

CONSUMER SPOTLIGHT

Public Utility News You Can Use

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Executive Director's Message

By Dean Nishina



Another busy year has past by quickly for 2018. I hope all of you have made gains in conserving energy and water by doing simple things around your home such as turning off the lights when not in a room or watering your plants in the early morning or evening.

As you'll see in the final issue of 2018, there have been a handful of rate cases this year as well as programs that can benefit electric customers. During this holiday season, consider some actions to take when using water and electricity. The inside pages highlight what you can do to save water while eating and shopping, as well as understanding the specifications of a light bulb if shopping for new ones, like new Christmas lights to replace less efficient ones.



I'm excited to see what 2019 brings as we continue to represent Hawaii consumers in the utility industry steadfastly. I wish you and your family a safe and happy holiday season.

Loading

2019

The DCA ohana would like to wish all consumers a Happy Holidays! Best wishes for an energy- and water-efficient new year!



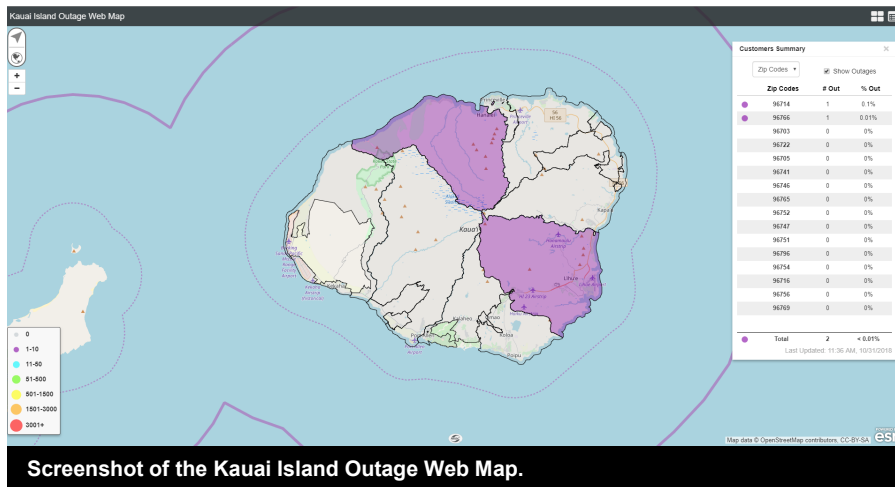
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DCA participated in Hawaiian Electric's Clean Energy Fair at Kahala Mall on October 6.

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Screenshot of the Kauai Island Outage Web Map.

KIUC Updates Website with Outage Map, Easier Navigation

Kauai Island Utility Cooperative (KIUC) has updated its website, providing easier navigation and offering new features such as current outage information to the cooperative's member-owners.

"This enhanced, user-friendly format provides more information that our members have been requesting," stated KIUC's President and Chief Executive Officer, David Bissell.

The new platform also allows members to access all of the site's information on both the web-based and mobile versions. The website can be accessed at www.kiuc.coop.

HECO to Replace 1,200 Electric Meters for Commercial Customers

Hawaiian Electric Company, Inc. (HECO) is notifying certain commercial customers about a potential hazard that relates to a particular brand of electric meters installed at businesses on Oahu.

- No residential customers affected
- 10 meters have overheated. No injuries or significant damage have been reported
- Replacement of meters has begun
- Not all commercial customers are affected
- Letters sent to businesses with meters at greater risk of failure
- Meters will be replaced in phases with affected meters prioritizing those with greater risk of failure.

While many commercial meters are in locked closets or cabinets, affected businesses that have electric meters in high-traffic areas or near workspaces are urged to keep people and combustible materials away from the meters until they can be replaced.

The meters are being replaced at no cost to customers. Business customers may call 543-7777 for more information.

Water Saving Tips During the Holidays

The holiday season involves a lot of entertaining that can use more water than usual. Here's a few tips to conserving water.

While Eating:

- Don't run the tap while cleaning those holiday pots, pans, and dishes. Plugging the drain and filling with soapy water can reduce water usage.
- Save water and energy by thawing foods in the microwave or overnight in the fridge instead of running hot water over them.

While Shopping:

- Water-efficient appliances can make great gifts. Consider faucet aerators or water-efficient shower-heads for your loved ones. It'll save them water and money in the long run.

Source: *Environmental Protection Agency*



Lighting your Christmas tree will add to your electric bill. Use LED string lights to help save energy.

The Lighting Facts Label

Putting up a few holiday decorations? Here's some facts about lighting that can help you be energy efficient.

The Federal Trade Commission requires the Lighting Facts label on all light bulb packages to help consumers easily compare energy-efficient bulbs. The label includes:

- Brightness, measured in lumens
- Estimated yearly energy cost (similar to the EnergyGuide label)
- Lifespan
- Light appearance (from warm to cool)
- Energy used, measured in watts.

Like the helpful nutrition label on food products, the Lighting Facts label helps you to understand exactly what you are buying and to buy the light bulbs that are right for you.

Lighting Facts Per Bulb	
Brightness	450 lumens
Estimated Yearly Energy Cost \$1.08	
Based on 3 hrs/day, 11¢/kWh	
Cost depends on rates and use	
Life	22.8 years
Based on 3 hrs/day	
Light Appearance	
Warm ————— Cool	
3000 K	
Energy Used	9 watts

Source: U.S. Department of Energy, Energy Efficiency & Renewable Energy, [Energysaver.gov](http://energysaver.gov)



The PUC held a public hearing for the WHUC rate case on June 7 at Waikoloa Elementary and Middle School.

Update on West Hawaii Utility's Application for Rate Increase

Waikoloa Resort Utilities, Inc. dba West Hawaii Utility Company (WHUC) and the Consumer Advocate (CA) have reached a partial settlement agreement in its rate increase application. The parties have resolved their differences in nearly all of the issues in this proceeding except for the issues of whether and how much of the cost of Well DW-8 should be included in Test Year plant in-service.

The CA submitted a Statement of Position on the outstanding issue recommending the Public Utilities Commission (PUC) accept the estimated total cost of \$4,732,000 for DW-8, a reduction of 10.46% in WHUC's plant in-service for the year ending Dec. 31, 2018. This proposed allocated cost of DW-8 to WHUC is based on the excess capacity previously recommended for its affiliated West Hawaii Water Company. The case is being reviewed by the PUC.



Docket No. 2017-0350

WHUC Sewer and Water Entities Reach Settlement Agreement

West Hawaii Sewer Company and the CA have reached a full settlement agreement regarding this rate case. The Parties have agreed to an increase in revenue of \$ 349,381, or a 20.2 percent increase in revenue. The settlements are currently subject to the PUC's approval.

West Hawaii Water Company and the CA have reached a partial settlement except for the issue of Well DW-8 (similar to WHUC's case).

The case is being reviewed by the PUC.



Docket Nos. 2017-0449, 2017-0450

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>

HECO Launches New NEM Plus Program, Allowing Energy Storage

The Hawaiian Electric Companies have launched NEM Plus, a program that allows Net Energy Metering customers to add features such as energy storage to their rooftop solar systems – as long as the new equipment doesn't export power to the grid.

The program is only available to existing NEM customers with a signed agreement with Hawaiian Electric, Maui Electric and Hawaii Electric Light. NEM Plus allows NEM customers to maintain their current program status if they choose to add a non-exporting renewable system with or without energy storage, or a standalone energy storage system.

The Consumer Advocate is supportive of the NEM Plus program as proposed by the HECO Companies but had some concerns about the HECO Companies' requirement that NEM Plus customers and/or developers submit "extensive technical information" on their existing NEM system when adding a CSS technology to the NEM system and other issues.

NEM Plus opened for applications on October 22. For more information or to fill out an application, visit www.hawaiiinelectric.com.

Docket No. 2014-0192



Upcoming Dates of Interest

- **Nov 22: Thanksgiving** (State holiday, our office will be closed).
- **Dec 25: Christmas** (State holiday, our office will be closed).
- **Jan 1: New Year's Day** (State holiday, our office will be closed).
- **Jan 21: Martin Luther King, J. Day** (State holiday, our office will be closed).



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We also welcome feedback and story ideas. Email us at dca@dcca.hawaii.gov.

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