



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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December 1, 2017

NORTH KONA WATER RESTRICTION Information Sheet

Overview/Timeline

- January 17, 2017: A Water Restriction Notice for the North Kona area was issued when four (4) wells in the North Kona water system were concurrently under repairs or offline.
- January 30, 2017: Repairs were completed on the Keahuolū Deepwell. Keahuolū Deepwell is currently operational and productive.
- February 16, 2017: Keōpū Deepwell's submersible motor overheated, causing severe winding insulation damage and overall motor failure. The motor is not repairable and replacement is required. A Water Restriction Notice Reminder was issued to remind consumers that the current restriction remains in effect.
- June 29, 2017: An Emergency Water Restriction Notice, which limits water usage to health and safety needs only, was issued due to the failure of Keahuolū Deepwell.
- July 5, 2017: Emergency repairs were completed on Keahuolū Deepwell. Emergency Water Restriction was lifted, however, consumers are reminded that the original mandatory 25% reduction is still in effect.
- July 29, 2017: During repair process, pump, motor, and column pipe fell into Wai'aha well. At this time, the schedule for this well repair is unknown. Current water restriction remains in effect.
- August 13, 2017: An Emergency Water Restriction Notice, which limits water usage to health and safety needs only, was issued due to the failure of Honokōhau Deepwell.
- October 3, 2017: Hualālai Deepwell and Palani Deepwell repaired and are operational. Emergency Water Restriction lifted, consumers reminded that the mandatory 25% reduction is still in effect.
- October 2017: Hualālai Deepwell and Keahuolū Deepwell both tripped offline during the first and second week of October, respectively. Honokōhau Deepwell repaired and is operational.

**Due to the ongoing Deepwell repairs, Water Restriction Notice Reminders will periodically be issued, as necessary, to remind consumers that the current restriction remains in effect.*

Restriction Information

A Water Restriction Notice requires customers to reduce water consumption by 25%. The Water Restriction Notice can be found on our website, www.hawaiidws.org. Also available on our website is information on various ways that customers can conserve water to help reach the 25% reduction goal.

The Department of Water Supply is an Equal Opportunity provider and employer.

...Water, Our Most Precious Resource...Ka Wai A Kāne...

Who is Affected

Although water consumers in the North Kona area are directly affected by this restriction, the Department would like to encourage all consumers to conserve water and to use it wisely. The most significant way customers can help to reduce their water use is to reduce irrigating and sprinkling their lawns and landscaping.

Well Repair Status Updates

Well repair updates and history can be found on our website under their respective well names. Click “Procurement / Projects” → “Projects Update” → “North Kona Water Restriction History and Repair Status Information Sheets”, or click this link: [North Kona Water Restriction History and Repair Status Information Sheets](#).

About the Department of Water Supply

Established in 1949, the Department of Water Supply is a semi-autonomous agency of the County of Hawai‘i which operates by rules and regulations as adopted by the Water Board. As a semi-autonomous agency, the Department operates and maintains its water systems with revenues generated wholly through water service to its customers. The primary function of the Department is to provide safe drinking water service through its 23 water systems and 74 sources distributed throughout the island. The individual water systems are independent and separate except for limited connectivity between systems in the areas of South Hilo; Kona; and South Kohala/Hāmākua.

Contact

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