



## NEWS RELEASE

DEPARTMENT OF WATER, COUNTY OF KAUA'I

MEDIA CONTACT: JONELL KAOHELAULI'I, INFORMATION & EDUCATION SPECIALIST  
245-5461 | PUBLICRELATIONS@KAUAIWATER.ORG | FACEBOOK: @KAUAIDOW

For immediate release:  
January 18, 2022

### **DOW resumes business by phone**

LĪHU'E - The Department of Water (DOW) business-by-phone services have resumed as of approximately 11:30 a.m. today. Customers may now call-in inquiries to its offices at 808-245-5400 from 7:45 a.m. to 4:30 p.m. Monday to Friday, except holidays.

To report a water service emergency during office hours, please call 808-245-5444. For after-hours emergencies, contact Police Dispatch at 808-241-1711.

DOW will continue to receive emails and schedule in-person services by appointment only. Walk-in Billing Services including bill payments, are accepted at DOW offices from 8 a.m. to 4 p.m., no appointment needed.

DOW thanks customers for their patience and cooperation during the temporary phone outage.

###