



CONSUMER SPOTLIGHT



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



Executive Director's Message

By: Dean Nishina

Welcome back to Consumer Spotlight, the newsletter that's been on hiatus for far too long! Summer is in full swing, and we're here to bring you all the updates from the DCA scene.



In our July 1st edition, we shine a spotlight on the career opportunities here at the DCCA, where you can be a part of shaping Hawaii's future. But that's not all, we'll dive into KIUC's first rate increase in over 12 years, explore money-saving tips and tricks to keep you cool all summer, and bring you the latest on the resolution of the Hawaii Gas strike and its impact on consumers. As the tropical storms dance, we'll provide you with hurricane awareness tips. And, hold onto your sunhats because the PUC is introducing a shiny new Case Document Management System. Get ready for a summer packed with thrilling updates and helpful insights. So kick back, sip on something tropical, and let's dive into the July 1st edition of Consumer Spotlight. Summer is here, and we're making waves!

5 Ways to LOWER Your Electricity Bill This Summer



- 1 **Upgrade to Energy Efficient Appliances**
 Replace your old appliances with new ones that have an **ENERGY STAR** rating. This can help you save energy costs in the long run.
- 2 **Unplug Electronics When Not in Use**
 Even when not in use, electronics can continue to use energy.
- 3 **Use Energy Efficient Light Bulbs**
 Switch to LED or CFL light bulbs, which use less energy than traditional incandescent bulbs.
- 4 **Wash Clothes in Cold Water**
 Washing clothes in cold water uses less energy.
- 5 **Use Natural Light**
 Try to make use of natural light during the day by opening the curtains or blinds.

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- DCCA is Hiring
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DCCA IS HIRING!!!

WANT TO HELP SHAPE HAWAII'S FUTURE?



Discover a great career opportunity with the State of Hawaii within the Department of Commerce and Consumer Affairs. The State of Hawaii is one of Hawaii's largest employers and offers a competitive compensation package. The Department of

Commerce and Consumer Affairs is hiring for a range of professional and office positions including attorneys, program specialist, energy/utility analysts, financial examiners, and legal and administrative support. There is room for everyone! For a complete listing of vacant positions on recruitment with the State of Hawaii Executive Branch you may go to the DHRD Job Listing webpage.

governmentjobs.com/careers/hawaii

For more information or to apply, please see each posting's complete position details.

KIUC RATE INCREASE DOCKET NO. 2022-0208

KIUC, a non-profit electric cooperative on Kauai, has recently filed its first general rate increase in over 12 years. KIUC states that the purpose of the rate increase is to address rising operating costs and infrastructure investments while meeting state requirements, including renewable energy standards. The proposed increase amount is \$16.7 million, approximately 9.42% of projected electric revenues of \$177 million.

Public feedback has been diverse, with concerns raised about the potential impact on electric bills and discussions regarding the CEO's salary. Supporters acknowledge KIUC's low rates and significant green energy generation. Consideration of all perspectives will guide the decision-making process for the proposed rate increase.

Find more information regarding this docket by visiting PUC's new CDMS: <https://puc.hawaii.gov/>

3 WAYS TO KEEP COOL THIS SUMMER

- 1 Clean or replace filters in air conditioners once a month.
- 2 Use ceiling fans and portable fans to circulate cool air throughout your home.
- 3 Go to the beach! Cool off with the cool waves and enjoy the outdoors.

HAWAII GAS STRIKE ENDS

In recent weeks, Hawaii experienced a significant gas supply disruption due to the Hawaii Gas strike. The strike, initiated by Hawaii Teamsters and Allied Workers Local 996 aimed to address labor concerns including wages and benefits.

The strike had a profound impact on Hawaii Gas operations, disrupting the gas supply to unregulated customers and creating inconveniences for regulated customers. The absence of gas supply led to inconveniences, temporary shutdowns, and additional costs for those reliant on gas-powered systems, such as cooking, heating, and industrial processes.

In the end, an agreement was settled on a raise of 15% over the course of three years for Hawaii Gas employees and a flat rate for medical insurance. While this resolution of the strike has the potential to



positively impact the future relationship between Hawaii Gas and its employees, it raises concerns about potential rate increases. As Hawaii Gas adjusts its operational costs, discussions may arise regarding the need for rate adjustments to maintain a sustainable balance.

We will closely monitor this situation and provide updates in future newsletters. For now, Hawaii Gas looks forward to welcoming its employees back and servicing their customers.

HECO TIME-OF-USE PROGRAM DOCKET NO. 2019-0323

HECO has announced that it will be launching an optional Time-of-Use (TOU) program in 2023. The new program varies electricity prices by the time of day. The TOU program will charge customers less for power used during the mid-day and more during the early evening and night. This encourages customers to use electricity when solar power is available and abundant and discourages use when the costs to produce electricity are higher.

The program is designed to encourage energy conservation and efficiency by charging customers different rates for electricity based on the time of day they use it.

The final rates were to be set before July 1st in time for the rollout. However, HECO has encountered delays, causing uncertainty around its launch date.



Questions and crucial information remain unresolved, prompting the Division of Consumer Advocacy (DCA) to propose extending the timeline. The goal is to allow customers an adequate amount of time

to understand the rates and program specifics before its implementation. Currently, no definitive timeframe has been set for the TOU Program's launch as stakeholders work diligently to iron out the remaining details. Docket No. 2019-0323 is currently in review.

Stay tuned for updates as HECO and regulatory bodies strive to ensure a smooth and transparent rollout for this program.

For more information on the program, visit HECO's website at hawaiianelectric.com/timeofuse or by searching Docket No. 2019-0323 on the PUC's new CDMS. puc.hawaii.gov/

HURRICANE PREPAREDNESS

Be Prepared and Stay Safe

The threat of hurricanes can bring significant risks and challenges, but with the right knowledge and preparation we can ensure safety and well being of ourselves, our families and our community



HURRICANE TRACKING AND ALERTS

Monitor local news, radio, and official weather sources.



EMERGENCY SUPPLIES AND PREPAREDNESS KITS

Assemble an emergency supply kit that includes essential items.



SECURING YOUR PROPERTY:

Protect your property from potential damage. Trim trees, reinforce windows, and review insurance policies.

PUC'S NEW CDMS WEBSITE

The Hawaii Public Utilities Commission (PUC) has launched a new Case and Document Management System (CDMS). This system replaces the previous Document Management System (DMS) and aims to improve accessibility and user experience. Users will be able to submit e-filings, make online payments, search for cases and documents, and subscribe to email notifications for updates.

The new CDMS provides training videos and guides, to ensure users can navigate the system effectively. For more information on the site, check out the PUC's website. puc.hawaii.gov/

DID YOU KNOW?



Hawaii Energy provides free community programs to help residents of all ages and backgrounds learn more about saving energy and how to put their knowledge into action. Check out more info at hawaiienergy.com/for-homes

UPCOMING DATES OF INTEREST



- **May 26th – July 9th: 50th State Fair**
- **July 1 – July 4th: Free rides on all City transit** (including Skyline, TheBus, and TheHandi-Van)
- **July 4th: Independence Day** (State holiday, offices will be closed)
- **July 10th: Pukalani Rate Case Public Hearing** (Docket No. 2022-0186)

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VISIT OUR WEBSITE AT CCA.HAWAII.GOV/DCA/SUBSCRIBE



HAWAII

EMPOWERING CONSUMERS FOR A BETTER TOMORROW

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