

UTILITY ASSISTANCE PROGRAMS AND RESOURCES

Discover practical insights and resources to effectively manage utility expenses. For more info 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/> or (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 hours that are at a higher kWh rate.

- <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 offers innovative approaches 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/#/>
- sharedsolar@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 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 assistance and resources for those facing challenges in meeting their utility payments.

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

Telecommunications:

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

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

Internet Kokua Program: Hawaii Telcom provides discounts on Internet service for those who meet certain qualifications, like if your address is copper served.

- <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

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

- <https://www.hawaiiantel.com/>
- (808) 643-3456

Electricity:

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

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

Hawaii Home Energy Assistance Program (H-HEAP): (Applications open June 3rd 2024 – June 28th 2024) provides heating and/or cooling assistance 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

Special Medical Needs Rate Program (SMNP) by Hawaiian Electric: Provides savings 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>

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.