



4398 Pua Loke Street, Līhu'e, HI 96766

(808) 245-5455

LCRR@kauaiwater.org



Dear Customer:

The Department of Water (DOW), County of Kaua'i, is currently inspecting water service lines in an effort to comply with new federal United States Environmental Protection Agency (US EPA) Lead and Copper Rule Revision (LCRR) drinking water rules. The purpose of these inspections is for DOW to better understand the pipe materials delivering water to your home.

As part of this effort, a DOW contractor will be accessing the water meter box that serves your property. The water meter box is typically located along the roadway or in the sidewalk. The DOW contractor will also visually inspect the above ground water line entering your home or business and will be taking photos to document it. Entrance into the home or business is not needed. DOW contractors and staff can be identified with DOW ID badges and shirts, marked DOW vehicles, and appropriate safety equipment.

We kindly ask for your assistance in keeping your water meter box clear of parked vehicles, landscaping or other debris to allow personnel to complete inspections in a timely manner.

Work will occur during normal business hours (Monday-Friday, 7:30am-3:00pm) **beginning in January 2024**. DOW staff will be calling ahead of the inspection to request access onto private property. If someone is not able to be reached during the call, DOW staff will leave a message. If you do not receive a call and DOW staff need to inspect your water line, DOW staff will request permission to enter private property at a later date when the inspection will be performed. DOW contractors and staff will only enter private property to knock on your door and take photos of your waterline entering your home or business. Please note that participation is completely **optional** but is greatly encouraged and appreciated for this effort to protect public health and safety in the community.

Please see the back of this sheet for more information on this work and how it may impact you. If you have any questions or concerns, please contact DOW at (808) 245-5455 or by email at LCRR@kauaiwater.org.

Joseph E. Tait
Manager and Chief Engineer

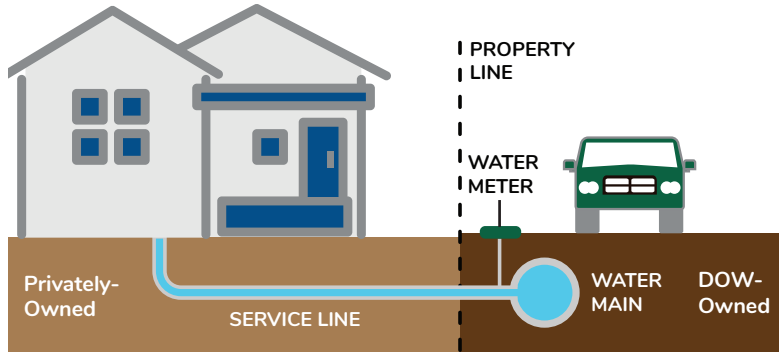


UPCOMING WATER SERVICE LINE INSPECTIONS IN YOUR NEIGHBORHOOD



Your Water Utility

The Department of Water, County of Kaua'i (DOW) and its contractor will be inspecting water meter boxes and water service lines to homes in compliance with US EPA Lead and Copper Rule Revision (LCRR) drinking water rules.



Locations of water service lines and water meter boxes for most homes

What Work Should You Expect?

- DOW contractors and staff will open and access DOW meter boxes on sidewalks, near roadways, etc. to visually identify the pipe materials.
- Staff will visually inspect and take photos (within private property) of waterline entering home or business.
- Water service will **not** be affected.

What Do You Need to Do?

No customer action is required at this time and you do not need to be home for the inspection to occur.

Your participation in allowing access to visually inspect your property's water line is **optional** but is encouraged and appreciated. The DOW contractor will **not** need to enter home or business.

When Will the Work Take Place?

Monday – Friday 7:30AM to 3:00PM

Work is expected to start **January 2024** and continue through 2024 until completion.



DOW contractors and staff will have official ID badges, with official marked vehicles as seen in the picture above.

Note: No DOW employee or contractor will ask for any type of payment or personal information under this project (e.g., "Please provide your credit card number for our records.").

Future Water Testing

Another part of the LCRR is potential lead and copper water sampling and testing at a future date. If you are interested in participating in the testing program, please contact the Department of Water at (808) 245-5448 or email lab@kauaiwater.org.

Questions or Concerns?



LCRR@kauaiwater.org



(808) 245-5455 7:45AM to 4:30PM, Mon-Fri (except on holidays)