



Water has no substitute...Conserve it!

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News Release

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DOW office prepares for a power outage at 1:30 p.m. today Access to office from Pua Loke Street closed until further notice

LIHUE – The Department of Water (DOW) announces a possible power outage beginning at approximately 1:30 p.m. this afternoon, until further notice due to an electrical power outage in the area. The DOW is currently operating on a temporary electrical power source and is expected to lose power at approximately 1:30 p.m. today. An electrical power outage will affect DOW’s internet and electronic services that allow personnel to communicate and assist customers with service requests and payments. Furthermore, the DOW’s phone lines may also be affected during the power outage and advises all customers to limit phone calls to emergency service issues during this time, until an announcement is made that power is restored.

Additionally, access to the DOW’s office from Pua Loke Street in Lihue is currently closed until further notice, due to a damaged utility pole that is blocking access to the area. Kauai Police Department (KPD) is on the scene now and Kauai Island Utility Cooperative (KIUC) has been notified.

As an alternate, to report service emergencies, please contact Police Dispatch at 241-1711. Customers may also utilize DOW’s online bill pay and account services via the Customer Account Portal available at www.kauaiwater.org.

To monitor service announcements and updates, visit www.facebook.com/KauaiDOW.

An update will be provided as soon as new information is received.

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