



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

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Online Payment Fee Information Sheet



In an effort to offer customers an on-line option to pay their water bills, Department of Water Supply (DWS) contracted with Hawaii Information Consortium LLC (HIC) to provide a website for that purpose. HIC was selected because they offered a proven website already in use by the State of Hawaii, County of Kauai, and County of Hawaii to collect on-line payments for various services. A contract was used because DWS did not have the resources to design and maintain this kind of website.

To maintain the website, HIC charges DWS the following fees per transaction: \$2.50 + a percentage fee for credit cards and \$3.50 for e-checks. The percentage credit card fee is absorbed by DWS as is currently done for walk-in customers who pay with credit cards. The \$2.50 and \$3.50 fees are passed on to the customer. Customers are not made aware of the percentage credit card fee because it is billed directly to DWS. This fee structure was not included on the yellow notice mailed to customers as it was a method of website advertisement produced by HIC. The fee structure is part of an agreement on the website that each customer must acknowledge before using the website. For your information, using this website to pay for other County or State services will involve similar fees being charged to the customer, including in some cases, the credit card fee absorbed by DWS.

DWS has other less expensive and convenient ways to pay for water bills. Sending in a check by mail requires only a stamp. Free automatic bill payment is also provided. Most of our customers use these options. These options offer little comfort to those who prefer using credit cards, but providing credit card convenience comes at a cost which DWS is trying to minimize for all customers. For further information, please call customer service at (808) 961-8060.