

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2023, “Utility Disconnections Dashboard,” Energy Justice Lab.



## Hawaii

Last updated: January 30, 2023

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.