

CONSUMER SPOTLIGHT

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



A Message From the Consumer Advocate

Michael S. Angelo

As we move forward in 2024, the Division of Consumer Advocacy is delighted to welcome you to this new year filled with promise. The first few months have marked the start of the 2024

Legislative session. There are key bills that we are actively testifying on to protect consumers from bearing the costs of the Maui wildfires. We will be keeping you up to date on their status and the key things that you should be aware of.

In this edition, we dive into vital topics that directly impact you. From navigating compensation claims for power outage damages with Hawaiian Electric to deciphering the details of the new Time of Use Rates and Distributed Energy Resource Programs, our goal is to equip you with knowledge that empowers your choices.

We are also stepping out into the community with events like "How Do I Navigate Utility Assistance Programs and Resources, part of our commitment to being where you are, and answering your questions. Furthermore, we shed light on the Launiupoko Water Company's rate case, making it easier to understand its implications for you.

For those relying on Young Brothers for shipping needs, stay informed about delays and updates through their website and check out some of the bills we are advocating for this legislative session and how you can get involved, and stay up to date.

We look forward to a year of advocating for consumer empowerment, informed decisions, and a community involvement. We look forward to navigating this year together.

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CLAIMING COMPENSATION FOR POWER OUTAGE DAMAGES



In light of the ongoing power outages DCA encourages affected individuals to be aware of their right to file damage claim for losses incurred during their disruptions. Here a guide to help you navigate the process.

Timely Filing: If your sensitive electronic equipment is damaged due to a power outage, file a claim with Hawaiian Electric within 30 days of the incident. Provide details of the event and the equipment damaged.

Information to Provide: Provide critical information such as your name, account number, contact information, details on the outage and details of the equipment that was damaged.

Filing Process: Choose a filing method based on your island region.

Empower yourself during outages - file a claim for fair compensation. Your proactive steps matter in securing a resolution. File a claim [here](#).

Hawaiian Electric's New Time-Of-Use Rates and Distributed Energy Resource Programs: A Brief Overview

EMPOWERING THE COMMUNITY: NAVIGATING UTILITY ASSISTANCE PROGRAMS AT LILIHA LIBRARY



We are excited to share the success of our recent event, "How Do I Navigate Utility Assistance Programs/Resources," hosted at the Liliha Library. Marissa Grossman, the Liliha Librarian played a pivotal role in allowing DCA to present this informative session as part of her broader initiative, the "How Do I" series.

This ongoing program series aims to provide practical life skills to patrons of all ages. The recent "How Do I Navigate Utility Assistance Programs/ Resources" event marked the beginning of this empowering series for the Division of Consumer Advocacy, showcasing our commitment to community education.

Attendees explored various utility assistance programs, gaining insights into resources like Aloha United Way, Salvation Army, and HECO Payment Arrangements. The presentation deemed very helpful by participants covered program qualifications, budgeting challenges and past experiences.

The next event is scheduled to take place on **March 6th** at the Mililani Public Library. Stay updated on upcoming events by following us on [Facebook](#), and join us on this enriching journey of learning and empowerment.

In the ever-evolving energy landscape, the State Division of Consumer Advocacy stands with you, the ratepayer, to demystify the upcoming changes to Hawaii's Distributed Energy Resources (DER) programs. We're here to inform, represent, and protect, ensuring you have the knowledge to navigate this energy evolution.

Shift and Save: A Pilot Program for Changing Times

Launched on February 1st, the Shift and Save Pilot Program is a study in action. It explores how customers respond to Time-of-Use (TOU) rates, encouraging changes in energy behavior. For the first six months, residential and commercial bills will be capped at no more than a \$10 increase for residential and 4% for commercial customers, compared to what would have been charged on the existing rate for the same month, giving customers time to adjust their energy-use habits. Although commencement of the pilot program on Maui was temporarily suspended (due to recent wildfire events and recovery) , eligible Maui, Lanai and Molokai customers – as well as customers not selected for the pilot on Oahu and Hawaii Island – may voluntarily enroll in the TOU rates. TOU rates for all islands can be viewed at hawaiianelectric.com/shiftandsave.

Shift and Save TOU Rates:

	Daytime (9am-5pm)	Evening Peak (5pm-9pm)	Overnight (9pm-9am)
Oahu	17 cents per kilowatt-hour	52 cents per kilowatt-hour	35 cents per kilowatt-hour
Hawaii Island	21 cents per kilowatt-hour	62 cents per kilowatt-hour	41 cents per kilowatt-hour

Smart DER Tariffs: Your Energy, Your Choices

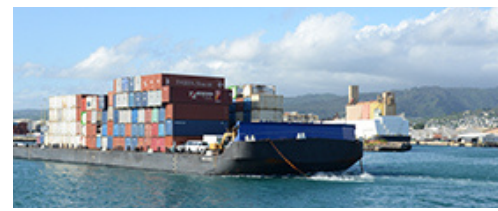
Coming April 1st, the Smart DER Tariff program steps in, reshaping your energy journey. It opens doors for connecting your Distributed Energy Resources (DERs) to the grid and replaces all existing tariffs, with the exception of the closed Net Energy Metering program. The choice between the Smart DER Export Rider and Non-Export Rider boils down to your decision to export, or not to export.

- Export Rider: Get compensated for exporting energy.
- Non-Export Rider: No compensation for exports.

We encourage you to visit our site for more details on these incoming programs. <https://cca.hawaii.gov/dca/derupdates/>

The proposed rates for the Export Rider, based on time slots, vary for each island.

STAY INFORMED WITH YOUNG BROTHERS' SHIPPING UPDATES



In our commitment to keeping you well-informed about essential services, we'd like to draw your attention to Young Brothers (YB), Hawaii's interisland freight transporter. Young Brothers is authorized to handle shipments between our beautiful islands. From Nāwiliwili on Kauai to Hilo and Kawaihae on the Island of Hawaii.

To ensure you're always updated on their sailing schedule and potential arrival delays, visit their website directly at <https://htbyb.com/>. It's your go-to resource for staying informed about the movement of your goods.

NOTICE OF PUBLIC HEARING

The PUC will hold a public hearing on Thursday, March 14, 2024 at 5:30 p.m. relating to the application of HAWAIIAN ELECTRIC COMPANY, INC. for the proposed Waimomi Substation Project which includes extensions and recircuiting of 46 kilovolt ("kV") sub-transmission lines that will be placed through Joint Base Pearl Harbor-Hickam.

The meeting will be held in-person and online. Details can be found [here](#).

Island	Overnight (9pm-9am)	Daytime (9am-5pm)	Evening Peak (5pm-9pm)
Oahu	\$0.189	\$0.135	\$0.329
Hawaii Island	\$0.148	\$0.106	\$0.231
Maui	\$0.131	\$0.066	\$0.182
Lanai	\$0.259	\$0.267	\$0.408
Molokai	\$0.174	\$0.179	\$0.272

Bring Your Own Device (BYOD) Tariff: Your Energy, Your Service

The BYOD program serves as a supplementary incentive program, allowing customers engaged in the Smart DER or an interim rooftop solar program to register. This enables them to contribute extra grid services to Hawaiian Electric and, in turn, receive compensation. Enrolling in BYOD offers customers up to three incentives: a single upfront payment, a monthly bonus, and credits for regulated energy exports during the designated "BYOD event" period. The upfront payment awards \$100 for every kilowatt (kW) of capacity the customer pledges for BYOD events, with a cap at \$500 per customer.

Participation in BYOD requires advanced metering and a minimum capacity for your devices.

LMI Adder: Bridging Financial Gaps for Solar Access

For Low- and Moderate-Income (LMI) households, the LMI Adder steps in, providing an extra financial incentive of \$100/kW of Projected Capacity. With a cap at \$500 or \$1,000 combined with upfront incentives, it doubles support, helping to reduce barriers for LMI families entering the solar sphere.

More information on these programs and their details can be found by visiting our website <https://cca.hawaii.gov/dca/derupdates/>.

Launiupoko Water Company, Inc. (LWC) Rate Case Docket No. 2023-0465

Launiupoko Water Company, Inc. (LWC) has applied for a rate increase with the Public Utilities Commission (PUC) of Hawaii, seeking a 64.7% increase in revenues, amounting to \$458,079. The company represents that it needs to increase rates because it has been operating at a loss over the past 5 years.

For ratepayers, this rate increase, if approved, would mean higher water service charges. Once the PUC deems their application to be complete, there will be a 6 month window for LWC's rate increase request to be approved. This case is still in the early phases. The DCA will be representing consumers in this rate case, and we highly encourage community involvement. Interested parties are encouraged to submit public comments [here](#) to voice their opinions and concerns about the rate increase application. You also have the opportunity to attend public hearings which will be posted on our website.

Empowering Consumers: Navigating the 2024 Legislative Landscape with DCA

In this legislative session, DCA is focusing on bills crucial for consumer protection, addressing the aftermath costs of the Maui wildfire, advocating for energy affordability, and championing clean energy initiatives. As we actively testify, these bills play a role in shaping a resilient, affordable, and sustainable energy future for all.

WILDFIRE BILLS

HB2265/SB2922 HB2102
 HB2281/SB2997 HB2169
 HB2407/SB3096
 HB2766/SB3326
 HB1679/SB2091
 HB1680/SB2092

CLEAN ENERGY

HB2390/SB3079 SB2920
 HB2389/SB3078 SB2822
 HB2616/SB3309 HB1828
 HB2786/SB2102 SB2122

ENERGY AFFORDABILITY

HB2685/SB3235
 HB2739/SB3263

We encourage you to get involved! Learn more about these critical bills and make your voice heard by testifying. Visit <https://bit.ly/4bz4ruQ> to access information and contribute to shaping policies.



- March 6th - Consumer Protection Fair
- March 14th - Public Hearing - Waimomi Substation Project
- March 17th - St. Patricks Day
- March 26th - Prince Jonah Kuhio Kalanianoʻle Day (State offices will be closed)
- March 29th - Good Friday (State offices will be closed)

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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
 Web Address: puc.hawaii.gov

Federal Communications Commission (FCC)

445 12th St., SW
 Washington, DC 20554
 Phone: 1-888-225-5322
 E-mail: fccinfo@fcc.gov
 Web Address: 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
 Web Address: ferc.gov

