

Your water bill has a new look!

Now it's easier for you to find the information you need.

- The amount you owe and the due date are at the top.
- Important messages will be included on the front near your account summary.

Contact Information

Important Information

We've moved your announcement section to the front of the bill for better communication.

Usage Comparison

It's easy for you to compare your current month's usage to usage in previous months.

Meter Information

Easy to locate information regarding your usage and the meter read dates.

NEW! Announcements

The Department of Water wants you to feel that you are informed.

Billing and Charge Details

This section is intended to help you understand the charges on your bill statement.

BACK

EXPLANATION OF CHARGES GENERAL USE RATE

1. **SERVICE CHARGE:** For each service, there shall be a charge per month based on the size of the meter, regardless of the amount of water used.
2. **USE CHARGE:** In addition, you are charged for each 1,000 gallons of water you use based on block, threshold rates.
3. For Current Charges, please visit <http://www.kauaiwater.org/RulesAndRegsPart4.pdf>

HOW TO PAY YOUR BILL

1. By mail using the enclosed envelope. Please allow sufficient time for payment to arrive by the PAYMENT MUST REACH US BY date.
2. By Automatic Bill Payment from your checking or savings account.
3. In person at our office or at our 24 hour dropbox located at 4398 Pua Loke Street, Lihue.
4. There is a \$30.00 charge for all dishonored payments made by check or Automatic Bill Payment.

MOVING/VACATING, START/STOP SERVICE, CHANGE NAME/ADDRESS

All water charges will continue to be your responsibility until you notify us to close your account under your name.

NOT PAYING YOUR BILL ON TIME

1. If payment is not received by the PAYMENT MUST REACH US BY date on your bill, the entire amount shall become past due and a Final Notice will be issued.
2. If you receive a Final Notice, please pay all past due payments at our Business Office at 4398 Pua Loke Street, Lihue.
3. If your water is turned off for non-payment you will be required to pay your bill in full plus a turn-on charge before your water can be restored, if applicable. You may also be required to pay a cash deposit.

ESTIMATED READING

We try to read your meter each billing period. However, if it is not possible to do so, we will estimate your consumption based on your recent average water usage. Please help us by keeping your meter accessible and clear of cars, debris, foliage, and dogs.

DIRECT LINE NUMBERS


Water Bills & Existing Water Service Questions 808-245-5442
New Water Service Applications 808-245-5430
Public Relations/Conservation 808-245-5461
Report a Leak (6:00 am to 4:30 pm) 808-245-5444
Call Police Dispatch (After hours, holidays, weekends) 808-241-1711

Account Identification

Bill Summary

Total Due and Due Date

FRONT



Department of Water
County of Kaua'i
4398 Pua Loke St.
Lihue, HI 96766
808-245-5400 - General Inquiry
808-245-5442 - Billing Inquiry

Customer Name: SAMPLE, SAMPLE A.
Account Number: 1001101110
Service Address: 123 MAIN ST.
Bill Date: 12/17/2018
Billing Period: 11/15/2018 to 12/14/2018

PAST DUE
\$0.00

TOTAL DUE
\$24.55
Payment must reach us by 01/07/2019

Important Information

Our Office will be closed on Wednesday, January 23, 2019 for a Departmental staff training. Bill payments will be accepted in the payment drop box, (located in our parking lot) and will be processed on the next day. Mahalo.

To receive water service notifications and emergency weather announcements by phone, text of email, sign up for the county's BlackBoard Connect notification service at www.kauai.gov/KEMA or call 245-5455.

ACCOUNT ACTIVITY

Previous Balance	\$20.75
Payments Received - THANK YOU	-\$20.75
Balance Forward	\$0.00

CURRENT ACTIVITY

Current Charges and Adjustments **Amount**

5/8" Tier 1 1 Kgal/s @ \$3.80	\$3.80
Water Meter Service Charge	-\$20.75
Total Current Charges and Adjustments	\$24.55
Total Amount Due	\$24.55

USAGE PROFILE

DATE	THOUS GAL	DAYS	WATER CHARGES
11/15/2018	1	29	\$34.55
11/15/2018	0	31	\$17.75
11/15/2018	1	32	\$24.55
11/15/2018	1	30	\$24.55
11/15/2018	2	29	\$28.40
11/15/2018	3	32	\$31.25
11/15/2018	2	29	\$26.40
11/15/2018	4	29	\$36.10
11/15/2018	3	33	\$31.25
11/15/2018	3	30	\$31.25
11/15/2018	4	32	\$36.10
11/15/2018	3	29	\$31.25
11/15/2018	5	29	\$40.95


METER INFORMATION

Meter Number: 09090900 Previous Read: 868
Start Date: 11/15/18 Current Read: 869
End Date: 12/14/18 Usage in Kgal/s: 1

Customer Service Announcements

This message is for testing purposes only.

Please detach and return this portion with your payment



Department of Water
County of Kaua'i
4398 Pua Loke Street
Lihue, HI 96766-1600

Account Number 1001101110
Due Date 01/07/2019
Amount Due **\$24.55**
Enter Amount Paid \$

Please make checks payable to: Department of Water

10000010

SAMPLE

1 1 AV 0.378 0104800-HBK3101607-ST-1GRP-000001
SAMPLE, SAMPLE A.
123 MAIN ST.
ANAHOLA HI 96703-0099

40000842514179800000021550000000000008

Paying Your Bill

A convenient menu of payments options and customer services.

- Moving? Or need to update the phone number on your account?
- Choose the best bill payment option for you

We want to help you save water so you can save money.

IMPORTANT! Direct Phone Line Numbers

A VIP phone list with dedicated customer services for our most valued customer...you.