



NEWS RELEASE

DEPARTMENT OF WATER, COUNTY OF KAUA'I

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Discontinuation of service for delinquent accounts to resume Sept. 1, 2021

LIHUE - The Department of Water (DOW) will resume service discontinuation procedures for delinquent customer accounts effective September 1, 2021. Water service disconnects were suspended last March, in consideration of economic hardship for some customers caused by the covid-19 pandemic, however this practice will expire at the end of next month.

DOW will continue to waive the late payment fee upon request, thru December 2021.

"We urge our customers who are past-due or are having difficulty paying their bill to contact our Billing Services personnel before September 1st to set up a payment plan," said Marcelino Soliz, DOW's Assistant Waterworks Controller. "We appreciate the cooperation of our customers as we work through this process together."

Additionally, the County of Kaua'i's Coronavirus Rent and Utilities Assistance Relief Program can assist with rent and utility bill payments. Funds are still available and can be used to pay for a delinquent water account balance to avoid a service disconnection. For more information or to apply for bill payment assistance through this program, please visit www.kauairenthelp.com.

DOW offers convenient bill payment options for all customers. Payments are accepted by mail, online at www.kauaiwater.org, at the drive-thru payment drop box or in-person at their Līhu'e office. In-person bill payment services are available from 8 a.m. to 4 p.m., Monday to Friday, except holidays. No appointment necessary.

For more information, contact DOW's Billing Services at 808-245-5442 or via email at Billing@kauaiwater.org.

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