

**KOHALA RANCH  
WATER COMPANY**  
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March 26, 2020

KRWC Customer,

At Kohala Ranch Water Company (KRWC), it is our goal to deliver safe, high-quality water 24 hours per day, seven days a week, 365 days per year. We do our best to ensure that the water quality meets all State and Federal requirements and that the water is delivered at reasonable operating pressures.

We understand that there is a lot of COVID-19 information that seems to be changing by the hour. The Center for Disease Control and the Hawaii Department of Health (DOH) are the primary source for public health information. The more current information provided to KRWC by DOH<sup>1</sup> states that:

Water Research Foundation reports that drinking water is not a vector for COVID-19 and your staff and the public can be assured that their water does not transmit the virus.

In addition, all water systems must continue to maintain compliance with Federal and State Drinking Water Regulations, including but not limited to, water quality monitoring and reporting, treatment requirements and Consumer Confidence Reports. In this regard, KRWC will continue to test and monitor its water quality and report all findings to the State Department of Health.

At the same time, we are requesting that all inquiries for service be limited to emergencies and/or critical needs until further notice. We are anticipating that there will be potential problems in obtaining some hardware supplies in the short term.

We appreciate your understanding and cooperation. Please feel free to call me if you have any questions.

Sincerely,



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William L. Moore, Vice President  
Kohala Ranch Water Company

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<sup>1</sup> You can also visit the U.S. EPA's webpage on the Coronavirus and Drinking Water and Wastewater for up-to-date information. (<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>)