

UTILITY ASSISTANCE PROGRAMS AND AFFORDABILITY RESOURCES

Discover practical insights and resources to effectively manage utility expenses. For more information and clickable links, please visit our website at cca.hawaii.gov/dca/utilityassistance/



Affordability Solutions (Permanent Solutions):

GEM\$ On-Bill Program: Upfront costs dissipate through a financing system structured around bill savings, enabling consumers to offset expenses over time.

- <https://gems.hawaii.gov/participate-now/>
- (808) 587-3868

Hawaii Energy's Efficiency Tips and Rebate Programs: Hawaii Energy offers long-term solutions through energy efficiency tips and strategies to permanently reduce utility bills. Hawaii Energy also offers cash rebates that help you invest in energy-efficient equipment for your home.

- <https://hawaiienergy.com/for-homes/tips-to-save-energy/>
- <https://www.hawaiianelectric.com/customer-service>

Hawaiian Electric Company (HECO)- Save Energy and Money: HECO provides household tips and resources, an Energy Consumption Calculator, Energy Savings Toolkit, and details on the Shift and Save Program.

- <https://www.hawaiianelectric.com/products-and-services/save-energy-and-money>
- <https://www.hawaiianelectric.com/customer-service>

Hawaiian Electric Company (HECO) - Time-of-Use Rates (TOU): TOU rates enable you to save money if you shift your energy use away from the high-demand evening and overnight hours that are at a higher kWh rate. The more you shift your energy usage away from those hours, the more money you could save.

- <https://www.hawaiianelectric.com/products-and-services/save-energy-and-money/shift-and-save>
- <https://www.hawaiianelectric.com/customer-service>

Community-Based Renewable Energy (CBRE): CBRE initiatives offer innovative approaches for consumers to access renewable energy sources, potentially reducing electricity bills in the long term by allowing electric utility customers to purchase shares in a renewable energy facility to offset their monthly energy consumption via a credit for that renewable energy on their utility bills.

- <https://communityenergyhawaii.com/#/>
- sharesolar@hawaiianelectric.com

Hawaii Gas – Good Energy Tips: Hawaii Gas provides energy saving tips to help reduce your gas bill.

- <https://www.hawaiigas.com/for-home/good-energy-tips>
- <https://www.hawaiigas.com/contact-us>

WaterSensible Program - The Honolulu Board of Water Supply : WaterSensible program offers conservation incentives including rebates and initiatives for both residential and commercial sectors, and WaterWisdom program for condominiums and townhome complexes.

- <https://www.boardofwatersupply.com/watersensible>
- (808) 237-6877 or watersensible@honeywell.com

Financial Assistance with Utility Bills



General Utility:

AUW 2-1-1: provides vital assistance and resources for individuals facing challenges in meeting their rental and utility payments.

- <https://auw211.org/>
- 2-1-1 or info@auw.org

Salvation Army: provides vital assistance and resources for individuals facing challenges in meeting their utility payments.

- https://hawaii.salvationarmy.org/hawaii_2/fso/
- (808) 841-5565 or hicac@usw.salvationarmy.org

Hawaii Home Energy Assistance Program (H-HEAP): (Applications reopening June 3rd 2024 – June 28th 2024) provides heating and/or cooling assistance to needy Hawaii households by assisting with a one-time payment toward their electric or gas bill.

- <https://www.hcapweb.org/low-income-home-energy-assistance-program-liheap/>
- (808) 521-4531 or hcap@hcapweb.org

Catholic Charities Rental and Utility Relief Program (RURP): Offers support to renters in the City and County of Honolulu. Community enrollment events provide opportunities for new applicants.

- <https://www.revitalizeoahu.org/renthelp>
- (808) 521-4357 RURPHelp@catholiccharitieshawaii.org or (808) 596-8155
RURP@hawaiiancouncil.org



Electricity:

HECO's Payment Arrangements: HECO offers flexible payment arrangements to support consumers in managing electricity bills effectively.

- <https://www.hawaiianelectric.com/billing-and-payment/payment-assistance/payment-arrangement-options>
- <https://www.hawaiianelectric.com/customer-service>

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- <https://www.hcapweb.org/low-income-home-energy-assistance-program-liheap/>
- (808) 521-4531 or hcap@hcapweb.org

Special Medical Needs Rate Program (SMNP) by Hawaiian Electric: Provides a \$.04 per kWh discount on the first 500 kilowatt-hours in any month for qualifying customers with special medical needs. Maximum savings is \$20 in a given month.

- <https://www.hawaiianelectric.com/billing-and-payment/payment-assistance/special-medical-needs>
- <https://www.hawaiianelectric.com/customer-service>



Telecommunications:

Federal Lifeline Program: Provides a discount on monthly telephone service for qualifying low-income individuals.

- <https://www.lifelinesupport.org/>
- 1-800-234-9473 or LifelineSupport@usac.org

State Lifeline Program: Provides a discount on monthly telephone service for qualifying low-income individuals.

- <https://www.hawaiiantel.com/Portals/0/pdfs/State%20-%20Initial%20Lifeline%20Application%20-%2007-07-23.pdf>
- (808) 643-3456

Internet Kokua Program: Hawaii Telcom provides discounts on Internet service for those who meet certain qualifications. If your service address is copper served, you may be eligible to receive High-Speed Internet Basic (up to 7 Mbps download) for \$9.95/month, which includes the Wireless Gateway Service Fee.

- <https://www.hawaiiantel.com/Residential/Discounted-services-for-qualified-Hawaii-residents>
- (808) 643-3456

Kupuna TV Discount: Hawaii Telcom provides discounts on Base Package Tier for those who meet certain qualifications.

- <https://www.hawaiiantel.com/Residential/Discounted-services-for-qualified-Hawaii-residents>
- (808) 643-3456



Water:

Low Income Household Water Assistance Program (LIHWAP): Provides aid to low-income households to manage water-related expenses.

- <https://www.hcapweb.org/low-income-home-energy-assistance-program-liheap/>
- 808-521-4531 or hcap@hcapweb.org

Note: The Division of Consumer Advocacy does not endorse any specific program but serves as a reliable resource for consumers seeking information on available assistance. It's important to note that the status of these programs, including available funds, may change without notice.

About: The Division of Consumer Advocacy works diligently to safeguard consumer interests in public utility services. Committed to fairness and transparency, DCA supports consumers across utility sectors, advocating for affordability, safety, and reliability. Follow DCA on social media at <https://www.facebook.com/DCCA Hawaii/>

