

# **Hawai'i Gas Utility Customer Appreciation Credit**

## **FAQ for Customers**

Rev. 11.29.22

### **What is the Utility Customer Appreciation Credit?**

As a condition of the sale of Hawai'i Gas to Argo Infrastructure Partners, Hawai'i Gas has committed to provide a \$7 million rebate to utility customers on all islands. The rebate will be provided to utility customers in the form of a monthly credit and will be distributed over a 9-year period to active utility customers starting in December 2022 and ending in June 2031.

### **How and when will the Utility Customer Appreciation Credit be distributed?**

The first credit will be distributed beginning December 1, 2022 and will include credits and accrued interest that have accumulated since the sale was finalized in July 2022. That amount, totaling \$394,380, will be distributed equally among all active Hawai'i Gas utility customer accounts on record. For example, if there are 32,000 utility customer accounts, each account will be credited \$12.32.

For every month after December 2022, and continuing until June 2031, a credit totaling \$64,815 will be distributed equally among all active Hawai'i Gas utility customer accounts on record. For example, if there are 32,000 utility customer accounts, each account will be credited \$2.03.

### **Why was my credit not exactly \$12.32 in December 2022, or \$2.03 in January 2023 and beyond?**

The credit will be distributed equally among all utility accounts that are active and open at the start of the month, so the actual amount of the credit per account will vary month-to-month.

### **Who will benefit from the Utility Customer Appreciation Credit?**

All utility ratepaying customers statewide will be provided with a monthly Utility Customer Appreciation Credit, and it will be one credit per month, per active account. If you are a utility customer and have more than one active utility account, each active account will receive a monthly credit.

### **How do I know if I'm a utility customer?**

Check your monthly Hawai'i Gas billing statement—directly under the Account Summary and Service Address sections, you will see a line item called "Service Type." The service type will let you know if you are a utility customer or not.

### **If I have multiple Hawai'i Gas accounts, and some are utility and some are non-utility, do I get a Utility Customer Appreciation Credit for all my accounts?**

No. The Utility Customer Appreciation Credit is only for active utility accounts. It will not apply to non-utility propane accounts of Hawai'i Gas, nor can customers apply for or obtain the credit for their non-utility accounts.

### **As a utility customer, what do I need to do to receive the credit?**

Utility customers won't have to do a thing to receive this credit. As long as your account remains active, Utility Customer Appreciation Credits will be applied automatically to your account and will be reflected in your Hawai'i Gas monthly billing statements. The line item in your monthly billing statement will be clearly labeled: "Utility Customer Appreciation Credit."

**What if I received a letter in the mail telling me about credit, but I did not see the credit reflected in my billing statement?**

Credits will be applied only to accounts that are active and open as of the beginning of each month. If your account is closed during the month, you will not be eligible for a credit the following month. Credits will be applied to active accounts and will be reflected in billing statements beginning December 1, 2022. Credits will not be reflected in November 2022 billing statements.

**What is being done for non-utility customers; why can't they get a credit as well?**

While we appreciate both our non-utility and utility customers, this specific credit was a stipulation of the sale approved by the Hawai'i Public Utilities Commission which regulates our utility business.

**What if my credit is not exactly as it was stated in the example in the customer letter I received? (\$12.32 in December 2022, or \$2.03 in January 2023 and beyond)**

The amounts mentioned in the letter were examples only. Monthly credits will be distributed equally among all utility accounts that are active and open at the start of each month so the actual credit amount distributed to each account will vary month-to-month.