



Water has no substitute...Conserve it!

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News Release

For Immediate Release: March 16, 2020

Power temporarily restored to DOW offices Partial lane closure on Pua Loke Street

(4:30 p.m.) LIHUE – The Department of Water (DOW) temporarily restored power to its offices through the DOW’s emergency base yard generator at approximately 1 p.m. this afternoon, to sustain limited office services until electrical power can be restored in the area. Utility crews from Kauai Island Utility Cooperative (KIUC) and Hawaiian Telcom are on the scene and continue to work on the damaged utility pole on Pua Loke Street in Lihue through this afternoon. Access to DOW on Pua Loke Street has reopened, however a partial one lane closure is in place until work is completed. DOW offices are expected to resume normal business operations at 8 a.m. tomorrow, however the community is encouraged to continue to utilize alternative service options whenever possible, to minimize person-to-person contact in public settings.

DOW’s most common walk-in visits are for bill payments. Customers are urged to complete bill payment transactions and manage their water service account online via the Customer Account Portal available at www.kauaiwater.org. Alternative method of payments include: mail-in payments, set –up recurring payments or utilizing the payment drop box located outside in the parking lot at the DOW offices.

DOW is available by phone from 7:45 a.m. to 4:30 p.m., main lobby hours are from 8 a.m. to 4 p.m. Monday to Friday, except on holidays.

For more information on Billing Services, please contact the Department of Water at 245-5442.



Photo by the Department of Water

Caption: Fallen utility pole near the DOW's base yard gate on Pua Loke Street in Lihue at approximately 11 a.m. on March 16, 2020.



Photo by Department of Water

Caption: Utility crews work to repair the damaged pole near the DOW's base yard today.
(photo taken at approx. 4 p.m. on March 16, 2020)

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