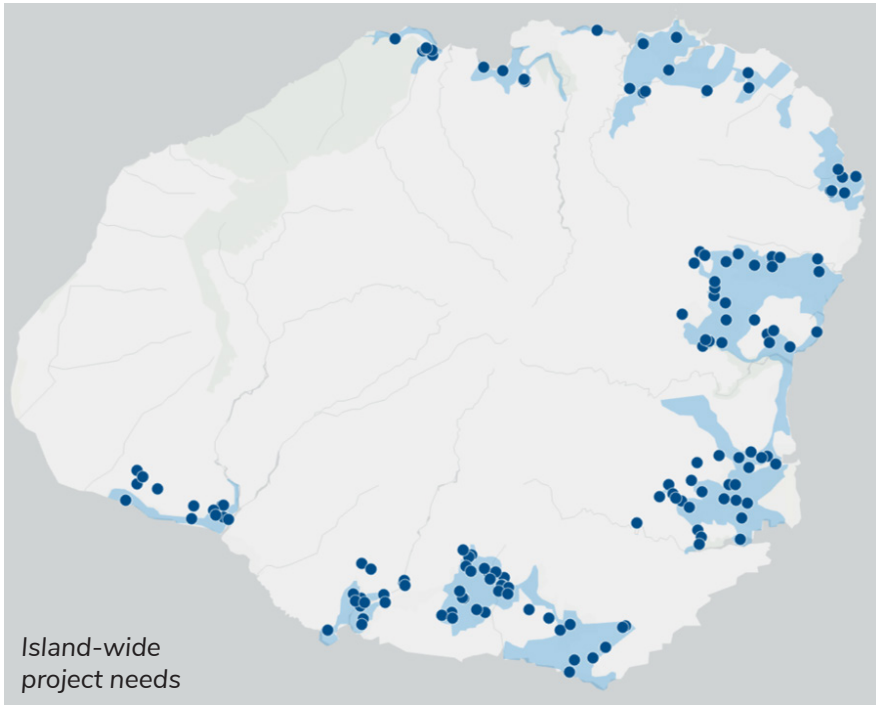




Planning Our Water Future



The mission of Kaua'i Department of Water (KDOW) is to provide safe, affordable, sufficient drinking water through wise management of resources and excellent customer service for the people of Kaua'i.

KDOW currently operates and maintains 425 miles of waterlines, 50 wells, 60 tanks, and over 3,000 hydrants across the island.

The Water Systems Investment Plan (WSIP)
The WSIP is a long-range strategic plan that prioritizes capital investments in our systems that will benefit the communities we serve. WSIP identified more than 150 project needs across the island.

Need For Improvement

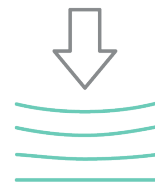
Parts of the island's water system date back more than 100 years, highlighting the need for strategic investments to ensure safe, reliable water for the future.



Ensure clean, safe, high-quality water and regulatory compliance



Upgrade old and aging infrastructure



Develop resilient systems to withstand disasters and climate change



Support our growing and thriving community

Questions or Comments?

publicrelations@kauaiwater.org

(808) 245-5461 8:00AM to 4:30PM
Mon-Fri (except holidays)

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Frequently Asked Questions

1. How were projects identified?

The projects identified are based on an analysis of our existing water systems, considering age, condition of assets, amount of available water, and pressure for firefighting purposes, redundancy and resiliency. The projects identified provide the most benefit to our communities.

2. How are projects paid for?

Capital projects are funded by customer water rates and development (FRC) charges. To reduce the impact on our communities, we compete for grants from the State and Federal governments. We can also issue bonds and apply for low interest 20-year loans from the Department of Health, Safe Drinking Water Branch.

3. Will my water rates increase due to these investments?

KDOW is proposing water rate increases over the next five years to support ongoing operation, maintenance, staffing costs, debt service, and proposed projects. It has been over 12 years since KDOW increased water rates. As a result, KDOW's expenses have exceeded revenues for several years, creating an urgent need to invest in our water system.

4. How much are rates expected to increase?

Based on a rate study, KDOW is considering annual 25% rate increases in FY 2027 and FY 2028 and then 6.5% increases in the years FY 2029-2031.



Hanalei Waterline project construction

5. How will rate increases impact my water bill?

Impacts to customer bills will vary based on customer type, water consumption, and meter size. As an example, a General Use customer with a 5/8" meter, using 12,000 gallons per month, would see an increase of about \$20 per month in the first year.

6. What are the next steps?

KDOW is currently hosting a series of community meetings throughout the island to communicate water system needs and proposed rate increases. In summer 2026, the KDOW Board of Directors will host a Public Hearing to consider rate increases. If approved, new rates would go into effect shortly after. Additionally, KDOW is conducting a Ka Pa'akai analysis and outreach for the proposed rule change for rate increase.

7. Where can I find more information?

Additional information is available at <https://www.kauaiwater.org/ratesmtg>. For questions or concerns, contact publicrelations@kauaiwater.org or call (808) 245-5461.



KDOW electrical plant staff work on improvements to a pump station



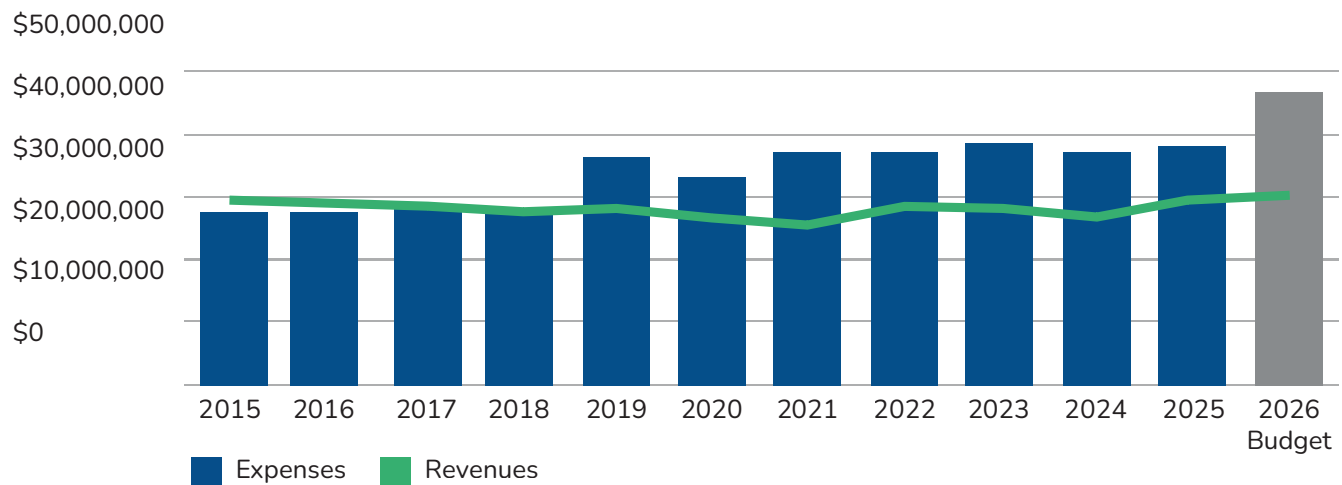
Proposed Water Rate Increases

It has been 12 years since KDOW increased water rates. As a result, expenses are exceeding revenues.

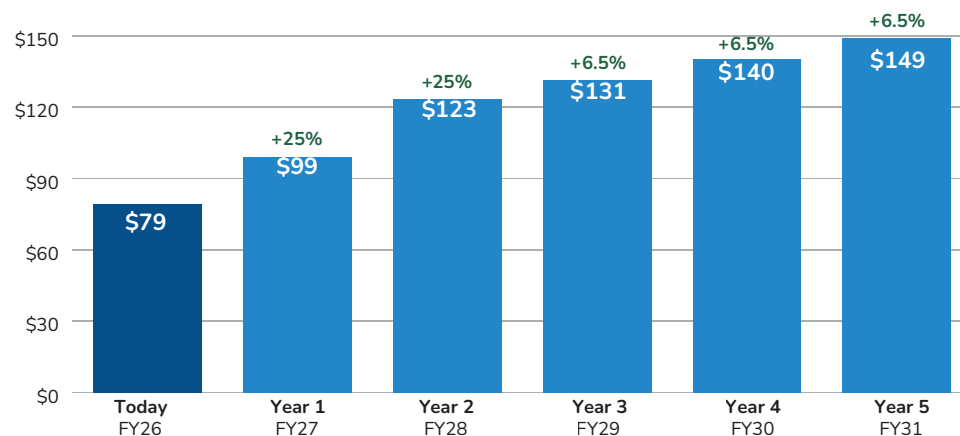
Rate increases are needed to:

- Ensure clean, safe, high-quality water and regulatory compliance
- Upgrade old and aging infrastructure
- Develop resilient systems to withstand disasters and climate change
- Support our growing and thriving community

Water Revenues vs. Expenses



How will rate increases impact General Use customers?



AKDOW General Use customer on a 5/8" meter, using 12,000 gallons per month, would see an increase of about \$20 per month in the first year. After the first year, monthly increases are shown for years two through five.

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