



THE COUNTY OF KAUA'I

DEREK S. K. KAWAKAMI, MAYOR

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News Release

For Immediate Release: March 19, 2020

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County announces changes in Standard Operating Procedures (SOPs) for Wastewater Management Division

LĪHU'E – The County of Kaua'i announces the following County-related changes in Standard Operating Procedures (SOPs) for the Department of Public Works Wastewater Management Division in order to provide for the health, safety, and welfare of the people of Kaua'i from the potential spread of the novel coronavirus (COVID-19).

Effective March 23, until further notice, the following SOPs will be implemented at the public-facing counters in the Kapule Building at the Līhu'e Civic Center, Wastewater Management Division at Suite 500.

- All inquiries and communications with the Wastewater Management Division shall be through phone at 808-241-4082 or by emailing thorner@kauai.gov, also at 808-241-4216 or by emailing calfiler@kauai.gov.
- 1. A representative from the Division will return any message within 48 hours of the call or email.
- 2. Sewer Applications and other related forms can be found online at www.kauai.gov/SewerForms.
- Payments to the Wastewater Management Division shall be via one of the following options:
 1. The Division is encouraging customers to pay online by credit or e-check at our online payment website at www.kauai.gov/sp



- Due to the COVID-19 pandemic, all HIC fees and credit card/eCheck charges will be covered by the County of Kaua'i.
- 1. Payments may be mailed to the Treasury Division – County of Kaua'i, 4444 Rice Street, Suite 466, Līhu'e, Hawai'i 96766; or
- 2. Submitted through the drop box located outside of the Real Property Tax Assessment Office, on the right-hand side of the Kapule Building. Payments need to be submitted in a sealed envelope and addressed to the Wastewater Management Division.

To view a copy of the emergency proclamation, visit the County of Kaua'i's website at www.kauai.gov/KEMA.

For more information and to sign up for daily updates from the State Department of Health relating to current COVID-19 information, visit <https://health.hawaii.gov/news/covid-19-updates/> or <http://www.kauai.gov/COVID-19>.

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