All submittals should be placed in an envelope addressed to the DOW and clearly marked "Water Resources and Planning Division" and shall include the applicant's name, reason for payment, Tax Map Key and Building Permit Number (as applicable), along with their DOW conditional approval letter.

Mail-in forms and payments can be made by:

- Mail to: Department of Water – Water Resources and Planning Division, 4398 Pua Loke Street Lihue, HI 96766
- Submitted via the Department of Water's payment drop box, located in the parking lot, at the DOW office

Construction Management Division

- All inquiries and communications for the Construction Management Division shall be through phone at: 808-245-5433.
- All documents should be provided electronically during this time.

Fiscal Division – Billing and Accounting Sections:

BILLING: includes customer bill payments, account review, water service applications, etc. These services are also available via the DOW's Customer Account Portal (CAP) online at www.kauaiwater.org

- All inquiries and communications regarding Billing Services shall be through phone at: 808-245-5442.
- Late fee waiver request: Customers with bills dated from March 1, 2020 until further notice may request a waiver of the late payment fee, if needed.
- Water Bill Payments are accepted using the following options:
 - Online with a credit or debit card and ACH account on the CAP at www.kauaiwater.org.
 - Mail-in payments to the address on your water bill statement.
 - Drop box payments at the drop box located in the parking lot at the DOW's office
 - Check or money order payments only; please include your billing statement to ensure accurate posting of your payment.
 - Recurring or automatic bill payments can be scheduled from the CAP or through the bill pay service provided by your financial banking institution.
- Water service application forms are available online at www.kauaiwater.org
 - Applications should be completed for new accounts, account transfers and turn-on service requests. For more information on applications, contact Billing Services at 808-245-5442.

ACCOUNTING: includes accounts receivables, etc. for the DOW

- All inquiries and communications for DOW's Accounting section shall be through phone at: 808-245-5427

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Administration Division and Kaua'i Board of Water Supply

Administration:

- All inquiries and communications for the DOW administration division; including requests to the Manager and Chief Engineer and/or the Chairman of the Board of Water Supply shall be by appointment only:
 - To make an appointment please call 808-245-5408.
 - Email inquiries may be sent to: makuna@kauaiwater.org

Kaua'i Board of Water Supply (KBWS):

- All inquiries and communications for the Kaua'i Board of Water Supply are available by phone at: 808-245-5406.
 - Email inquiries to the KBWS may be sent to: eineumiller@kauaiwater.org
- All KBWS meetings are postponed until further notice.
 - Additional information on the KBWS; including Board meeting updates will be posted on DOW's website at: www.kauaiwater.org.

DOW personnel and internal functions have implemented protection and prevention measures for all essential employees. Essential employees will continue to report to work to provide the necessary services for our customers and the community with the above mentioned modified changes in office procedures.

These Emergency Operating Procedures will be updated when necessary.

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