

CONSUMER SPOTLIGHT

Public Utility News You Can Use

Issue 22 | December 2016



Executive Director's Message

By Dean Nishina

It's that time of the year—Happy holidays to all Hawaii consumers! During this holiday season, the DCA encourages you to be mindful of electricity and water usage when putting up decorations, baking for the holidays and taking a hot shower during the cold Hawaiian nights. See tips inside this newsletter on how to save energy.

A couple of new programs have debuted in recent weeks that are mentioned in this issue. One of them is the critical Text-to-911 emergency service, a great option to signal for help when making a phone call is not possible. The Consumer Advocate sits on the Enhanced 911 board and is glad to be a part of the team that launched this life-saving service.

As always, DCA is working hard and diligently to help protect and advance the interest of Hawaii consumers. Our office welcomes any questions or concerns you may have about public utilities, transportation, and water/wastewater matters.



DCA would like to wish all Hawaii consumers a safe, festive, and energy-saving holiday season!



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DCCA Director Catherine Awakuni-Colón addresses the crowd at the King Kalakaua 180th anniversary celebration of his birth at the Iolani Palace grounds.

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Text Message to Contact Emergency Services Launched

Hawaii is seventh state to enable Text-to-911

Governor David Ige announced the launch of Text-to-911, an enhanced 911 service that allows residents to report an emergency by text message.

Text-to-911 can support plain text Short Messaging Services (SMS) messages only and is limited to 160 characters per text. Pictures, videos and emojis currently cannot be processed.

In addition, callers must have active wireless service including a text or data plan, and the device's location service must be turned on. Text-to-911 may not be available if the wireless phone is roaming or outside of the provider's coverage area.

Consumers are still advised to call 911 when possible. Calling is faster and more efficient to relay an emergency, especially since a text will not automatically send the user's location to emergency responders.

For more information about Text-to-911, visit the website: hawaiitextto911.com. The Consumer Advocate is a board member of the Hawaii Enhanced 911 Board, which was created under Act 168/SLH 2011.

Smart911

Emergency services also encourage the public to sign up for Smart911, a free service to give 911 valuable information about yourself that will be immediately available when making an emergency call.

These details can save valuable time during an emergency.

Seconds save lives. For additional information and to sign up for free, go to Smart911.com.

STATE OF HAWAII
911 CALL IF YOU CAN
TEXT IF YOU CAN'T

- Requires a text enabled/capable cellular phone. It is necessary that Location Services on the phone be turned on.
- Text messages only. No group messages, photos, videos or emojis will be accepted.
- Text messages must be brief and easily understood.
- Use plain English. No abbreviations, short cuts or slangs.
- Text to 9-1-1 services may not be available everywhere and at all times.
- No guarantee a text message will be sent or received.
- Voice call preferred. Text only when you cannot make a call.

www.hawaiitextto911.com

Reduce Hot Water Use for Energy Savings

You can lower your water heating costs by using and wasting less hot water in your home. Water heating is the second largest energy expense in your home. It typically accounts for about 18% of your utility bill after heating and cooling.

To conserve hot water, you can fix leaks, install low-flow fixtures (such as showerheads and faucets), and purchase an energy-efficient dishwasher and clothes washer.

Faucets and appliances can use a lot of hot water, which costs you money. Look for ways to heat your water more efficiently and use less.

If you want to ensure that your new dishwasher and/or clothes washer is energy efficient, purchase one with an ENERGY STAR® label.

Average hot water usage:

Activity	Gallons per use
Clothes Washer	25
Shower	10
Automatic dishwasher	6
Kitchen faucet flow	2 per minute
Bathroom faucet flow	2 per minute
Total daily average	64

Source: U.S. Department of Energy, Office of the Efficiency and Renewable Energy. "EnergySavers".

Holiday Energy Savings Tips

Use LED Lights

LEDs use 70% less energy than traditional bulbs, last 10 times longer and are available in many colors.

Limit Hourly Usage

Use and set timers to automatically turn on and off lit decorations. Have timers set to turn on after dark and off before bedtime.

Bake Efficiently

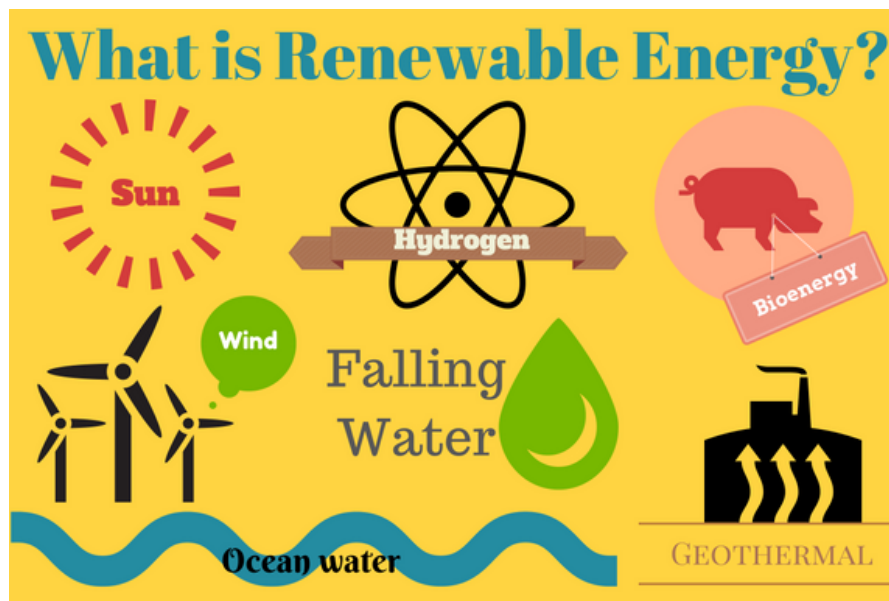
Don't open the oven door while baking—use the oven light and check through the window. Also, bake more than one item at the same time, leaving enough room to circulate the baking dishes.

Keep Refrigerator Closed

Take out and put in as many items from your fridge in a single visit to minimize the cold air from escaping out.



Light up, inflatable displays add to your household energy bill.



HECO Offers New Time-of-Use Rates Option For Customers

In a recent news release, Hawaiian Electric Companies (HECO) are now offering a Time-of-Use rate program. The optional, new program varies electricity prices by the time of day, as compared to the current residential rates that do not vary depending on the time of day.

The Time-of-Use program charges customers less for power used during the mid-day and more during the early evening. This encourages customers to use electricity when solar power is available and abundant and discourages use when the costs to produce electricity are higher.

With the new program, some customers may have an opportunity to save money by changing their energy use habits. Those who use their water heater or charge electric vehicles during the day may see a savings.

As directed by the Public Utilities Commission (PUC), the program will run for two years and these rates are only for residential customers. Participation is voluntary and limited to the first 5,000 customers who sign up.

For more information or to enroll in the program, visit HECO's website at www.hawaiianelectric.com/timeofuse. You can also learn the full details about the Time-of-Use program, including the Consumer Advocate's position of this program, by searching Docket No. 2014-0192 on the PUC's DMS.

PUC Docket Numbers are included in these articles for further, in depth reading. PUC public filings are accessible online via the PUC's Document Management System (DMS). Visit: <http://dms.puc.hawaii.gov/dms>

Roberts Hawaii Seeks Acquisition of Polynesian Adventure Tours

In an application filed with the PUC in June, Polynesian Adventure Tours, LLC, Robert's Tours and Transportation, Inc. (RTT) and Carry-All, Inc. proposed a change of control where RTT would acquire Polynesian Adventure Tours. It also seeks approval to transfer control of Polynesian Adventure Tour's Certificate of Public Convenience and Necessity (CPCN) to RTT.

The applicants cite the decreasing demand for and business of large motor coach carriers to the point that fewer carriers operate larger motor coach equipment now.

This has resulted in problems during times of peak demand for larger vehicles (i.e., motor coaches). RTT seeks the acquisition to meet the current and future need for large motor coaches during peak demand.

Because the proposed transaction involves two of the largest motor carriers, the Consumer Advocate's office is carefully reviewing this application to assess whether this is in the public's interest. *[Docket No. 2016-0160.]*

Upcoming Dates of Interest



- Nov 24: Thanksgiving Day (State holiday, our office will be closed)

- Dec 1-2: EUCI Conference at Hilton Hawaiian Village

- Dec 26: Christmas Day (Observed, state holiday, our office will be closed).



- Jan 2: New Year's Day (Observed, state holiday, our office will be closed).

- Jan 16: Dr. Martin Luther King, Jr. Day (State holiday, our office will be closed).

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