

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/ or scan the QR code.



Lowering Your Utility Bills Permanently

GEM\$ On-Bill Program: A financing option offered by the Hawaii Green Infrastructure Authority (HGIA) that helps low to moderate income homeowners and renters install clean energy improvements like solar panels or energy-efficient upgrades.

- <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>

Hawaii Energy's - Energy Smart 4 Homes (ES4H): This program includes a free in-home energy assessment and installation of energy efficient appliances, including LED lightbulbs, advanced power strips, and efficient showerheads and faucet aerators.

- <https://hawaiienergy.com/for-homes/energy-smart-4-homes/>

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 allows you to invest in off-site renewable energy projects and receive credits on their electric bill.

- <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



ASSISTANCE WITH YOUR 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

City and County of Honolulu Rental and Utility Relief Program (RURP): Offers support to renters in the City and County of Honolulu.

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

Catholic Charities: non-profit organization that provides a wide range of social services to individuals and families in need throughout the state.

- <https://www.catholiccharitieshawaii.org/programs/>
- <https://www.catholiccharitieshawaii.org/contact-us/>

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:

Hawaii Home Energy Assistance Program (H-HEAP) - Energy Credit (EC): (Applications closed for 2024) provides heating and/or cooling assistance with a one-time payment toward the electric or gas bill.

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

Hawaii Home Energy Assistance Program (H-HEAP) - Energy Credit Intervention (ECI): (Applications open YEAR ROUND) restores or prevents termination of electric or gas power for those who have received a disconnection notice.

- <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>

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

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

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.