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.

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EXPLANATION OF CHARGES

GENERAL USE RATE

1. SERVICE CHARGE: For each service, there shall be a charge per gallon of water used. The rate is $2.45/1000 gallons. This charge is calculated based on the amount of water used in a given month, regardless of the meter size.

2. hiWATER Charge: In addition, you are charged for each 1/2 gallon of water used. This charge is calculated based on the amount of water used in a given month, regardless of the amount of water used.

3. Estimation of charges: The estimated water usage is based on your average water usage. If you do not have an estimated water usage, we will estimate your new one based on your average water usage.

HOW TO PAY YOUR BILL:

1. To make a payment, please call 808-245-5442 or visit our website at www.kauaiwater.org.

2. To make a payment, please call 808-245-5400 or visit our website at www.kauaiwater.org.

3. To make a payment, please call 808-245-5461 or visit our website at www.kauaiwater.org.

4. To make a payment, please call 808-241-1711 or visit our website at www.kauaiwater.org.

PAYING YOUR BILL ON TIME:

1. Payments must be received by the PAYMENT MUST REACH US BY date in order to avoid any late fees.

2. If you fail to pay your bill on time, you will be charged a late fee of $20.75 per month.

3. If you have a past due balance, you will be charged a late fee of $20.75 per month for each month that the balance is past due.

4. If you fail to pay your bill on time, you will be charged a late fee of $20.75 per month for each month that the balance is past due.

5. If you fail to pay your bill on time, you will be charged a late fee of $20.75 per month for each month that the balance is past due.

6. If you fail to pay your bill on time, you will be charged a late fee of $20.75 per month for each month that the balance is past due.

MOVING/RELOCATING, START/STOP SERVICE, CHANGE NAME/ADDRESS:

All water charges are your responsibility until you notify us to close your account under your name.

NOT PAYING YOUR BILL ON TIME:

1. Payments not received by the PAYMENT MUST REACH US BY date will result in a service termination fee equal to 10% of the amount of the past due balance.

2. If you fail to pay your bill on time, you will be charged a late fee of $20.75 per month for each month that the balance is past due.

3. If you fail to pay your bill on time, you will be charged a late fee of $20.75 per month for each month that the balance is past due.

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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.