

# CONSUMER SPOTLIGHT

STATE OF HAWAII  
DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS  
DIVISION OF CONSUMER ADVOCACY (DCA)



## Executive Director's Message




By: Michael S. Angelo


Aloha Hawaii Residents and Consumers. Welcome to the August edition of Consumer Spotlight, your go-to source for all things related to consumer advocacy. I am Michael Angelo, the incoming Executive Director of the Division of Consumer Advocacy (DCA), and I'm honored to join you in


this edition of Consumer Spotlight. Our office's mission is to protect, and advance the interests of consumers of regulated public utilities and transportation services. From electricity, to water, gas, telecom, and transportation we advocate for you. Bringing eighteen years of experience in the energy sector, I have worked to support decarbonization efforts and enhance the safety and reliability of our electrical grid. Previously, I worked with Hawaiian Electric, advocated for ratepayers' interests with the DCA, and helped develop energy technology with the Hawaii Natural Energy Institute. I look forward to working together with our office's team of experts to continue the tradition of strong advocacy for consumers. Let's create a better future together!


### SAVE MONEY WITH HAWAII ENERGY REBATES

Update your home's energy equipment and enjoy cash rebates from Hawaii Energy. **These rebates are available to residential electric utility ratepayers on Hawaii Island, Lanai, Maui, Molokai, and Oahu.** Act fast, as they are offered on a first come-first served basis and subject to availability. **Visit [hawaiienergy.com/for-homes/rebates](https://hawaiienergy.com/for-homes/rebates) for more info.**

 **\$1000 INSTANT REBATE - SOLAR WATER HEATER**

 **\$100 REBATE - WHOLE HOUSE FAN**

 **\$250 REBATE - FRIDGE TRADE-UP**

 **UP TO \$45 INSTANT REBATE - WINDOW AC**

 **UP TO \$450 REBATE - MINI SPLIT AC**

**+ MANY MORE!**

### IN THIS EDITION

- Hawaii Energy Rebates
- Energy Equity Docket No. 2022-0250
- Discover DCA
- Hawaii One Call Center
- HECO's Shift and Save Program
- Hōne Heke Rate Increase Request Docket No. 2023-0204
- Talk Story with a DCA employee

# Your Voice Matters! Join the Energy Equity Conversation Docket No. 2022-0250

DCA invites you to participate in the Energy Equity conversation in Hawaii. Energy equity aims to identify and develop possible solutions for energy equity issues. The Hawaii Public Utilities Commission (PUC) has opened Docket No. 2022-0250 to explore equity and justice considerations in their regulatory processes and oversight of public utilities.

## Why Your Participation Matters:



Your input is crucial in shaping policies that promote fairness and inclusivity in the energy sector. The PUC is especially interested in hearing from communities hosting energy facilities, individuals with high energy burdens, and those new to regulatory proceedings.

## How to Get Involved:



- Submit a Public Comment: Share your thoughts, experiences, and ideas as a public comment.  
➔ [puc.hawaii.gov/contact/public-comments/](https://puc.hawaii.gov/contact/public-comments/)
- Formal Participation: Become an official participant, actively engaging and providing input on critical issues.

## Key Focus Areas:



The PUC will address energy equity through tracks including procedural equity, energy affordability, equitable siting of energy infrastructure, access to clean energy, and utility performance and transparency.

Your involvement in the energy equity conversation is vital for creating a fair and sustainable energy future. Share your insights and experiences to shape policies that address energy equity. Search Docket No. 2022-0250 on PUC's CDMS website  
➔ [hpuc.my.site.com/cdms/s/](https://hpuc.my.site.com/cdms/s/) for more information.

## DID YOU KNOW?

### Before you start to dig or excavate, call 811 for free!

1. You call 811 and tell them where and when you plan to dig.
2. They notify all utility companies in that area.
3. The utility companies sends a representative to mark where their underground lines are.
4. Once marked, you can safely start your project, avoiding any damage to gas, water, or other utility lines.

Visit ➔ <https://call811.com> for more info.

## Discover DCA: Your Ally in Consumer Advocacy

### WHO ARE WE & WHAT WE DO

DCA is a state agency working to safeguard consumer interests before the Hawaii Public Utilities Commission (PUC) and other local and federal agencies. We focus on public utility services like electricity, telecommunications, water, and transportation – essential services that impact us all.

### HOW WE HELP

Public utilities don't usually have competition, so government regulation promotes fair rates for consumers. When utility companies seek rate changes or significant actions, they must apply to the PUC, and that's where we step in. DCA reviews applications to offer recommendations that protect you, the consumer, by keeping rates reasonable and services reliable.

### YOUR VOICE MATTERS

We want to hear from you! Attend public hearings, share your thoughts, and provide valuable input. Your perspective on utility services and rates is vital, shaping our advocacy efforts on your behalf. **Visit our website to learn more**

➔ [cca.hawaii.gov/dca/](https://cca.hawaii.gov/dca/)

## Introducing Shift and Save: A Time-of-Use Rate Pilot Program

We want to inform YOU about HECO's upcoming Shift and Save pilot program, which aims to study how customers respond to Time-of-Use (TOU) rates. The program encourages change in energy usage behavior, allowing participants to access electricity at a lower rate during a specific time period.

Starting in October 2023, this 1-year pilot program will involve about 4% of customers on Oahu, Maui, and Hawaii Island, who were randomly selected and already have advanced meters. The objective is to assess how TOU rates can impact overall energy use.

Participation in Shift and Save is VOLUNTARY. Customers selected for the pilot will receive notifications via postal mail and/or email starting the week of July 31, 2023. If not selected, you can still choose to participate and you can opt out at any time, even after the program starts.

For the first six months of the pilot, residential bills will be capped at no more than a \$10 increase compared to the existing rate for the same month, ensuring a safeguard against unexpected impacts. For participating commercial customers, bill increases will be capped at no more than a 4% increase.

We understand that shifting energy usage may seem challenging, but here are some practical strategies you can explore to reduce energy consumption.

- Take advantage of the Hawaii Energy rebates  
➔ [hawaiienergy.com/for-homes/rebates](https://www.hawaiienergy.com/for-homes/rebates)
- Use energy-intensive appliances during the daytime
- Charge electronic devices when the sun is shining
- Explore energy-efficient appliances and lighting options ( e.g. LED lights and Energy Star appliances)

**Shift and Save may be introduced to all customers** in late 2024 or early 2025, but how the program works will be determined by the results of the pilot. Remember, **your participation is valuable**, and your feedback during the pilot will play a vital role in shaping potential changes in the future. **To provide feedback, visit**

➔ [hpuc.my.site.com/cdms/s/consumers](https://hpuc.my.site.com/cdms/s/consumers)

For additional information regarding this program please visit

➔ [www.hawaiianelectric.com/](https://www.hawaiianelectric.com/)

## Act Now! Hearings Impacting Your Ferry Fares - Docket No. 2023-0204

Attention Hawaii Consumers! The Public Utilities Commission (PUC) is holding two crucial public hearings on the Hōne Heke Corp., dba Expeditions' rate increase request for water carrier transportation service between Lāhainā Harbor, Maui, and Manele Harbor, Lāna'i. **Hōne Heke is seeking a 37% fare increase for its ferry passenger ticket categories, affecting both local residents and visitors.**

If approved, this rate increase could impact your travel costs between the islands. The PUC is interested in your comments and concerns with how this increase might impact you. So, mark your calendars for the public hearings on **Thursday, August 24, 2023, at 6:00 p.m. in the Lāhainā Intermediate School Cafeteria, and Friday, August 25, 2023, at 3:30 p.m. in the Lāna'i High & Elementary School Cafeteria.**


Your opinions matter! This is your chance to have a say in these rate changes. **Attend the hearings or submit written comments before September 4th through the Commission's website or by mail.** Together, we can make sure your interests are reflected. Visit the PUC's CDMS website

➔ [puc.hawaii.gov/](https://puc.hawaii.gov/) for more info.



## Talk Story with Valerie, DCA's Education Specialist



Q: Valerie, could you share why you joined the Division of Consumer Advocacy? 

Of course! I joined DCA because I want to make a meaningful impact in our community. As the Education Specialist, I saw an opportunity to use my skills and knowledge to empower consumers with valuable information about their utility service. My focus is on bridging the communication gap between the state and its residents. While there's room for improvement, I am genuinely excited to play a role in educating and empowering our residents to become more involved!

### UPCOMING DATES OF INTEREST



- August 18th - Hawaii Statehood Day (State Offices will be closed)
- August 24th & 25th - Public Hearings: Hōne Heke Rate Case

### SUBSCRIBE TO OUR NEWSLETTER!



[facebook.com/DCCAHawaii/](https://facebook.com/DCCAHawaii/)



[cca.hawaii.gov/dca/](https://cca.hawaii.gov/dca/)

### **CONTACT US:**

#### ***Division of Consumer Advocacy (DCA)***

P.O. Box 541 Honolulu, HI 96809

Phone: (808) 586-2800

Fax: (808) 586-2780

E-mail: [dca@dcca.hawaii.gov](mailto:dca@dcca.hawaii.gov)

Web Address:

[dcca.hawaii.gov/dca](https://dcca.hawaii.gov/dca)

### **ALSO VISIT:**

#### ***Public Utilities Commission (PUC)***

465 South King St., Rm. 103

Honolulu, HI 96813

Phone: (808) 586-2020

Fax: (808) 586-2066

E-mail: [puc@hawaii.gov](mailto:puc@hawaii.gov)

Web Address: [puc.hawaii.gov](https://puc.hawaii.gov)

#### ***Federal Communications Commission (FCC)***

445 12th St., SW

Washington, DC 20554

Phone: 1-888-225-5322

E-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

Web Address: [fcc.gov/consumers](https://fcc.gov/consumers)

#### ***Federal Energy Regulatory Commission (FERC)***

888 First St., NE

Washington, DC 20426

Toll-Free: 1-866-208-3372

E-mail: [customer@ferc.gov](mailto:customer@ferc.gov)

Web Address: [ferc.gov](https://ferc.gov)

