



BOARD OF WATER SUPPLY
CITY AND COUNTY OF HONOLULU
630 SOUTH BERETANIA STREET
HONOLULU, HAWAII 96843

COMPLETE FORM AND SUBMIT BY
EMAIL: WECARE@HBWS.ORG OR
MAIL: 630 S. BERETANIA STREET
HONOLULU, HAWAII 96843

KONA LOW BILLING ASSISTANCE REQUEST

Customer Information

Applicant Name: _____

Account Number: _____

Service Address: _____

Mailing Address: _____
(if different) Check if mailing address is new

Phone Number: _____

Email Address: _____

Request

Check all that apply

- Billing Adjustment**
(If you're a residential customer whose property was damaged by the storm, a completed Residential Property Damage Report is required. Go to www.honolulu.gov/homedamage.)
- Deferral of Bill Payment through July 31, 2026**
(If you need some additional time to pay your regular water bills.)
- Payment Arrangement**
(If you have an outstanding balance that you need time to repay. We will contact you to set up a payment plan.)

Any Additional Information You Would Like to Provide

Important Information

We anticipate an increase in contact from customers affected by the storm. We apologize in advance that our responses may be delayed. Please be assured that you don't need to worry or check on the status of your request. We will contact you. We encourage the use of email for the fastest response.

Important: Language interpretation service is available at no cost. If you would like an interpreter, please call (808) 748-5030, Monday through Friday between 7:45am and 4:30pm, except holidays.

Japanese:

重要：言語通訳サービスを無償でご利用いただけます。通訳者をご希望の方は、休日を除く、月曜日から金曜日の午前7時45分から午後4時30分の間に（808）748-5030までお電話ください。

Korean:

중요: 무료 통역 서비스가 제공됩니다. 통역사를 원하신다면, 월요일부터 금요일(공휴일 제외), 오전 7:45에서 오후 4:30 사이에 (808) 748-5030으로 연락해주시기 바랍니다.

Chinese:

重要事项：免费提供口译服务。如需口译服务，请致电（808）748-5030；时间：周一至周五，上午7:45至下午4:30（节假日除外）。

Tagalog:

Mahalaga: Makakatanggap ng serbisyo ng pagsasalin sa wika nang walang bayad. Kung kailangan mo ng tagasalin sa wika, mangyaring tumawag sa (808) 748-5030, Lunes hanggang Biyernes sa pagitan ng 7:45am at 4:30pm, maliban sa mga holiday.

Ilocano:

Importante: Adda libre nga serbisyo para ti tagapagtarus ti saom Nu kayat mo ti maysa nga tagapagtarus, pangaasim ta tawagam ti (808) 748-5030, Lunes agingga ti Byernes ti nagtingaan ti oras ti 7:45 ti bigat ken 4:30 ti malem, haan nga mairaman ti aldaw nga awan trabaho wenno holidays.

Vietnamese:

Quan trọng: Dịch vụ thông dịch ngôn ngữ được cung cấp miễn phí. Nếu quý vị muốn có một thông dịch viên, vui lòng gọi đến số (808) 748-5030, từ thứ Hai đến hết thứ Sáu, từ 7 giờ 45 sáng đến 4 giờ 30 chiều, ngoại trừ ngày lễ.

Hawaiian:

He mea ko'iko'i: Hiki ke loa'a nā lawelawe māhele 'ōlelo me ka manuahi. Inā pono kekahi māhele 'ōlelo iā 'oe, e 'olu'olu e kelepona aku iā (808) 748-5030, ma ka Pō'akahi a i ka Pō'alima ma waena o 7:45am me 4:30pm, koe nā lānui.

Samoan:

Tāua: O aunaga faaliliu upu o loo maua e aunoa ma se totoji. Afai e te manaomia i se faaliliu upu, faamolemole valaau le (808) 748-5030, Aso Gafua se'ia oo i le Aso Faraille i le va o taimi nei 7:45am ma le 4:30pm, vagana ai aso mālōlō.