

COVID-19 Updates for Utility Consumers, Updated July 1, 2020

On June 26, 2020 the Hawaii Public Utilities Commission (“Commission”) filed [Order No. 37189](#), which extends the suspension of termination or disconnection of all Commission regulated electricity, gas, telecommunications, water and wastewater utility services through July 31, 2020.

In addition, some utilities in Hawaii have voluntarily suspended service disconnections and are waiving late fees for customers in response to the conditions created by the coronavirus pandemic.

If you have problems making payments, please contact your utility company to find more about payment options and/or seek energy and telecommunications bill assistance.

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

Electricity and Gas

Utilities, including the Hawaiian Electric Companies, Kauai Island Utility Cooperative, and Hawaii Gas, have temporarily suspended service disconnections in response to the coronavirus pandemic.

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

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 the link to 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

On June 19, 2020, Federal Communications Commission Chairman Ajit Pai sent [a letter](#) to Congress seeking legislation to help consumers and small businesses stay connected over the coming months after the end of the [Keep Americans Connected Pledge](#).¹ While the Pledge expired on June 30, Pai informed Congress that he has asked companies not to disconnect consumers and small businesses who are behind on their bills due to the coronavirus pandemic in July, but instead offer the option of extended payment plans and deferred payment arrangements. He has also asked service providers in the coming months to maintain and expand their plans for low-income families and veterans as well as their remote learning plans for students.

Contact your service provider to check on the status of available plans and services, and to discuss payment options. In addition, certain households may qualify for low-cost internet services in Hawaii.

- Spectrum is offering a high-speed broadband program for eligible low-income households. To see if you qualify, visit their [website](#). To find more about Spectrum's offers, including payment options, and to make payment arrangements, contact them [here](#).

Hawaiian Telcom offers discounted phone and internet services for low income Hawaii residents. Find out more [here](#). To learn more about payment options and to make payment arrangements, call 643-3456 or visit their [website](#).

¹ Under the Federal Communications Commission's Keep Americans Connected pledge, participating 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.

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. To find out more and apply, visit Hawaiian Telcom's website [here](#).