

## **COVID-19 Updates for Utility Consumers, Updated May 4, 2020**

The State of Hawaii Public Utilities Commission (“Commission”) issued Order No. 37125 on May 4, 2020 ordering that, if they have not already done so, all Commission-regulated electricity, gas, telecommunications, water and wastewater utilities suspend service disconnections while the Governor’s Emergency Proclamation remains in place and until otherwise ordered by the Commission. Order No. 37125 also prohibits utilities from charging customers interest on past due payments or imposing any late payment fees and suspends any and all tariff rules and provisions that prevent or condition the re-connection of disconnected customers, until otherwise ordered by the Commission.

Read Order No. 37125 [here](#).

Read the Consumer Advocate’s April 23, 2020 letter to the Commission [here](#).

*If you receive a call, text, or email threatening to disconnect your utility service unless “overdue” bills are paid, this is a scam.* Do not provide any personal, confidential or financial information to these callers.

*If you need help making utility bill payments, please contact your utility and also check to see whether you may be eligible for bill assistance programs.* Some telecom and internet service providers are also offering additional free services to help connect student and teacher households who don’t currently have internet or Wi-Fi services. Get contact information and find out more below.

- [Electricity and Gas](#)
- [Telecommunications and Internet Service](#)
- [Energy and Telecommunications Bill Assistance](#)

### **Electricity and Gas**

The Hawaiian Electric Companies, Kauai Island Utility Cooperative and Hawaii Gas have previously committed to suspend service disconnections. Click on your utility below for more details.

Customers who need help making electric or gas bill payments are urged to contact their utility to set up a payment plan or make other arrangements. For more details, click on your utility or call the numbers listed below.

[Hawaiian Electric, Maui Electric, and Hawaii Electric Light](#)

Hawaiian Electric Companies Customer Care:

Oahu: (808) 548-7311

Maui: (808) 871-9777

Molokai and Lanai: 1-877-871-8461

Hilo: (808) 969-6999

Kona: (808) 329-3584

Waimea: (808) 885-4605

### [Kauai Island Utility Cooperative](#)

KIUC Member Services: 808-246-4300

### [Hawaii Gas](#)

Oahu: (808) 535-5933

Maui: (808) 877-6557

Hilo: (808) 935-0021

Kona: (808) 329-2984

Molokai: (808) 828-9359

Lanai: (808) 828-9359

Kauai: (808) 245-3301

## **Telecommunications and Internet Service**

Under the Federal Communications Commission's Keep Americans Connected pledge, broadband and telephone providers offering internet and telephone services agreed to temporarily suspend service disconnections, waive late fees, and open up their WI-FI hotspots through May 12, 2020. Providers who have signed the pledge include AT&T\*, Charter (Spectrum)\*, Cincinnati Bell (Hawaiian Telcom)\*, Hughes, Sprint, T-Mobile\*, Verizon\*, and Viasat. Read the pledge [here](#).

\* Denotes providers who, as of May 4, have extended their pledge through [June 30](#).

Some service providers are offering several additional services in response to the coronavirus pandemic. *Make sure that you ask about and understand all of the terms and conditions of any temporary or limited time offers, including when you would need to cancel the service to avoid getting billed for services once the promotional period is done.*

Internet service providers are offering free services to help connect student and teacher households who don't currently have internet or Wi-Fi services.

- [Spectrum](#) is offering free access to internet and Wi-Fi for 60 days for new Pre-K to 12, college student and teacher households who don't currently have internet or WiFi service. Installation or pre-payment fees will be waived.
- Hawaiian Telcom is offering two months of free Internet service to households with K-12 and college students, with a focus on students who currently do not

have any Internet service. To sign up, families can call 643-8888. Installations fees will be waived for new student households.

Wireless mobile service providers are also offering increased data usage limits and waiving late fees and overage charges for customers experiencing economic hardship due to the coronavirus pandemic. Visit the provider websites to learn more about these offers.

- [AT&T](#)
- [Sprint](#)
- [T-Mobile](#)
- [Verizon](#)

### **Energy and Telecommunications Bill Assistance**

Customers requiring assistance with their utility bills are urged to call their utility service provider to set up a payment plan or make other arrangements.

Low income customers may also be eligible to participate in the following programs:

- The [Low-Income Home Energy Assistance Program](#) (LIHEAP) provides assistance to eligible households to offset the costs of home energy. To find out more, visit the [Honolulu Community Action Program](#) (HCAP), [Maui Economic Opportunity, Inc.](#) (MEO), or [Hawaii County Economic Opportunity Council](#) (HCEOC) websites, or call:
  - Oahu HCAP Central: 488-6834; HCAP Kalihi/Palama: 847-0804; HCAP Leahi: 732-7755; HCAP Leeward: 696-4261; or HCAP Windward: 239-5754
  - Maui Main Office: 808-249-2970; Hana: 808-243-4342;
  - Molokai: 808-553-3216
  - Lanai: 808-565-6665
  - Hawaii Island, Hilo: 961-2681 ext. 108
- Lifeline is the Federal Communications Commission's program to help make communications services more affordable for low income customers. In response to the coronavirus pandemic, the FCC [waived several of the Lifeline program's recertification and reverification rules](#), making it easier for participants to stay on or apply for the program. The FCC also temporarily [waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation](#). To find out more and apply, visit Hawaiian Telcom's website [here](#).