

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2024, “Utility Disconnections Dashboard,” Energy Justice Lab.



Hawaii

Last updated: September 20, 2024

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility, municipal utility, or an electric cooperative in the State of Hawaii.

HAW. CODE R. §6-60-2

Weather Protections

There are no protections available that limit electric utility service disconnections during times of hot or cold weather in the State of Hawaii.

Medical Protections

There are no specific protections for customers with medical conditions.

Other Customer Protections

Service disconnections may not occur unless a utility investigates and submits a report to the Public Utilities Commission 5 days before the proposed shutoff date for customers who have elderly status of at least 62 years in age, or are considered handicapped, as certified by a registered physician or appropriate state agency.

There are no specific protections for households with children or military personnel.

HAW. CODE R. §6-60-8

General Exemptions

Customers and utilities can request an exemption from the rules for reasons of hardship.

HAW. PUB. UTIL. COMM’N, GEN. ORD. NO. 7, Rule 1.2

Notification Requirements

Written notification of at least 5 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

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HAW. PUB. UTIL. COMM'N, GEN. ORD. NO. 7, Rule 4.6

Payment Information, Delinquency, and Fee Information

Customers have 15 days to pay their bills after issuance. It is not specified when a bill would be considered delinquent.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities do not have to provide customers with payment plans.

HAW. CODE R. §6-60-8

Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance.