



COUNTY OF HAWAII

MAYOR C. KIMO ALAMEDA, PHD

EPIC Updates to Begin on May 23

FOR IMMEDIATE RELEASE

April 28, 2025

The County of Hawai'i Department of Public Works will be updating the Electronic Process Information System (EPIC) for permit applications on Friday, May 23.

As a result, the EPIC site will be unavailable from 2 a.m. May 23 until 8 a.m. May 26. No new permit applications will be accepted during this time.

The update will include the following enhancements and service fee changes:

- Improved CSS Accessibility: Enhanced access and navigation tools to make EPIC more user-friendly.
- Bug Fixes – Resubmit Button: Resubmittals will now consistently display the resubmit button as expected.
- Performance Enhancements: Faster file uploads and improved overall system performance.
- Online Payment Updates: Adjustments to the online payment process for a smoother experience.

New EPIC System Service Fees

Service Fee-eCheck

- Current Fee: \$1
- New Fee: \$1.75

Service Fee-Credit Card

- Current Fee: 2.95% with \$2 minimum

- New Fee: 3.75% with \$2.50 minimum

Payer eCheck Cost

- Current Fee: \$1
- New Fee: \$1.75

eCheck Rejects

- Current Fee: \$5
- New Fee: \$5

Credit Card Chargebacks

- Current Fee: \$15
- New Fee: \$15

These updates are part of our continued efforts to make the EPIC system more efficient and user-friendly. Mahalo for your patience.

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